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**Adobe Acrobat (vers 2.0)**

**Adobe Technical Support**

**Error processing SuperMetafile (0x25)**

Adobe Type Manager must be installed and running. In ATM, make sure the option **Print ATM fonts as graphics** is not selected. Error likely to involve DeskJet 1200C or 1600C.

**ATM (Adobe Type Manager) (version 3.0)**

**Adobe Technical Support**

**[ATM 3.02 and slow application response](#)**

**[ATM fonts not printing in CoreDRAW](#)**

Note: Adobe Type Manager is not supported in the Win32S programming specification of Windows 3.1. For this reason, the ATM checkbox is turned off in the Font Engines section of the Tricks dialog for Windows 3.1 users. If you have problems with output, make sure the Tricks ATM checkbox is clear.

**ATM 3.0 and slow application response**

If you have an application that is slow to open when you are running a SuperDriver, select the **Tricks** tab in the SuperDriver and clear the **ATM** box under **Font Engines**.

**Ami Pro (version 3.1)**

**Ami Pro Technical Support**

**[AmiPro & AmiPrint](#)**

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### **AmiPro & AmiPrint**

AmiPrint is a print spooler that has problems with various printer drivers. To turn off AmiPrint uncheck **Print in background** in **Tools/User Setup/Options**.

**AmiPro & envelopes**

In order for envelopes to print correctly, AmiPro's print spooler AmiPrint must be turned off. Turn it off in Tools/User Setup/Options/Print in background. You may also notice several Printer icons listed on your task bar. This is because each printer you have installed causes an icon to be launched.

**Rotated text in AmiPro**

AmiPro typically does not correctly display rotated fonts from font managers such as ATM or TrueType. The only combination we have seen display rotated fonts properly is ATM with a Windows HP driver. This problem only affects displayed text, not printed text.

**AmiPro & PaintJet**

AmiPro considers all of its margins to be relative to the physical page edges, not to the printable area. Text placed in the upper .5" of the page will print using the LaserJet, but the PaintJet doesn't support that area, and some of the text will be lost.

### **AmiPro & dropped graphics**

If you are getting dropped graphics when printing from AmiPro to a SuperDriver, turn off AmiPrint. To turn off AmiPrint uncheck **Print in background** in **Tools/User Setup/Options**.

**CorelDRAW! (version 6.0)**

**Corel Systems Corp. Technical Support**

[ATM fonts not printing](#)

[Bitmap images appear washed out](#)

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[Blocky graphics or crude dithering on output](#)

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[CorelDRAW! loses part of picture](#)

[CorelDRAW scanline limitations](#)

[Output cut off at 54 in.](#)

[Slow printing with CorelDRAW! 4.0](#)

[Unrecoverable error: undefined in...](#)

[Won't print to monochrome devices or prints slowly](#)

**Bitmap images appear washed out**

When printing from CorelDRAW! to certain desktop color printers, bitmap images appear washed out. If this happens, try loading the printer circuit COREL3, which has been included on CorelDRAW! Disk 1, and at the root of the CDROM Disk 1. Copy COREL3.SMT, COREL3.RGB and COREL3.CMY into the COREL40\CUSTOM directory, and then load the circuit via the Print/Color/Load dialog.

This information is included the the CorelDRAW! 4.0 README.WRI file.

## LaserJets and CorelDRAW!

### (Monochrome devices & CorelDRAW!)

This problem usually manifests itself by displaying blocky graphics or crude dithering on the output.

By default, SuperPrint scales any brush patterns to fit the output device space. CorelDRAW! has a setting in its CORELDRW.INI file, LaserHalftoning=1, that controls pattern scaling. If both settings are on, they scale it, then we scale it, which can result in very coarse dither patterns, and possible insufficient memory errors and possibly GPF s or equivalent.

You have two options:

1) Allow SuperPrint to do the pattern scaling.

- In the SuperDriver's **Tricks** tab, set Pattern Scaling to 0.
- In the CORELDRW.INI file find the [CDrawConfig] section of the file.

Change LaserHalftoning=1 to LaserHalftoning=0. (If the line is not there, please add it as follows):

```
[CDrawConfig]
```

```
LaserHalftoning=0
```

2) Allow CorelDRAW! to do the pattern scaling.

- In **Tricks** tab set Pattern Scaling to 1
- In the CORELDRW.INI file set LaserHalftoning=1.

To find the Tricks tab, see [Accessing SuperDriver options](#).

**CorelDRAW! Color Manager conflict**

CorelDRAW! 5.0 & 6.0 have built-in Color Manager that conflicts with SuperPrint's **Image Enhancement/Adjusting Hues** features. To disable Corel's Color Manager, clear the check box **Printer Color Profile** in Corel's **Print** dialog.

### **ATM fonts not printing**

ATM fonts display on the screen, but not on output.

In the SuperDriver's **Tricks** tab, clear the **ATM** checkbox in the **Font Engines** section.

**CorelDRAW! loses part of picture**

If you image is clipped or incomplete, you should try using Corel's **Fit to Page** option.

In CorelDRAW! 4.0: use **Fit to Page** option

In CorelDRAW! 5.0 & 6.0: use **Fit to Page** in **File/print/options/layout**

**Slow printing with CorelDRAW! 4.0**

CorelDRAW! 4.0 users make the below edit but in the [Config] section of the CORELDRW.INI file, located in the \COREL4\CONFIG directory

UseClippingForFills =1

Note: if the line is not there, add it.

This will speed up printing as well as create much smaller SuperMetafiles (SMF files).

Set UseClippingForFills values in the CORELAPP.INI for Corel 5.0 (value=1)and 6.0 (value=7).

**Corel 6.0 & EMF files**

EMF files imported by copying or pasting into Corel 6.0 will be clipped and moved on the screen and result in poor redraws. This is a result of the way that Corel 6.0 handles EMFs. As a workaround, try saving the file in WMF format, they import nicely into Corel 6.0

**CorelDRAW scanline limitations**

CorelDRAW 6.0 limits the number of scanlines it will print to a non-PostScript printer. Even if you use the **Scaling** feature in the large format SuperDrivers, CorelDRAW allows only a little over 16,000 scan lines. Your output will be limited to 54 in. at 300 dpi. (Note: Corel has been advised of this problem.)

Since Corel does not place the same limitations on PostScript printers, you can create a ZScript (PostScript) printer in Masquerade.

Or, if resolution is not a consideration, use the SuperDriver and lower the resolution to 150 dpi.

**Corel Ventura (version 6.0)**

**Corel Systems Corp.**

**Slow printing with Ventura 5.0**

**Ventura 5.0 prints color bitmaps to color devices in black and white dither**

**Ventura prints color bitmaps to color devices in black and white dither**

To allow SuperDriver to scale and print 24 bit color bitmaps, erase or rename the file called DITHER.VP in the Ventura directory.

**Slow printing with Ventura 5.0**

To prevent Ventura 5.0 from rasterizing every page, which results in slow printing, remove the file DITHER.VP from the Ventura directory.

**Designer (version 6.0)**

**Micrografx Designer Technical Support**

[Bitmaps print slowly](#)

[Designer 3.1 transparent TIFFs to a color output device](#)

[Dither incorrect for monochrome bitmaps](#)

[Dropped or broken vector objects](#)

[Rounded end rectangles don't print correctly](#)

### **Dropped or broken vector objects**

If you are having problems like dropped or broken vector objects, try turning **Micrographx escapes** off. This option is found in the **Tricks** tab.

**Dither incorrect for monochrome bitmaps**

Designer does its own dithering for monochrome bitmaps.

### **Designer 3.1 transparent TIFFs to a color output device**

Designer does not send the correct information for transparent bitmaps when printing to color devices.

Designer no longer sends the transparent bitmap to 4 plane devices like the PaintJet, DeskJet and thermal printers. For 24 bit devices, the bitmap will not look transparent this is not just to SuperDrivers. Transparent hatch patterns print correctly; and printing the transparent TIFFs to black & white devices is correct. Micrografx knows about this problem. You can get the correct output by creating a PostScript file from Designer and dropping onto the PostScript Language Filter. Be sure to use the Micrografx PostScript driver, not the Microsoft driver, because it uses the Micrografx escapes.

**Encarta 96 World Atlas**

**Job Error! 0 pages printed**

The font Arial Special G1 must be installed on your system. It should be installed automatically when you run the Encarta setup program.

Excel (version 7.0)

Microsoft Corp. Technical Support

[Cannot get correct pattern colors in Excel](#)

[Changing from Windows driver to SuperDriver](#)

[Colored lines print out as dotted lines on laser printers](#)

[Driver changes not retained](#)

[Excel text isn't being cropped](#)

[Font and formatting problems](#)

[Gray scale fills look wrong printing to laser printer](#)

[Slow printing with Excel](#)

[Text displays correctly, but prints with #'s](#)

### **Slow printing with Excel**

For printers with this option, turning on **Download Rectangles** in the SuperDriver **Options** tab will help speed up printing Excel spreadsheets that are just spreadsheets. If any graphics, designs or charts are being printed, SuperPrint needs to rasterize the page, which means downloading rectangles should be off. By default **Download Rectangles** is off.

**Cannot get correct pattern colors in Excel**

In **Tricks** tab, Report 1 bit/pixel, 1 plane as device bitmap defaults to off. Checking this box will give the pattern the correct color. This option is found in the SuperDriver's Properties

### **Element fills, shading & laser printers**

Some applications produce screens or fills by printing a pattern fill. These applications expect the driver to reproduce an 8x8 pixel pattern (like tiling wall paper on the Windows desktop) on laser printers, making what looks like a dithered fill at 300 DPI.

SuperDrivers, by default, scale the pattern so that it looks more like your screen. You can change the default in the SuperDriver's **Tricks** tab.

For example, in applications such as PageMaker, Excel and Word, fill pattern dots may print too far apart. Your output will be more pleasing if you access the SuperDriver's **Tricks** tab change **Pattern Scale: 0** to **Pattern Scale: 1**.

**Text displays correctly, but prints with #'s**

If the currency format is used with the Excel default font (MS Sans Serif 10), and numbers are typed into a cell, the text displays correctly on screen (\$1,495.00), but prints as #####'s. This indicates there wasn't enough room in the cell for it.

Microsoft reports that if you use the default MS Sans Serif, the mapping isn't correct. Use a TrueType font and the text displays and prints properly. This occurs with both the SuperPrint Drivers and the Windows drivers.

**Excel driver changes not retained**

Excel 5.0 fails to retain the driver changes that are made from its **Printer Setup** dialog. Changes must be made from the **Page Setup/Options** dialog.

**Printer Setup** and **Page Setup** can be found in Excel's **File/Print** dialog.

### **Changing drivers & Excel**

When you change from the Windows driver to a SuperDriver, columns change sizes with certain font selections. Excel defaults to MS Sans Serif, a screen font. If you set up a primary font in Excel common to any driver, such as Arial, the column width will not change when you change drivers. To do this in Excel 5.0, access **Tools/Options/General**. There is a section called **Style Includes**; make sure that **Font** has an X on it. Then click on the **Fonts** button and select a font common to any driver, such as a TrueType font.

To make the same change in Excel 7.0, access **Format/Style**. Make sure that the **Font** has a check by it and that the font is a common TrueType font, like Arial.

Various printing problems such as output appearing to be smaller with the SuperDriver than it was with the Windows driver can often be solved by setting the desired resolution in Excel. Open Excel's **File, Page Setup, Options** dialog and make sure that Excel's **Print Quality** shows the desired dpi.

**Hallmark Card Studio**

[Micrographx Technical Support](#)

[Errors when printing](#)

[Cards print in wrong orientation](#)

**Errors when printing**

Errors when printing (Failed to print message or system hangs when printing)

Clear the **Micrografx escapes** setting in the **Tricks** tab.

**Cards print in wrong orientation**

Cards print in the wrong orientation. For example, a half-fold card prints portrait instead of landscape. Changing the orientation in the SuperDriver has no effect on the output.

Hallmark Card Studio prints in the incorrect orientation when you have selected a resolution in which the pixels are not square, such as 360 x 180 dpi. These non-square resolutions commonly occur in inkjet and dot matrix printers. Choose a square resolution, where both numbers are the same, or where the resolution is expressed in only one number.

### **Halo DeskTop Imager (version 2.2)**

#### **Slow Printing with bitmaps**

HALO Desktop Imager provides the user the option of letting the printer (or driver, in our case) do the scaling of bitmaps. Imager has a checkbox in their **Print** dialog allowing “Use Printer’s Scaling” and “Use Printer’s Halftone”. Make sure these are checked on.

**Harvard Graphics (4.0)**

**Software Publishing Corp. Technical Support**

[Harvard Graphics doesn't retain settings](#)

[Slow printing with pattern fills](#)

### **Harvard Graphics doesn't retain settings**

Harvard Graphics (version 3.0 & 4.0) does not retain your non-default settings for such things as paper size, resolution, margins, etc., which can lead to a variety of problems including incorrect output and frustrating error messages. The workaround is to force Harvard to accept your choices. This can be done as follows:

With Harvard Graphics closed, make your choices in the SuperDriver's options dialogs. To locate them, see [accessing SuperDriver options](#).

Then open Harvard and confirm your driver in the **File, Printer Setup** dialog and set paper size, margins etc. in Harvard's **File, Presentation Setup** dialog. Note that Harvard assumes half inch margins; if you are using a film recorder, be sure to set the margins to zero.

If you need to make changes while Harvard is running, access the SuperDriver's options dialogs. (you can minimize Harvard) make your changes, then switch back to Harvard. Next, choose **File, Printer Setup**, change to a different driver and then back to your driver of choice. This will force Harvard to re-read the current driver settings. If Harvard presents you with a dialog saying that margins were reset, access **File, Presentation Setup** and reselect the settings you want.

**Slow printing with pattern fills**

Harvard Graphics pattern fills create large files that print slowly. SPC is aware of the situation.

**PageMaker (version 6.0)**

**Adobe Technical Support**

[Color bitmaps print slowly](#)

[Gray scale fills look wrong printing to laser printer](#)

[Hardware Copies](#)

[Line endings, page breaks and fonts are incorrect](#)

[Pattern fills at high resolution wrong or printer hangs](#)

**Pattern fills at high resolution wrong or printer hangs**

PageMaker employs a tiling approach to filling areas via the use of a user-defined character (it contains the desired pattern). The "character" is cached for efficiency, and then transferred in bit blocks to the "page" as needed. If SuperPrint does not have enough memory available for a full page bitmap, it has to buffer these tile objects individually in memory, which can quickly be exhausted. The only solution at this point is to increase Windows Virtual Memory (slow), or upgrade the computer with enough physical RAM to contain the frame buffer (fast).

**Line endings, page breaks and fonts are incorrect**

Switching the target printer of an existing publication or document can mean unwanted changes in such things as fonts, text length, line endings, graphics, etc. When creating publications or documents from applications such as PageMaker, select the correct target printer from the start.

**Bitmaps print slowly**

Some applications do not know that SuperDrivers are smart drivers and scale images in advance. When SuperPrint gets the image, it is already at device resolution and may or may not be larger than the original bitmap (it depends on DPI and size). The resulting file could be large, thereby taking a long time to print.

Processing the image through a masquerade generated driver should speed up printing.

Note: Applications that do send SuperDriver the Device Independent Bitmap (DIB), thereby printing faster, are PhotoStyler 4.0, MS Imager 2.0, Picture Publisher 6.0 and all Microsoft applications.

**Photoshop (version 3.0)**

**Adobe Technical Support**

**Slow printing**

**SuperScreens incorrect**

### **Slow Printing with Photoshop**

Photoshop versions 2.5 and 3.0 will provide you with the option of letting the SuperDriver do the scaling of bitmaps. Choose the **Constrain File Size** checkbox in the **Image/Image Size** dialog. This will keep SuperMetafile sizes from growing really large and will improve print speed.

**SuperScreens & Photoshop**

Photoshop does its own dithering to 1-bit (black & white) devices like the LaserJet or DeskJet even if you ask it to use the Printer default screen. Therefore, if you select a SuperScreen in the SuperDriver's Halftoning tab, it won't print to 1-bit devices from Photoshop.

Photoshop does respect Printer default screens when dithering to 4-bit (color) devices like color DeskJets.

## **PhotoStyler (version 2.0)**

Adobe Technical Support

### **Bitmap printing to upper left corner of the output**

May occur in PhotoStyler 1.1A. Under Print Options, use **Scale to Fit**, so that the bitmap stretches to fit the area. You will get better results if you can scan the image at the correct resolution to begin with.

PhotoStyler 2.0 sends the SuperDriver a Device Independent Bitmap (DIB) so **Scale to Fit** is unnecessary. It is still true, however, that scanning the image at the same resolution as your output device provides better results.

**Picture Publisher (version 6.0)**

**Micrografx Technical Support**

**[SuperDriver options grayed out in Picture Publisher 5.0a](#)**

**Picture Publisher 5.0a and SuperDriver options**

When you open the SuperDriver from within Picture Publisher, the SuperDriver's Image and SuperRIP tabs are grayed and unavailable. Both tabs are accessible if you access the SuperDriver from the Printers folders or Print Manager (NT users). Earlier versions of Picture Publisher and Picture Publisher 7.0 do not have this problem.

**PowerPoint (version 7.0)**

**Microsoft Technical Support**

**[Black & White output to a color device in PowerPoint 7.0](#)**

**Continually resetting Default Target printer(s) in PowerPoint**

**Hatch marks for bars with PaintJet, PaintJet XL**

**Pattern colors not correct**

**Printer settings**

**Printing and font mapping are not correct**

**Pattern colors not correct**

In the **Tricks** tab, **Report 1 bit/pixel ,1 plane as device bitmap** defaults to off.. Checking this box to turn it on will give the pattern the correct color.

**Hatch patterns for bars with PaintJet, PaintJet XL**

In the SuperDriver's **Tricks** tab, make sure the following option is turned ON:

**Report 1 bit/pixel, 1 plane as device bitmap.**

**Printer settings**

In PowerPoint versions 7.0 & 4.0 you need to be aware of how the **Current Printer** selection affects presentations. You will obtain the best results with the least effort if you select the printer before you begin composing the presentation. This will give you the correct working area on the screen.

**Continually resetting Default Target printer(s) in PowerPoint**

After setting up printers to desired configuration, save as a file called DEFAULT. This will act as a flag to PowerPoint so it will come up with an untitled file with these settings the next time you begin a new file.

### **PowerPoint font mapping**

PowerPoint allows more than one printer to be active at the same time. In PowerPoint 4.0, you can configure printers for both slides and handouts. To configure the printers that you wish to use, from the **File** menu select **Print/Printers** and then select from the list of available devices. For PowerPoint 7.0, from the file menu select **Printers** and choose your printer from the drop down list, to configure your printer choose **Properties**.

To map fonts, select **Tools/Replace fonts**. Put the font you want replaced in the replace box and what you want the font to be replaced with in the replace box.

**Black & White output to a color device in PowerPoint 7.0**

If you are getting Black & White output to your color device, in PowerPoint 7.0, from the **File** menu select **Print** and make sure that **Black & White** is unchecked.

**Slow printing with bitmaps in MS Imager 2.0.**

MS Imager provides the user the option of letting the printer (or driver, in our case) do the scaling of bitmaps. Imager has a checkbox in their **Print** dialog allowing "Use Printer's Scaling" and "Use Printer's Halftone". Make sure these are checked on.

**MS Publisher (version 3.0)**

**Microsoft Technical Support**

**Rotated text not printing properly**

**Shading lighter than expected**

**Rotated text in MS Publisher**

Microsoft Technical Support suggests adding the following line to the [Printing] section of MSPUB.INI:  
BandInMemory=1

### Shading lighter than expected

When you're printing documents that contain areas of gray, you may find the results you get from SuperDriver can be significantly lighter than from other printer drivers (especially laser printer drivers). SuperDriver corrects output to render grays more nearly like those you see on your screen; most other drivers do not. If you are accustomed to and prefer the uncorrected grays, there are three ways to change SuperDriver's default settings to emulate the results from the other driver:

- Make different choices within your application
- Change the **Halftoning** settings
- Remove our correction defaults

### Making choices in your application

Where the situation permits, often the simplest solution is to choose different tints in your application. Since SuperDriver defaults are intended for screen matching, the choices in your application should provide good guidelines for getting the desired output.

### Changing the Halftoning settings

**Halftoning: Dot Gain** lightens output. This **Dot Gain** adjustment can be used if 50% gray isn't satisfactory. Choose Halftoning in the Options tab. Try lowering it in 10% increments until you get the "darkness" you want.

### Removing SuperDriver correction defaults

If you really want SuperDriver's output to match that of another (uncorrected) driver, here is how to turn off all SuperDriver image corrections. This procedure puts the entire burden of image correction on your application.

1. From the **Image** tab in the SuperDriver set **Saturation** to zero. While you are still in the **Image** tab, clear the **Enabled Hue Matching** checkbox. If the application will sharpen bitmaps, or if the bitmap you are using is already sharpened, set **Sharpness** to zero as well.
2. Select the **Halftoning** tab and lower the **Dot Gain** setting to -100%. This negative setting will tell it to skip the auto-calibration it normally provides. With the auto-calibration off, you may get different grays depending on your choices under **Halftoning**. Again, with these settings, the only way to compensate is in your application.

Note: Sometimes publishing programs use bitmap patterns as tint fills instead of requesting a particular gray value. In this case, SuperDriver's **Tricks** feature, **Bitmap pattern scaling**, becomes a factor. Choose the **Tricks** tab in the SuperDriver and change the default setting from zero to 1. This will have the effect of turning off our scaling (which is designed to scale bitmap patterns to your printer's resolution) and will pass the application's patterns directly through to the printer.

To find the tabs mentioned above, see [Accessing SuperDriver options](#)

**QuarkXPress (version 3.32)**

**Quark Technical Support**

QuarkXPress Demo Documentation indicates that it provides complete support for all PostScript printers supported by Windows. QuarkXPress does not support color-separation, color-trapping, or high resolution picture-output capabilities to non-PostScript printers.

**Quicken (version 5.0)**

**Intuit Technical Support:**

**Can't choose 3 checks per page**

**Color text with dots**

**Can't choose 3 checks per page**

Choosing **Continuous** and **Partial Page Printing** style will not allow you to highlight the 3 checks/page option. Choose **Page-Oriented** for the paper feed and Quicken will allow you to choose the 3 checks/page option.

**Word for Windows (version 7.0)**

**Microsoft Technical Support**

**Envelope feeder not working with LJ 4 and Word2.0**

**Envelopes wrong orientation or direction in Word 2.0**

**Gray scale fills look wrong printing to laser printer**

**No output from Word 7**

**Slow response loading Word**

**Word 7 disappears**

**Word 7 doesn't print color**

### **Envelopes wrong orientation in Word 2.0**

If envelopes from Word 2.0 print in the wrong direction or orientation, contact Microsoft for help in changing a file called NEWMACRO.DOC. If you open this file, highlight **SetPrinterHeuristic** and choose the **Demo** button, you will see what this file does.

**Word 7 doesn't print color**

This is most likely because of a Word 7 setting. Choose **Options** from the **Tools** menu and select the **Compatibility** tab. Look for **Print colors as black to non-color printers**. Make sure this option is not enabled.

**No output from Word 7**

Turn off the “print in the background” feature in Word 7.

**WordPerfect (version 6.1)**

**Word Perfect Technical Support**

**GPF in WordPerfect 6.0**

**Printing problems**

**GPF in WordPerfect 6.0**

GPFs or erratic behavior sometimes occur when using WordPerfect 6.0 with certain SuperDrivers. Problems typically arise when using the **Layout/Page/Paper Size** menu option, selecting a new WordPerfect template, or performing any operation that involves the SuperDriver. The problem does not involve all SuperDrivers. For example, the DeskJet SuperDriver is affected but the LaserJet SuperDriver is not.

WordPerfect Corp. has corrected the source of the problem with its 6.0a release.

**Word Perfect 6.0 printing problems**

There are a number of problems that can be solved by deleting the file WPCSET.BIF in the Windows directory and allowing it to rebuild. This is the file that Word Perfect uses to store printer information. Note: It may take a long time to rebuild ( 5 to 30 minutes), with only the hour glass showing.

**Patterns on output look enlarged**

The Pattern Scale value is a pattern multiplier where 1 leaves the pattern alone, 2 doubles it, 3 triples it, etc. Zero (0) is the default and means automatically scale to match the screen, which for a 300 dpi printer means a Pattern Scale value of 3. To change **Pattern Scale**, open the SuperDriver's Tricks tab and, under **Application Fill Patterns**, set **Pattern Scale** to the desired value.

## **Word Pro 96**

### **WordPro Technical Support**

If you are experiencing problems printing from Word Pro try disabling Word Pro's print spooler. To do this, in **User Setup/Word Pro Preferences**, select the General tab, uncheck the Print this document in background.

**Hardware Copies**

Most Windows applications recognize that SuperDrivers have the ability to handle hardware copies. The application only needs to send the data once and the SuperDriver duplicates the pages as needed. PageMaker 5.0 doesn't do this; it sends the data multiple times. As a workaround, you can use a masquerade generated driver. This will provide the PostScript functionality which handles "copies" in a more efficient manner.

**Known Problems**

[Applications open slowly](#)

[Black drop shadows on text come to the front on output](#)

[Black rectangle on output](#)

[Compression doesn't work with Bitmap SuperDriver](#)

[Designer rounded rectangles](#)

[Dropped characters with HP Series II and compatibles](#)

[GPE printing problems with WordPerfect](#)

[HP PaintJet: extra sheet between images on continuous feed paper](#)

[Incorrect character spacing or stretched text on output in Windows NT](#)

[System locks up, reverts to DOS or shows blue screen](#)

[Unhandled exception error/Win32s](#)

**Applications open slowly**

SuperDrivers enumerate fonts. If there are many TrueType fonts installed, opening applications will be relatively slow.

### **Excel text cropping**

Text appears correctly on the screen, but prints outside cells on laser printer output. Turn **Downloading fonts** option off in the SuperDriver. To do this in Excel from **Print** choose **Properties** and then select the **Tricks** tab. It should be rare that this will occur and that you need to turn downloading off. This problem also occurs with the Microsoft drivers.

### **Rounded rectangles in Designer**

Designer 3.1 rounded rectangles with round-join thickness show on screen, but print with square ends. Windows drivers and the screen always use rounded line caps and joins. SuperDrivers always use beveled joins and butt caps. The PostScript driver supports some escapes that we don't yet support for a variety of line caps, joins, and miter limits.

The workaround for this problem is to send the file through a masquerade generated driver.

**LaserJet II, dropped characters**

Downloading fonts to an HP Series II and compatibles is dropping some characters if the document contains many fonts and/or large text. Under the SuperDriver Options tab uncheck Download fonts.

This problem can be caused by insufficient memory in the printer or a maximum number of PCL font designations.

**Non-square resolutions**

300 x 300 is an example of a square resolution, an example of a non-square resolution is 300 x 600. DeskJets (300 x 600) and Dot Matrix (360 x 180) are two devices that support this feature.

**System locks up, reverts to DOS or shows blue screen**

Clear the ATM checkbox in the **Font Engines** section of the **Tricks** tab. To find the Tricks tab, see [Accessing SuperDriver options.](#)

**Unhandled exception error**

Windows 3.1 (Win32s) only

If you receive an error *ZPRINT32 caused an unhandled exception error in SD32.DL*, please edit your document and remove any underlines from text. This error happens with any application and any device. Check our [electronic services](#) for a correction for this error or contact Zenographics technical support.

## **Configurations & Settings**

[Accessing the SuperDriver Options](#)

[Connecting two printers \(same model\) using two ports](#)

[DOS print jobs -- spooling with SuperQueue](#)

[JetDirect configuration](#)

[LaserMaster](#)

[Networks](#)

[SCSI](#)

[Swap files in Windows 3.11 \(win32s\)](#)

### **JetDirect configuration**

In order to use Hewlett-Packard's JetDirect networking system with a SuperDriver, you need to set your printer's data type to RAW.

In Windows 95: open Printer Properties and choose the **Defaults** tab. Click the **Spool Settings** button and change the **Spool data format** to RAW.

In Windows NT: from the **Printer** menu, choose **Properties** and click the **Details** button. Change the **Default Datatype** to RAW.

**LaserMaster**

SuperDrivers do not have access to the LaserMaster card. This card is added to laser printers to provide high resolution when used with the LaserMaster driver. This driver prints to a virtual port called winspool. Since a SuperDriver for lasers prints to LPT or COM ports, there is no way to get data from the SuperDriver to the virtual port to access the high resolution card.

### **Connecting two printers (same model) and using two ports**

If you are trying to install two of the same model printers on the same PC and want to use two ports, you must select **Replace existing driver** when installing the second printer. If you choose **Keep existing driver**, Windows will respond with an error message that printer can not be installed.

## DOS print jobs -- Spooling with SuperQueue

Assuming your DOS application does not write directly to port, it is possible to spool a print job from the application to SuperQueue, where it will join the list of jobs to be printed. Depending on the printer (see "Not all devices are equal" below), you should be able to print successfully. Here's how to configure the spool settings:

- 1 Ensure that the default settings to control spooling are in place. This is necessary in order to keep your DOS print jobs from colliding with your Windows print jobs at the port. These settings are in the **Printer Properties / Details** tab. For Windows spooling, choose the **Spool Settings** button where **Spool print jobs...** should be selected. For DOS spooling, choose the **Port Settings** button where **Spool MS-DOS print jobs** should be selected.
- 2 Configure the driver for your printer in the DOS application, assuming the application supports it. This way your DOS application can take full advantage of your printer's capabilities. There is no need to configure the SuperDriver because the data is already in printer-ready (RAW) form before it gets to SuperQueue. There is nothing for the SuperDriver to do.
- 3 If you wish, you can **Pause** the printer in SuperQueue and let the DOS jobs queue up until you are ready to print them. You can promote or demote DOS jobs just like you would a Windows print job and you can delete them. (You cannot, however, preview them.)

### Not all devices are equal

Most printers speak DOS or accept plain text as input and simply print whatever characters are presented. LaserJets, DeskJets, and Dot Matrix printers fall into this category. If you have a printer of this type and only want to print plain text, then no driver selection is required in the application. In fact, unsophisticated DOS applications simply send text to LPTx and assume that there is a printer attached that understands plain text.

Other more sophisticated devices such as a Polaroid Digital Palette film recorder or a Fargo thermal printer do not accept plain text as input and therefore require a driver to translate the plain text and other objects into a form that the device understands. DOS applications such as Word Perfect come with a variety of printer drivers so that they can take full advantage of your printer. Please note that the driver for these sophisticated devices must be selected in the DOS application; having the correct SuperDriver in Windows will not work if plain text is sent from the application.

If your DOS application does not have the correct driver for a sophisticated device, check to see if there is a PostScript driver available. You can use it to print to file and then drag-and-drop (or Add) the resulting PostScript file into SuperQueue where the ZScript filter will process and print it. Similarly, if your DOS application will export a format that is supported by one of the other SuperQueue filters (TIF, GIF, JPG, etc.), you can process it through SuperQueue.

SCSI

[SCSI errors in Windows 3.1](#)

### **SCSI errors in Windows 3.1**

In Windows 3.1 (win32s), if you are using DOS ASPI, occasionally Windows will not allow sufficient memory for SCSI to function properly, resulting in an error message such as “Bad ZSCSI context” or “No on line SCSI devices match.”

If you get either of these messages, load a utility called [Fix1MB](#).

Note that a common reason for the “Bad SCSI context “ message is forgetting to turn your device on.

## Networks

**[Can't change printer properties in NT](#)**

**[Network printing of SuperQueue filter jobs](#)**

**[Setting up network printing in Windows 95](#)**

**[Setting up network printing in Windows NT 3.51](#)**

**[Setting up network printing in Windows for Workgroups 3.11](#)**

### Setting up network printing in Windows 95

Technically, network printing with SuperMetafiles is a peer-to-peer process; it doesn't use a printer server architecture such as the one provided by Novell Netware. It simply shares files and messages. But for our purposes here, the **server** is the computer that's physically connected to the printer. The **client** is the remote network workstation that sends jobs to be printed on the server.

#### Preparing the printer server computer in Windows 95

Install SuperPrint on the Windows 95 server, following all on-screen instructions for a complete installation.

- 1 Open the **Printers** folder (**Start / Settings / Printers**).
- 2 Right-click the icon of the newly-installed printer and choose **Sharing** from the resulting menu.
- 3 Click the **Shared As** button and give the printer a name. The comment is optional. If necessary, use the **Add** and **Remove** buttons to edit the list of users with access.
- 4 Click **Apply**.
- 5 Choose the **General** tab and click **Print Test Page**.

After a test page has successfully printed, the printer is ready to be shared.

#### Preparing the client (remote) workstation in Windows 95

The following instructions apply whether the server is running SuperPrint or not:

Install SuperPrint on the workstation, following all on-screen instructions for a complete installation. Choose the same printer model as network printer.

- n If you have previously connected to your target network printer, its address will appear in the list of available ports. If this is the case, choose it, finish the installation and you are ready to print.
- n If the network printer address is not in the list, accept LPT1: and complete the following instructions:
  - 1 Open the **Printers** folder (**Start / Settings / Printers**).
  - 2 Right-click the icon of the newly installed printer and choose **Properties** from the resulting menu.
  - 3 Click the **Details** tab.
  - 4 Click the **Add Ports** button. If you don't know the exact network address of the printer, click the **Browse** button and find it.
  - 5 Once the network address is selected, click **OK** to until you return to the Printers folder.  
The icon for this printer will change to the network printer icon.

You are now ready to print over the network.

### Setting up network printing in Windows NT 3.51

Technically, network printing with SuperMetafiles is a peer-to-peer process; it doesn't use a printer server architecture such as the one provided by Novell Netware. It simply shares files and messages. But for our purposes here, the **server** is the computer that's physically connected to the printer. The **client** is the remote network workstation that sends jobs to be printed on the server.

#### Preparing the printer server computer in Windows NT

Install SuperPrint on the Windows NT server following all on-screen instructions for a complete installation.

- 1 Open Print Manager.
- 2 Highlight the window of the newly-installed printer and choose **Properties** from the **Printer** menu.
- 3 In the **Printer Properties** dialog box, check the box next to **Share This Printer On The Network**.
- 4 Fill in the **Share Name** and **Location**. Click the **Details** button and clear the box next to **Job Prints While Spooling**.
- 5 Click OK to return to the Print Manager.

This printer is now ready to be shared.

#### Preparing the client (remote) workstation in Windows NT

Note: the design of Windows NT 3.51 is not optimal for installing third-party network printer drivers. Certain port browsing and driver-sharing functions do not work as they should. Therefore, to make sure the correct driver files are placed on your hard disk, it is necessary to install a local printer with the appropriate driver and supporting files first. To avoid confusion, the local printer is then removed to make way for the network printer.

The following instructions apply whether the server is running SuperPrint or not. Only raw printer data can be sent from an NT workstation.

- 1 Install SuperPrint on the workstation, choosing the same printer model that you want to use on the network. This step will copy the proper files to your hard drive. Choose any port for now.
- 2 When SuperPrint is completely installed, open Print Manager.
- 3 Highlight the printer you just installed, and choose **Remove Printer** from the **Printer** menu. The printer will be removed, but necessary files will remain.
- 4 Choose **Connect to Printer** from the **Printer** menu.
- 5 In the resulting **Connect to Printer** dialog box, navigate to the location of the network printer and choose it.
- 6 Choose **OK**.

A new printer window appears in Print Manager with the designation of the network printer.

You are now ready to print over the network.

### Setting up network printing in Windows for Workgroups 3.11

Technically, network printing with SuperMetafiles is a peer-to-peer process; it doesn't use a printer server architecture such as the one provided by Novell Netware. It simply shares files and messages. But for our purposes here, the **server** is the computer that's physically connected to the printer. The **client** is the remote network workstation that sends jobs to be printed on the server.

#### Preparing the printer server computer in Windows for Workgroups 3.11

The following instructions allow SuperMetafiles and other SuperQueue datatypes to be shared in Windows for Workgroups 3.11. This is made possible by SuperPrint's installation of its own 32-bit processor architecture. Windows by itself is only capable of sharing raw printer data using Print Manager. Print Manager can work concurrently with SuperQueue if needed.

- 1 Install SuperPrint, following all on-screen instructions for a complete installation.
- 2 When SuperPrint setup is finished, open SuperQueue.
- 3 Choose Properties from the **Printer** menu
- 4 Choose the **Sharing** tab.
- 5 Check the box next to **Share this printer on the network**.
- 6 Fill in the **Share Name** and **Location**
- 7 Click **OK**.

A dialog will appear that sets up sharing under Print Manager. The printer names you use for SuperQueue and Print Manager must match exactly. In addition, SuperPrint requires that a specific directory be shared to enable metafile printing. You will also be presented with a dialog to confirm the shared directory. By default, the directory is placed off the root of the drive that contains your TEMP directory. You may change the drive or directory, but not the ZSpool name.

- 9 Confirm the directory and change the access rights to **Full**.
- 10 Click **OK**.

The printer is now ready to be shared.

#### Preparing the client (remote) workstation in Windows for Workgroups 3.11

- 1 Install SuperPrint, following all on-screen instructions for a complete installation. Choose the same printer model as the network printer. Accept LPT1: as the port designation for now.
- 2 When SuperPrint setup is finished, open SuperQueue.
- 3 Choose Properties from the Printer menu.
- 4 Click the Details tab.
- 5 Click the Add Ports button
- 6 Click the Browse button to find the location of the network printer.
- 7 Once the network address is selected, click OK until you return to the SuperQueue main window.

Note that whenever you see this printer in a list of available printers, the port will reflect the network address (for example, "HP LaserJet (Z) on \\larry\Larry's LaserJet").

You are now ready to print over the network.

### **Accessing SuperDriver Options**

To access SuperDriver options in **SuperQueue**, choose **Printer/Properties/Details/Setup...**

Additional ways to access SuperDriver options are as follows:

#### **In Windows 95**

- Printers folder: right click the printer, choose **Properties** and select the **32-bit SuperDriver Setup** tab.
- SuperPrint Status: choose **Setup...**
- Applications: choose **Print.../Properties** (changes apply only to that application)

#### **In Windows NT**

- Print Manager: choose **Printers/Properties/Details/Job Defaults...**
- SuperQueue: choose **Printer/Properties/Details/Setup...**
- SuperPrint Status: choose **Setup...**
- Applications: choose **Print.../Properties** (changes apply only to that application)

#### **In Windows 3.1**

- Control Panel: choose **Printers/Setup... / Options**
- SuperPrint group: choose the SuperQueue icon, then choose **Printer/Properties/Details**
- Applications: choose **Print.../Setup** (changes apply only to that application)

### Network printing of SuperQueue filter jobs

**Remote Processing**, in the **Options** menu, gives you a choice whether you want to process certain jobs locally on the client workstation or remotely on the server. The choice applies to jobs that you add directly to SuperQueue (a bitmap or PostScript file).

It can pay to give some thought to where the job is processed. Network traffic might be an issue. Since **Remote Processing** puts the computing burden on the server, you may want to take into account the impact on the server PC. Also, with Remote Processing on, bitmaps and PostScript files are sent across the network in their native forms; a bitmap could be much larger or smaller than the amount of printer data it would generate.

**Remote Processing** is only available on the client if SuperQueue detects that the server PC also has SuperQueue and its print processor. You should also make sure that the server has all necessary filters installed.

Note: **Remote Processing** may not work in all client/server combinations of Windows 3.1, Windows 95, and Windows NT. When **Remote Processing** is not available, SuperQueue forces the client computer to do the rasterization and RAW printer data is sent over the network.

**Swap files in Windows 3.1 (Win32s)**

Swap file size in Windows 3.1 should be at least equal to the amount of RAM installed. Some users have had good results by setting the swap file size to double the amount of RAM installed that is, setting a 16 MB swap file when there is 8 MB of RAM installed.

**Devices**

[Agfa film recorders](#)

[Bitmap SuperDriver](#)

[Canon Bubble Jet](#)

[Canon Laser](#)

[Dot Matrix](#)

[ENCAD Novajet](#)

[Epson Stylus](#)

[FARGO Color Printers](#)

[HP DeskJet](#)

[HP LaserJet](#)

[HP PaintJet](#)

[Kodak](#)

[Kyocera](#)

[Lexmark](#)

[Management Graphics \(MGI\) film recorders](#)

[Panasonic Dot Matrix](#)

[Panasonic Laser](#)

[Polaroid](#)

[Star Micronics America](#)

**Agfa film recorders**

[Agfa technical support:](#)

**Film recorders supported**

**Agfa models:**

Alto	PCR II Plus
Alto LS	ProColor
Forte	ProColor Premier
Forte Plus	ProSlide 35
FOTOCOLOR	QCR
PCR	QCR-Z
PCR II	SlideWriter

## **Bitmap SuperDriver**

Zenographics Technical Support

### **Bitmap File format outputs:**

BMP, DCX, GIF, JPEG, PCX, Targa and TIFF

[Automatic numbering of bitmap filenames](#)

[Changing the output path for the Bitmap SuperDriver](#)

[Compression doesn't work](#)

[Garbled output or error when using the Bitmap SuperDriver](#)

### Changing the output path for the Bitmap SuperDriver

If you would like to change the location where bitmaps are stored when using the Bitmap SuperDriver, select the **Options** tab in the Bitmap SuperDriver. You can enter the desired path in the output path option. If you need help finding the options tab, see [Accessing SuperDriver options](#).

**Compression doesn't work**

With the exception of the **TGA** format, **Compression** does not work in the Bitmap SuperDriver. The file sizes will be the same whether **Compression** is on or off. This problem will be addressed in a future version of SuperPrint.

### **Automatic numbering of bitmap filenames**

Automatic numbering of bitmap filenames on output can be accomplished by specifying a filename that includes a formatting code. The code specifies how page numbers form the filename. Simply insert a percent sign (%) and a d(for decimal) in the filename.

For example, if your desired filename is bird.tif, enter it as bird%d.tif. The resulting filenames will be bird1.tif, bird2.tif,...bird10.tif.

For a more complex numbering system, insert a zero and a number (0n) between % and d, where 0n will create a constant width for the page number. For example:

bird%02d.tif will result in bird01.tif, bird02.tif, ...

xx%04dy.tif will result in xx0001yy.tif, xx0002yy.tif, ...

Numbering in hexadecimal format is available. For example:

hexy%04X.tif will result in hexy0001.tif, ..., hexy0009.tif, hexy000A.tif....

**Canon Bubble Jets**

[Canon Technical Support](#)

**[Printers supported:](#)**

**[BubbleJet dip switches](#)**

**[Bubble Jet resolution settings](#)**

**[Color text with dots](#)**

**[CorelDraw! won't print or prints slowly](#)**

## **BubbleJet Dip Switches**

### **Canon Bubble Jet 10E dip switch settings**

Set Dip Switch #10 off (the default) for IBM ProPrinter emulation, which is the desired setting for use with SuperPrint. Dip switch #4 toggles between 11 inch and 12 inch paper (US 8.5" x 11" and European A4 21 x 29.7 cm).

### **Bubble Jet resolution settings**

Certain Canon Bubble Jets with a **Smooth Black** option are capable of 720 x 360 dpi resolution for monochrome printing through a smoothing technology built into the printer. The high resolution is enabled when you enable **Smooth Black** in the SuperDriver. **Smooth Black** may be either a checkbox or a **Print Quality** selection depending on the model.

To see the results of this smoothing technology, create a 1-pixel wide line at a 45 degree angle. Print with **Smooth Black** on and then again with it off.

**Bubble Jet models**

BJ-10e/10ex

BJ-20, 200, 200e, 200ex, 230

BJ-30, 300, 330

BJC-70, BJC-210

BJC-600, BJC-600e, BJC 610

BJC-800, BJC-820

BJC-4000, BJC-4100

**Canon Laser**

[Canon Technical Support](#)

**Printer Supported: LBP-430**

[CorelDraw! won't print or prints slowly](#)

[Dark background shows through](#)

[Memory requirements for laser printers](#)

[Patterns on output look enlarged](#)

**Memory requirements for laser printers**

While some print jobs can be processed on a laser printer with only 512K of memory, we recommend that laser printers have one megabyte of memory available. Please note that the printer itself uses some of the memory, so the desirable minimum is 1.5 megabytes.

**Dot Matrix**

Technical Support:

Epson

IBM

**Printers supported:**

**Citizen GSX-140 using 4 color ribbon shreds**

**CorelDraw! won't print or prints slowly**

**Dot Matrix Okidata printer configured as an IBM 24-pin printer double spaces between lines**

**Metric page creep**

**Which printer model to use**

### **Metric page creep**

Page Creep occurs when print metric pages on a dot matrix printer that does not directly support metric paper sizes. Even the Windows driver has this problem. The only solution is if you have a dot matrix printer that actually does support metric paper sizes (we don't know of any!). There are two things you can do that will help this.

- (1) When printing metric pages to a dot matrix printer that does NOT support metric paper sizes, turn "Form Feed Each Page" in the SuperDriver's option tab OFF. This will not eliminate page creep entirely, but it will at least match the Windows driver.
- (2) When printing Metric pages to a dot matrix printer that DOES support metric paper sizes (if such a thing exists) set the front panel of the printer to the appropriate paper size then turn "Form Feed Each Page" in the SuperDriver's options tab ON. This should completely eliminate page creep.

**Okidata dot matrix printer double spaces**

Okidata dot matrix printer configured as IBM 24-pin printer double spaces between lines.

Because SuperPrint issues a line feed command, you will need to turn the line feed off on the printer. For correct dip-switch settings refer to your Printer's manual. [Okidata Technical Support](#)

**Citizen GSX-140 using 4 color ribbon shreds.**

You need to check the distance of the print head to the roller with the color ribbon - back off one or two positions.

There is also a color motor adjustment lever that is set in the center that should be moved off center.

Call [Citizen Technical Support](#) if you continue to have a problem.

**Which printer model to use**

The Epson 24-pin (max 180V) and Epson 24-pin (max 360V) were added to distinguish between, for example, the Epson LQ-800 which cannot move in 1/360" vertical increments, and newer Epson printers. If you have a dot-matrix printer other than Epson or IBM, then you should read your printer's manual for possible emulation options and settings. Usually, the manual will help you identify an Epson or IBM model with which your printer is compatible.

**Dot Matrix models**

Printers supported by Dot Matrix SuperDriver

Epson-compatible 24-pin (max 180V)

Epson-compatible 24-pin (max 360V)

Epson-compatible 9-pin

IBM compatible 24-pin (max 180V)

IBM compatible 24-pin (max 360V)

IBM compatible 9-pin

and printers emulating the above.

**ENCAD Novajet**

[Encad Technical Support](#)

**Plotters Supported:**

NOVAJET II (D size)

NOVAJET II (E size)

NOVAJET III (D & E)

CADJET (D & E)

NOVAJET Pro (36" & 50")

NOVAJET 4 (D & E)

[\*\*Ink control\*\*](#)

[\*\*Banner file disappears when printing\*\*](#)

[\*\*Output limited to 109 in.\*\*](#)

### **Ink control & Novajet**

If you have too much ink on the page, or ink bleeds into a neighboring color, turn on **Ink Depletion** in the SuperDriver's **Advanced Options** tab. Please note: Turning **Ink Depletion** on may have an effect on color.

### **Output limited to 109 in.**

Because of the Windows maximum (32,768) number of scanlines, output cannot exceed 109 in. at 300 dpi. If you really need a longer banner and high quality isn't an issue, you can lower the resolution. You will also need to adjust the maximum number setting in the Custom Papers dialog. To do this:

- 1 Locate your SuperDriver's SDD file. It will be named for your printer. For example, the Novajet's filename is SD\_NOVAJ.SDD, the DesignJet's is SD\_DSJET.SDD. In Windows 95 the file is in the Windows\System folder. In Windows NT, it is in Windows\system32\spool\drivers\w32x86\1.
- 2 In the SuperDriver's SDD file, look for a section for your printer model. You will see a line called MaxExtent, in which the maximum extent allowable for width and length is expressed in 100ths of an inch. In the example below, the MaxExtent for width is 2400 (24 in.) and the length is 10920 (109.2 in.)  
[NOVAJET II (D-Size) (Z)]  
MinExtent=400,400  
MaxExtent=2400,10920
- 3 Increase the second MaxExtent number to the desired size. For example, if you wish a banner that is 218 in. long, MaxExtent values for this model will be 2400,21800.
- 4 Create a Custom Paper using the new size. The number you have set in MaxExtent will now be available.

**Epson Stylus**

Epson Technical Support

**Printers Supported:**

**Colors appear washed out with the SuperDriver**

**SuperDriver colors appear washed out**

The type of paper you are printing to can affect the appearance of colors. If you are getting washed out colors on your output, make sure that you are printing on coated paper not bond paper.

**Epson Models supported**

Epson Stylus 800

Epson Stylus COLOR

Epson Stylus PRO

Epson Stylus PRO-XL

Epson Stylus Color II

Epson Stylus Color IIs

Epson Stylus 1500

**FARGO Color Printers**

Fargo Technical Support

**Printers supported**

**Aborting a job stops the printer**

**Only the yellow plane of the image prints**

**Fargo models:**

Primera thermal (included in Standard SuperPrint)

Separate Fargo SuperDriver product includes

Primera, Primera Pro, and Pictura 310 (thermal and dye-sublimation)

FotoFUN!

ID Printers: Cheetah, Persona, Persona Plus and Persona II

**Aborting a job stops the printer**

The FARGO printer stops when you abort a job. The printer then needs to be manually cleared of paper by the user.

**Only yellow plane prints**

The FARGO Primera printer supports paper sizes **Letter Small** and **Letter**. If you try to send a **Letter** page to the device when **Letter Small** is loaded, the Primera will print only the first (yellow) plane of the image.

**HP DeskJet**

HP Technical Support

Printers supported:

Change cartridge error

Clipped output with 1200C

Color image prints monochrome

Color text with dots

CorelDRAW! won't print or prints slowly

Grainy output

Slow printing B&W to color DeskJet

**Slow printing B&W to color DeskJet**

To speed up printing of black & white images to a color DeskJet, clear the **Color** checkbox. This will reduce drain on memory requirements.

**Clipped output & DeskJet 1200C**

You must move the "Letter/A4" slider (a green switch on the left side of the paper tray) to the correct position for the paper size you are using. That is, if you are using A4 paper, make sure the slider is set to A4. If you are using Letter, the slider should be set to Letter. If there is a mismatch, you won't get a full image.

**Change cartridge error & DeskJet**

If you have a DeskJet that lets you choose either a black **or** a color cartridge and the "change cartridge" light flashes when you want to print with a black cartridge, access the SuperDriver **Options** tab and clear the **Color** checkbox.

### **Color text with dots**

If text prints dithered (mixed with dots or patterns of another color):

Select the **Tricks** tab in the SuperDriver and check the **Show Accurate...** settings. When these options are on, the SuperDriver gives you accurate colors even if it has to use dithering.

For example, if you print red text on a color inkjet printer like a DeskJet or BubbleJet with **Show accurate text color** on, the text will be dithered, that is, mostly magenta with a sprinkling of cyan. This is the closest you can come to red with Cyan, Magenta and Yellow ink cartridges on this kind of printer, sometimes referred to as a dithered device.

With **Show accurate line color** on, an orange line comes out solid yellow and dithered magenta.

Any time you use red, green or blue, or colors involving red, green or blue components, you will get dithered output to some degree on a dithered device.

With **Show accurate...** off, the colors will map to the nearest solid ink color, i.e., in the red text example above, it will be magenta. In the orange line example, it will be yellow.

See [Accessing SuperDriver options](#).

**Color image prints monochrome**

If your images are printing in monochrome when you have asked for color, please check the cartridge. The DeskJet 540 (and similar DeskJets with color kits) do not alert you if you have set your software to print in color but have not changed the black ink cartridge to the color one.

**Grainy DeskJet output**

Grainy output can occur if head alignment is incorrect. Hewlett-Packard provides a head alignment test with its software.

**DeskJet models**

These Hewlett-Packard printers are supported by the DeskJet SuperDriver

DeskJet

DeskJet Plus

DeskJet 310, 320

DeskJet 500, 500C, 510, 520, 540, 550C, 560C

DeskJet 600, 660C

DeskJet 850C, 855C

DeskJet 1200C

DeskJet 1600C

**HP LaserJet**

HP Technical Support

**Printers supported:**

**Downloading & dpi**

**Color text printing to a laser printer**

**CorelDRAW! Won't print or prints slowly**

**IBM Laser Printer 4019**

**LaserJet II and dropped characters**

**LaserJet IIISi, duplex printing**

**LaserJet 4, envelopes and Word**

**LaserJet 4 "image adapt" error**

**LaserJet 4 paper sources**

**Memory requirements for laser printers**

**Patterns on output look enlarged**

**Slower output than expected**

**Text smudged on output**

**LaserJet models**

These Hewlett-Packard printers are supported by the LaserJet SuperDriver.

LaserJet, LaserJet Plus, LaserJet 500+

LaserJet 2000

LaserJet Series II, LaserJet IID, LaserJet IIP

LaserJet III, LaserJet IIID, LaserJet IIIP, LaserJet IIISi

LaserJet 4/4M, LaserJet 4L, LaserJet 4Si

LaserJet 4P, LaserJet 4 Plus, LaserJet 4V

LaserJet 5L, 5P, 5Si

**Downloading fonts & dpi**

No downloading of fonts occurs for resolutions below 300 dpi. If your laser printer is set to 150 dpi, for example, fonts will print as graphics rather than being downloaded even if the **Download Fonts** check box is enabled.

**Text smudged on output**

The HP LaserJet 4 ships with the fuser bar not secured as it should be for printing. If you open the back panel, on the bottom part of the compartment, it has two levers on the sides of the black part. Press these levers down and the smudges will go away. There may be toner on the rollers in the printer so the output may not be clean the first few prints, but you should notice an improvement. Be careful when doing this the fuser bar may be **hot!**

**LaserJet 4 "image adapt" error**

The LaserJet 4 has an internal message "image adapt" that indicates there is not enough memory to process the image and signifies that the printer has made adjustments to print it anyway.

Because of the good compression scheme in the LJ 4, we are able to process most 600 dpi images with the default amount of memory, 2 mbytes. If the image has a complex line, error diffusion is used instead of the default dither, the "image adapt" message comes on and the LJ 4 shifts into a different kind of processing. The output shows just where it changes.

**LaserJet 4 paper sources**

The LaserJet 4 defaults to the MP tray. But if you print to an LJ4 using the MP tray, and the tray isn't open, it takes from the (lower) paper cassette anyway.

**LaserJet 4, envelopes and Word 2.0x**

The LaserJet SuperDriver supports "Automatic Envelope Feeder" for the LaserJet 4. The envelope button in Word 2.0x will not access the feeder unless you set a checkbox in the **Tools\options\print\envelope** options menu. Turn "Printer's Envelope Feeder has been installed" ON.

**LaserJet IIISi, duplex printing**

The HP IIISi has a duplex button, but comes stock without duplex support. If user wants to print duplex, he has to have the duplex option installed.

### **Color & grayscale to laser printers**

Applying colors to text, borders, lines, or other graphic elements will result in dithered lines. This is common in Excel borders, CAD drawings or in any Windows program allowing these options.

Be sure to clear the boxes for **Show Accurate...** options located in the SuperDriver's **Tricks** tab if you want lines to be black and white instead of dithered.

See [Accessing SuperDriver options.](#)

**Color Text printing to laser printer**

If the SuperDriver option **Show accurate text color** is ON, the colored text will print as grayscale. If **Show accurate text color** is OFF, then depending on the level of grayscale the text color is converted will determine whether the text will be printed as black text or white text (which will not show up on output). As a general rule, lighter colors will print as white (i.e. pink or cyan) and darker colors will print black (i.e. blue or red)

## **IBM Laser Printer 4019**

### IBM Laser Support

This emulation of the HP Series II requires a printer setting. With the printer on, press the Orientation button to see the number in the Status Light.

No. 1=PPDS (IBM) mode No. 2=HP mode No. 3=Plotter emulation.

If the number is 1, hold the Font button down, turn the printer off and on. The status light starts out blinking 8. Release the Font button. The printer should now be in HP mode. When the ready light comes back on, push the Orientation button again to check for the correct number (2). See the IBM Printer Manual section on Data Stream Mode for details.

**Black rectangle on output or black drop shadow on text**

If you are outputting to a laser printer, turn downloading off for either or both text and rectangles

**Output Slower than expected**

If you are getting slower output printing with your LaserJet from applications like Word or Excel, try turning **Downloading Rectangles** on in the SuperDriver **Options** tab. If any graphics, designs or charts are being printed, SuperPrint needs to rasterize the page, which means downloading rectangles should be off. By default **Download Rectangles** is off.

## **HP PaintJet**

HP Technical Support

**Printers supported: PaintJet, PaintJet-XL, PaintJet-XL300**

**Aligning paper on the PaintJet**

**Extra sheet between images on continuous feed paper**

**Images cropped in Ami Pro if within .5" area**

**Kodak Diconix Color 4 printer is not PaintJet compatible**

**PaintJet output problems**

**Kodak Diconix Color 4 printer is not PaintJet compatible**

The Diconix printer uses a 192 x 192 resolution; the PaintJet uses a 180 x 180 resolution. Users who have questions may call Kodak directly at 1-800-344-0006.

**PaintJet output problems**

Check whether printer is parallel or serial (they come from the factory either one or the other) and that it is correctly configured. You cannot configure a parallel printer to a serial port or a serial printer to a parallel port.

**Aligning paper on the PaintJet**

Be sure that you set the top of page correctly in your printer before beginning a print job. SuperPrint automatically centers the image inside the margin areas, but it assumes that the Top of Form (TOF) is set at the very top of the page (at the perforation). If you cancel (Abort) printing on a PaintJet, you may need to manually advance the paper to the next perforation (Top of Form). Then press the TOF button on the printer.

**Extra sheet between images on continuous feed paper**

The PaintJet SuperDriver reports a full 11" printable area. When applications print down to the bottom edge of the page, a Form Feed is issued at the end, causing a blank page to eject afterwards. If this were changed, you could not access the full printable area for the PaintJet.

**Kodak**

[Kodak Technical Support](#)

**Printers supported:** XLS-8300, XLS-8600, DS-8650

**Kyocera**

Kyocera Technical Support

**Printers supported:**

**CorelDraw! won't print or prints slowly**

**Memory requirements for laser printers**

**Patterns on output look enlarged**

**Printing only part of the page**

**Page break after every line**

**Kyocera F1010 with Download Fonts/Rectangles on, sends page break after every line.**

Check the printer ROM version. It should be at least 6.32 to support downloading.

**Kyocera models**

These printers are supported by the Kyocera SuperDriver.

F-1000A, F-1000, F-1010, F-1200, F-1200S

F-1800A, F-1800

F-2000A, F-2000, F-2010, F-2200S

F-3000A, F-3300

F-3010, F-3000

F-5000A, F-5000

F-800A, F-800T, F-800

F-820A, F-820

**Printing only part of the page**

SuperPrint generates all graphics and on the fly text inside your system and sends each resulting raster scanline to your printer. Different models have various compression schemes; some let you print a full page at 300 dpi with only 512K RAM on the printer.

If your printer model doesn't have enough memory to print a full page at 300 dpi and does not support compression, select a lower resolution value such as 150 dpi. Although the output quality is not as good, your printer uses less memory to buffer the image. The results should give you a satisfactory draft copy.

**Lexmark**

Technical Support

**Models supported:**

**Color text printing to a laser printer**

**CorelDraw! won't print or prints slowly**

**Memory requirements for laser printers**

**Patterns on output look enlarged**

**Lexmark models supported**

Lexmark ExecJet IIc

IBM LaserPrinter 4037 5E

IBM LaserPrinter 4039

IBM LaserPrinter 4039 plus

Lexmark Optra E

Lexmark Optra L

Lexmark Optra Lx

Lexmark Optra R

**Management Graphics (MGI)**

[MGI Technical Support:](#)

**Film recorders supported: Solitaire, Sapphire and Opal.**

**Panasonic Dot Matrix**

[Technical Support](#)

[Models Supported](#)

[General Dot Matrix SuperDriver information](#)

**Panasonic Dot Matrix models**

KX-P1170

KX-P1123

KX-P2180

KX-P2123

KX-P1695

KX-P1624

KX-P1654

KX-P2124

KX-P1124i

KX-P2624

**Panasonic Laser**

Technical Support

**Models Supported**

**General LaserJet SuperDriver information**

**Panasonic Laser models**

KX-P4410

KX-P4420

KX-P4430

KX-P4440

KX-P4450i

KX-P4451

KX-P4455

**Polaroid**

**Technical Support**

**Models Supported**

**Film Table Bad Size**

**Normal LPT Mode**

### **Normal LPT Mode**

The **Normal LPT Mode** feature is **not** available in Windows NT or Windows 3.1/Win32s. If you are printing from an LPT port from either of these Windows operating systems, make sure the Normal LPT Mode checkbox in the Polaroid Options tab is clear.

When Normal LPT Mode is off, the film recorder cannot send messages back to the computer. Problems will result in a generic spooler error message such as "out of paper" or "printer not responding."

If you get a generic spooler error when Normal LPT mode is off, the only way to recover is to cancel the job, reset the film recorder (or cycle the power) and try imaging again.

**Film Table Bad Size**

Pack film and Auto film are not supported on the ProPalette. If they appear as available options, it's because you installed the ProPalette's film tables over the older Digital Palette film tables. Clear out your DPalette directory and reinstall the ProPalette film tables.

**Polaroid models**

Digital Palette HR-6000

Digital Palette CI-3000

Digital Palette CI-3000S

Digital Palette CI-5000

Digital Palette CI-5000S

Pro Palette 8000

**Star Micronics America**

**Technical Support**

**Models supported**

Star SJ-144 Color Printer

Star Win Type 800C

## Technical Directory

### A

[Adaptec](#)

[Adobe](#)

[Agfa](#)

[ATI Technologies Inc.](#)

[Autodesk](#)

### B

[Bitstream](#)

### C

[CalComp](#)

[Canon](#)

[Citizen](#)

[Claris](#)

[Corel Systems Corp](#)

### D

[Delrina](#)

### E

[ENCAD](#)

[Epson](#)

### F

[Fargo Electronics, Incorporated](#)

[Frame Technology Corporation](#)

[Future Domain](#)

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### H

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[Hewlett-Packard](#)

### I

IBM (see [Lexmark](#) )

[Ilford](#)

[Intuit](#)

### J

### K

[Kidasa](#)

[Kodak](#)

[Kyocera](#)

### L

[Lasergraphics](#)

[Lexmark](#)

[Lotus Corp](#)

## **M**

Management Graphics

Media Cybernetics

Metrum (see [Sienna Imaging, Inc.](#) )

Micrografx

Microsoft

Mirus Industries

Mitsubishi

Mitsubishi Professional Electronics Division

Montage Graphics

## **N**

National Instruments

## **O**

Okidata

## **P**

Panasonic

Pacific Rim Data Sciences

Polaroid

## **Q**

Quark

## **R**

## **S**

Shinko

[Sienna Imaging, Inc.](#)

Silverdalen

[Software Publishing Corp](#)

Sony

[Star Micronics America, Inc.](#)

Symantec

## **T**

Tektronix

Texas Instruments

Toshiba

TrueVision

## **U**

## **V**

Vertisoft

## **W**

WordPerfect Corp.

## **X**

XLI

**Y**

**Z**

Zenographics

**Adaptec**

1-408-934-7274

**Adobe**

1-415-981-4400

**Agfa**

Agfa (film recorders)

1-800-879-2432

Compugraphic (fonts)

1-800-424-8973

**ATI Technologies Inc.**

1-905-882-2600

**Autodesk, Inc.**

Contact your Authorized AutoCAD Dealer

**Bitstream**

1-617-497-7514

**CalComp**

1-800-451-7568

1-714-236-3045 (BBS)

Digitizer Division: 1-800-458-5888

Supplies: 1-800-CALCOMP

**Canon**

Canon Color Laser Copier Support  
Canon Graphics Systems Division US  
1-800-528-2830

Canada: 1-416-795-1111

Canon Bubble Jet & Laser Printer

1-800-423-2366

Canada: 1-416-795-1111

**Citizen**

1-310-453-0614

**Claris**

Hollywood

1-408-727-8227

**Corel Systems Corp.**

1-800-818-1848

IVAN: (Automated Technical Support)

1-613-728-1990

**Delrina Technology**

1-416-441-3676

**Design Science**

MathType

1-310-433-0685

**Epson**

1-800-922-8911

**ENCAD**

1-619-452-4350

**Fargo Electronics, Incorporated**

1-612-941-0050

**Frame Technology Corporation**

FrameMaker

1-408-922-2744

**Future Domain**

1-714-253-0400

**Hercules Computer Technology**

1-800-532-0600

**Hewlett-Packard**

Technical Support:

1-208-323-2551

1-208-344-4809 (fax)

**Iford Photo**

1-800-262-2650

1-201-599-4348 (fax)

**Intuit**

Technical Support:  
1-505-896-7203

**Itochu Technology, Inc. (C. Itoh)**

Technical Support

1-714-757-4527 x 4250

1-714-757-4423 (fax)

Imaging Products

1-714-660-0506

**Kidasa**

Milestones

1-512-328-0168

**Eastman Kodak Co.**

Technical Support

1-800-321-6099 or 716-726-3437

Product Information

1-800-445-6325 x 110

**Kyocera**

1-510-748-6680

**Lasergraphics**

1-714-753-8292

**Lexmark**

1-606-232-3000

(Lexmark now handles all IBM printers)

**Lotus Corporation**

Dos & Mac products support:

1-508-988-6400

Windows Product Support

508-988-2500

OS/2 Products support

1-508-988-2820

**Management Graphics**

1-612-854-1220

**Media Cybernetics**

HALO Desktop Imager

1-301-495-3305

1-301-495-5964 (fax)

**Sienna Imaging Inc.**

1-303-754-0200 x 317

**Micrografx**

Technical Support:

Designer, Picture Publisher, Hallmark Card Studio

1-214-234-2694

BBS 1-214-644-4194

CompuServe: GO MICROGRAFX

AmericaOnline: GO MGX

**Microsoft**

Excel

1-206-635-7070

PowerPoint

1-206-635-7145

Publisher

1-206-635-7140

Windows (also Paintbrush & Write)

1-206-637-7098

Word for Windows

1-206-635-7130

**Mirus Industries**

1-408-980-6600

1-408-980-6601 (fax)

**Mitsubishi**

Technical Support

1-800-344-6352

Sales Information

1-800-843-2515

**Mitsubishi Electronics America, Inc.**

Professional Electronics Division

Technical Support

1-908-302-2867

Service Requests or Queries

1-908-563-0713 (fax)

**Montage Graphics**

1-408-654-0684 technical support

1-408-654-0704 fax number

**National Instruments**

1-800-433-3488 (IEEE-488)

**Okidata**

Okidata Printer Support

US: 1-800-OKI-DATA

Canada: 1-609-273-0300

**Pacific Rim Data Sciences**

1-510-226-8930

**Panasonic**

Panasonic Color printers

1-201-392-4932, Product Manager

Panasonic Laser & Dot Matrix

1-800-222-0584

**Polaroid**

Technical Support

1-800-432-5355

FaxBack

1-800-392-1170 ext 249

CompuServe Imaging Vendors Forum

Go Polaroid

**Quark, Inc.**

QuarkXPress

1-303-894-8822

**Shinko**

North America

Mitsubishi International Corp.

1-914-997-4999

1-914-997-4976 (fax)

England

Colorgraph Ltd.

44 734-819 435

44 734 815 197 (fax)

Japan & Asian Countries

Shinko Electric Co., Ltd.

81 3 5476 9113

81 3 5476 2895 (fax)

**Silverdalen Soft AB**

Sweden

46 8 623 6750

46 8 623 6767 (fax)

**Software Publishing Company**

Harvard Draw

1-408-988-6097

Harvard Graphics

1-970-522-9064 or

1-303-522-9064

Customer Service

1-800-234-2500

**Sony**

Northeast Region

1-201-833-5300

Southeast Region

1-404-263-8016

Midwest Region

1-708-773-6037

Southwest Region

1-214-550-5320

Western Region

1-714-229-4102

**Star Micronics America, Inc.**

1-908-572-3300

1-908-572-5995 (fax)

1-908-572-5010 (BBS)

**Symantec**

1-503-465-8420

**Tektronix**

1-800-835-6100

1-503-682-7450 (FastFax [voice] system)

**Texas Instruments**

1-800-336-5236

1-214-995-6611

**Toshiba America**

1-708-541-9400

1-714-583-3573 (fax)

**TrueVision**

1-800-858-TRUE (Sales)

**Vertisoft**

Tech Support: 1-803-269-9969

Sales: 1-800-944-6250

**Novell Corporation**

1-800-228-1029

1-801-222-4577 (fax)

**XLI Support**

1-508-670-5999

**Zenographics, Inc.**

AnswerLine: 1-714-851-2191

AutoTech fax: 1-714-833-7472

BBS: 1-714-851-3860

CompuServe: GO ZENO

Internet World Wide Web page: <http://www.zeno.com>

MSN Go Word: ZENO

Technical Fax: 1-714-833-7465

## **Error Messages**

**Bad SCSI Context**

**Error processing SuperMetafile (0x25)**

**Error processing SuperMetafile (0x29)**

**Exception: Access Violation (0xc0000005)**

**Failed to create Device Context for target printer**

**Film Table Bad Size (ProPalette)**

**General Protection Fault**

**GPF in module COMMCTRL.DLL**

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**Image adapt error on HP LaserJet 4**

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**Out of Paper (Polaroid)**

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**Procedure entry point ImageList\_Destroy could not be found**

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**SuperRIP failure - Insufficient memory**

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**SuperQueue job errors occur silently**

**This printer could not be installed error when installing a SuperDriver**

**Unable to open printer in NT**

**Unrecoverable error: limitcheck in moveto**

**Unrecoverable error: undefined in...**

**ZPRINT32 caused an unhandled exception error**

**Image too complex**

An exceptionally complex filled polygon can create an "Image too complex" error when enough memory cannot be allocated to handle it. SuperRIP takes nearly all available memory (except generally, 3MB). You can reduce the SuperRIP memory allocation, thereby leaving more for the polygon. To do this, clear the Automatic checkbox in the SuperRIP tab and use a lower number than the one suggested,

## **General Protection Fault**

A General Protection Fault (GPF) can occur in Windows 3.11, in Windows 95 (if you are using a 16 bit application), and in Windows NT. It often occurs when one application violates the memory space allocated to another application.

### **Windows 3.11**

If you get a GPF when you are using a 32-bit application, Windows 3.11 (win32s) will provide a message window containing a fault address. Please make a note of this address. It will be useful if you need to call Technical Support for help.

If a GPF should occur when you are using a 16-bit application, you will not be given information unless you are running a Microsoft application called Dr. Watson. If you do not have this application (DRWATSON.EXE) on your PC, you can get it from Microsoft.

After you copy DRWATSON.EXE to your Windows directory, add the following lines to the WIN.INI file:

```
[Dr. Watson]  
ShowInfo=mod loc
```

When a GPF occurs with Dr. Watson running, Windows will create a detailed DRWATSON.LOG file. Please do not send the file to us unless our Technical Support staff requests it.

### **Windows 95**

Windows 95 has a feature that records errors including GPFs. When an error occurs, Windows displays a window that contains a Details button. Click the button to obtain a detailed description of the error. This text can then be copied to Notepad and saved or printed if necessary. Please do not send the file to us unless our Technical Support staff requests it.

### **Windows NT**

Dr. Watson for Windows NT is a program that detects application errors, diagnoses the error, and logs the diagnostic information. If an application error occurs, Dr. Watson for Windows NT will start automatically.

The log file created is called DRWTSN32.LOG and it is created in an electronic text file. You also have the option of creating a binary crash dump file that can be loaded into the Windows Debugger for debugging.

Please do not send a file to us unless our Technical Support staff requests it.

### **Invalid Page Faults**

An Invalid Page Fault (IPF) can occur in Windows 95. It generally occurs when one application violates the memory space allocated to another application.

Windows 95 has a feature that records errors including IPFs. When an error occurs, Windows displays a window that contains a **Details** button. Click the button to obtain a detailed description of the error. This text can then be copied to Notepad (or Wordpad) and saved or printed if necessary.

Please do not send the file to us unless our Technical Support staff requests it.

**Using Update Font List causes an error message**

If the original printer name is changed for a Masqued driver, and you select the **Update Font List**, you will get the following error message:

**Printer xxx has been deleted or renamed, cannot update font list**

The only work around for this is to change the original printer name back to what it was when Masqued, or delete and re-Masque the printer.

**Exception: Access Violation (0xc0000005)**

Exception: Access Violation (0xc0000005)

Address: 0x50335081

This message occurs with Word 7 in NT when using a Masquerade-generated driver.

Word 7 does not accept a driver name with parentheses. To avoid the problem, set up your Masquerade-generated driver **before** opening Word.

### **Renamed Masqued printer causes an error**

If a Masqued printer is renamed, Masquerade loses the link to the original printer. When you attempt to print to the renamed printer you will get the following error message:

**[!]Failed to create Device Context for target printer!**

**[000001E.770] A device attached to the system is not functioning**

You must either delete and re-Masque the renamed printer or you can change the name back to the original printer name.

**Job Prints While Spooling must be disabled**

This message occurs with a Masquerade-generated driver in Windows NT. A setting for the target driver (not the Masquerade-generated driver) must be changed. In **Print Manager**, open the **Printer / Properties / Details** and clear the **Job Prints while Spooling** checkbox.

**SuperQueue job errors occur silently**

SuperQueue job errors occur silently if SuperQueue is not open. Workaround is to have SuperQueue running.

**Unrecoverable error: limitcheck in moveto**

This error can occur when you are previewing or printing a PostScript file. This error is related to the complexity of the file. If you can simplify the source PostScript file you may be able to eliminate this error. If you are printing via a masquerade generated driver you can try changing the options in the PostScript driver.

**! This printer could not be installed error when installing a SuperDriver**

If while you are reinstalling a SuperDriver and you get the following error message:

**!This printer could not be installed. Quit all programs, restart Windows, and then try again. If the problem persists, contact your system administrator.**

Reinstall the SuperDriver again and when you are asked to **replace existing driver** or **keep existing driver**, you must select **replace existing driver**.

**No PostScript drivers found**

If when opening Masquerade you get the following error:

**No PostScript drivers found**

You must install a PostScript driver in Windows 95 before using Masquerade. Which PostScript is not important; any Windows 95 PostScript printer will work.

### **GPF in module COMMCTRL.DLL**

If you get a GPF in module COMMCTRL.DLL while trying to add a printer, you may need to delete printer data files that are created in Windows 95. To do this:

1. Go to your Windows 95 Directory.
2. Navigate to the INF subdirectory. (this is a hidden directory, to make it visible, in **Explorer**, select **View/Options** and click on **show all files**.)
3. Go to **Tool/Find/Files and Folders**. In **Named** space type OEM\*.INF and in the **Look in** space type the path to your Windows95 INF directory. (Example C:\WIN95\INF)
4. Try adding a printer again.

**Unrecoverable error: undefined in ...**

Occurs when exporting EPS files from CorelDRAW. In CorelDRAW, clear the **Include Header** checkbox in the **Image Header** section of the EPS export dialog when exporting files.

**Procedure entry point ImageList\_Destroy could not be found**

The full message is: Procedure entry point ImageList\_Destroy could not be found in dll COMCTL32.DLL.

Additional messages may appear regarding failure to initialize application properly and failure of filter libraries to install.

Error occurs when trying to install SuperPrint into Windows NT version 3.5. SuperPrint 4.0 requires version 3.51. You need to update your Windows NT version.

## SuperRIP Memory Management

[Banner file disappears when printing](#)

[Fix1MB utility](#)

[SuperRIP error - Insufficient memory](#)

[Using the RETRY button](#)

### **Fix1MB utility**

Fix1MB is a utility designed to fix memory errors in Windows 3.1x (win32). You will find it on the SuperPrint CD-ROM in the \UTILS\FIX1MB directory or on the Utilities diskette. There is a file called FIX1MB.TXT that contains an in-depth explanation of how this utility works.

To use it, copy three files to your Windows\System subdirectory:

FIX1MB.EXE  
FX1MBDLL.DLL  
PROCHOOK.DLL

Then run FIX1MB.EXE, either by clicking its filename in File Manager or running it from Program Manager's File/Run. When it is open, click the button **Add FIX1MB to SYSTEM.INI**.

Note: it is not practical to run this utility from the CD-ROM /diskette because it won't work unless the CD/diskette is in the CD-ROM drive.

### **Insufficient memory errors**

SuperRIP Failure - Insufficient Memory errors can occur.

In the SuperDriver's **SuperRIP** Tab, turn **Automatic memory management** OFF. Look at the number in the **Image memory required**. Place that same number in the **Maximum SuperRIP allocation** box. Click on the **Retry** button. You should see your **Expected Printing Performance** go from Fair to Good (this is not always the case). Print again and see if the error message occurs again. If it does, you may need to exit Windows and come back in.

Note: If **Anti-Aliasing** is an option for your SuperDriver and it is enabled, try turning it off.

The best thing you can do to avoid this error is to get additional RAM for your computer.

**Banner file disappears when printing**

When printing an E-size banner, the file disappears. If SuperQueue is running, an error message says "SuperRIP failure, insufficient memory. Error processing SuperMetafile (0x29)".

SuperRIP does not automatically allocate enough memory to print an E size Banner on a 16 MB machine (or under). When printing a file this large with no more than 16 MB of memory in the PC, the Expected Printing Performance indicator in SuperRIP probably shows as red (STOP).

Increase the SuperRIP memory allocation manually. First, clear the Automatic Memory Management box. Then increase the Maximum SuperRIP Allocation until the indicator shows yellow (FAIR). Remember to choose the Retry button after each increase so that your changes will register.

Note: increasing the memory allocation will not work if you truly don't have sufficient memory in your PC to print an E-size banner.

### **SuperRIP Retry button**

Once you change the Maximum SuperRIP allocation or close another Windows application, you can force SuperRIP to re-evaluate your memory status by clicking the **Retry** button. All numbers will be updated, as well as the information in the **Expected Printing Performance** box.

If you have **Automatic memory management** on, and you are just below GOOD on **Expected Printing Performance**, you can close an application you are not using and click on the **Retry** button again. You should see an improvement.

## Frequently Asked Questions

### General questions

[General printing problems](#)

[How can I improve color output?](#)

[How to I get batch or delayed printing?](#)

[How do I get PostScript output to my non-PostScript printer?](#)

[What can I do about grainy output?](#)

[How do I spool/unspool my print jobs?](#)

### Specific questions

[Bitmap SuperDriver and garbled output.](#)

[CorelDRAW problems.](#)

[LaserJet output is slower than expected.](#)

[Poor kerning in NT.](#)

[Poor kerning with ZScript printers in Windows 95.](#)

[Raw data on output when dragging and dropping a PS file.](#)

[Remote processing grayed on network printing.](#)

[Unable to open printer \(NT\).](#)

[Word 7 problems.](#)

For product information, please call our Sales Department at 1-714-851-6352. If you have a fax machine and a touch tone phone, you can request faxes from our 24-hour automated InfoFax service. Call 1-714-833-7472 and listen for instructions.

Documents are also available in our [CompuServe forum](#), the [Internet](#) and [The Microsoft Network](#).

**Remote processing grayed**

If Remote Processing is grayed out, how can network printing be configured?

Assuming that you have followed the steps outlined in our manual for "Network printing", this option will be grayed out if the print server has no printer attached or turned on or if you are connecting a Windows 95 workstation to a Windows NT print server. This option is always grayed out on the print server. See also [Networks](#)

### **General printing problems**

General printing problems such as no output, or error messages not otherwise documented in SuperHelp.

Uninstall and reinstall SuperPrint 4.0:

- 1 Uninstall using the uninstall icon in the SuperPrint folder or group. If you have created a ZScript printer, open Masquerade and click the Reset button before uninstalling.

**Run SuperPrint setup again to reinstall. For Windows 95, if asked to replace or keep existing driver, choose replace.**

**How can I improve color output?**

We've included a useful testing procedure for making dot gain and hue value adjustments. It consists of a test file for dot gain, a test file for hue matching, and a Write file that explains how to use them. The instruction file is located on the CD ROM in \UTILS\COLORFIX.WRI.

**Poor kerning with ZScript printers (95)**

95 only: "Squished" or "stretched" text when printing with a ZScript printer created in Masquerade-for a device that supports non-square resolutions . Non-square resolutions are those in which there is one number for the vertical direction and another for the horizontal direction. Example: 180 x 360 dpi, 360 x 720 dpi.

Workaround is to change to a square resolution ( only one number, like 300 dpi ) Problem will be fixed in a future release.

### **Garbled output from Bitmap SuperDriver**

The Bitmap SuperDriver is not designed to generate printer output, it is designed to create bitmap files. If you are getting garbled output or an **Error processing SMF (0x29)** when using the Bitmap SuperDriver, make sure that the driver is not connected to a LPT port, it should be set to **FILE**:

**What can I do about grainy output?**

Some programs that create 8-bit (256 color) palette images actually dither or pattern the image to overcome the inherent color limitations. With a SuperDriver's Sharpness feature enabled, the patterns may become accentuated (sharpened!) resulting in a grainy appearance. Set Sharpness to zero in the SuperDriver's **Image** tab.

Standard SuperPrint

This product contains drivers for

- 1 Bitmap SuperDriver
- 2 Canon Bubble Jets
- 3 Canon Lasers (PCL)
- 4 Dot matrix printers (Epson, IBM and emulations)
- 5 Epson Stylus and Stylus COLOR
- 6 Fargo Primera
- 7 HP DeskJets
- 8 HP LaserJets
- 9 HP PaintJets
- 10 Kyocera Lasers
- 11 Lexmark ExecJet IIc
- 12 Lexmark LaserPrinters
- 13 Panasonic Dot Matrix
- 14 Panasonic Lasers
- 15 Star Micronix SJ-144 and WinType 800C

## Troubleshooting

If you are having a problem, the information offered in this section should help to solve it. These are the same questions that our technicians would ask should you call them. Please make sure that you have read through this section before contacting Zenographics Technical Support.

### Printing Problems

Simplify whatever action you are taking that leads to the problem so that variables can be eliminated.

Does the test page print (Windows 95 only).

Can you print a sample file (located in the CD SAMPLES folder) from SuperQueue?

Does the problem happen if you print with a non-SuperDriver?

Does the problem occur if you unqueue the driver? To unqueue the driver see [queueing and unqueueing](#).

Does the problem happen with a particular application or with all applications?

Does the problem happen with a particular file or with all files?

### Removing, re-installing or Adding SuperDrivers

If you are experiencing printing difficulties it might be helpful to remove and reinstall your SuperDriver.

To remove the SuperDriver:

- n In Windows 95, open the Printers folder, select the printer you want to remove, and choose **Delete**.  
Note: When you reinstall the driver, Windows 95 will ask whether you want to keep or replace the existing driver. Choose Replace existing driver.
  - n In Windows NT, open Print Manager, select the printer you want to remove, and choose **Printer/Remove Printer**.
  - n In Windows 3.1, open Control Panel, choose the Printers icon and select the printer you want to remove and click **Remove**.
- SuperDrivers can be added at any time by running the installation program again.

### Uninstalling SuperPrint

As a last resort, if you continue to experience problems you may want to remove SuperPrint and the SuperDrivers from your system and try reinstalling. Look for the Uninstall icon in your SuperPrint group. Simply activate the icon and the uninstall will start automatically.

### Error messages

If you must contact Zenographics for help regarding an error message, please include the exact message and any information listed in the title bar across the top of the message window.

When you receive an error message, please restart Windows before making an attempt to continue. A fresh start ensures you are not having a secondary problem due to memory depletion because of the first problem.

If you get an IPF error see [Invalid Page Faults](#)

If you have a General Protection Fault (GPF) error, see [Dr. Watson](#).

Don't forget to consult the [Error Message](#) section in SuperHelp to see if the solution is already listed.

### Font problems

Problems can arise if a document is being created in one place and printing in another, whether transferring files from one computer to another by disk or over a network. The same fonts (and any font substitution instructions) must be available in both places.

[Font Tips](#)

[Most frequently asked questions](#)

[Contacting Zenographics](#)

**Font tips**

Problems may be related to any of the following:

1. given a typeface within a particular application. Check the SuperHelp's Application section to see if there are tips listed for your application. ATM is considered an application.
2. more than one source for the typeface. If you are using a SuperDriver, you can sever the relationship between the drive and the typeface manager by clearing on or more font engine boxes in the SuperDriver's **Tricks** tab.

If you are experiencing font problems are using a Masquerade generated driver see [Fonts](#).

### **Queueing and unqueueing**

To control whether you 1) print directly to the printer or 2) spool the print job, open SuperQueue and choose **Properties** from the **Printer** menu.

Choose the **Details** tab and then click the **Spool Settings** button

- a To print direct (without queueing), check **Print directly to the printer**
- a To spool (queue) a print job, check **Spool print job so program finishes printing faster.**

**Delayed printing**

Delayed printing is accomplished by pausing the printer either in SuperQueue by selecting **Printer/Pause Printer** or the Windows print queue viewer.

## **How to Contact Zenographics**

[Answerline](#)

[AutoTech Service](#)

[CompuServe](#)

[Internet](#)

[The Microsoft Network](#)

[Zenographics Bulletin Board Service](#)

[Zenographics Staff](#)

## Answerline

### A word about telephone technical support

When you call Zenographics, the technician you speak to uses SuperHelp as the primary resource for information. This is our knowledge base--the accumulation of all the wisdom and enlightenment we've been able to collect over years of dealing with Windows printing issues. So why not save yourself a phone call? Give SuperHelp a chance to help you with your problem right here and now.

- Does your problem happen only in a particular application? Then try the Applications button.
- Is there a problem with printing performance? Then try the Devices button.

If the location of your problem does not seem obvious, try the **find** tab and enter a keyword that describes your problem.

We appreciate your trying SuperHelp first. Reducing the number of calls to our Answerline reduces Zenographics overhead, allowing us to keep the cost of your software low and the service level high.

If you simply cannot find the solution, then contacting Zenographics may be in order. Hours are Monday through Friday, 7 a.m. to 4 p.m., Pacific Time. If you have a fax machine, we recommend you document your problem in writing and fax it to 1-714-833-7465. If this is not possible, our Answerline number is 1-714-851-2191. Please choose either fax or phone, not both. Duplicate requests add unnecessarily to response time.

Be sure to know the following things:

- Your serial number. Choose the **About** tab in your SuperDriver.
- Your printer brand and model.
- The application you are printing from and its version.
- If applicable, exact wording of an error message and who it belongs to (i.e., what does it say in the title bar of the error message window?).
- Operating system (i.e. Windows 95, Windows NT)

If you are faxing, include a legible name and fax number for a return fax. Please include your serial number on the fax. Faxes are normally answered the day they are received.

## **CompuServe**

To use CompuServe, enter GO ZENO or GO WINAPB to access the Windows 3rd Party B Forum, then select the appropriate section. Zenographics owns Section 12. Our User ID number is 76702,1351.

### **From within the forum you can do the following:**

#### **Read a Forum Message**

This is a good way to find out what other people are doing and to see what the issues are. Someone else may have already asked your question and received the answer. Our on line technical support team posts tech tips on a regular basis covering a variety of issues and "how-to's".

#### **Send a Forum Message to Zenographics**

Address it to Zenographics using our ID Number. We check the Forum many times each day and reply promptly. It is possible to make this message private, which will invoke a private answer, but we encourage you to keep the messages open so that everyone can benefit from the exchange of information.

#### **Send a Forum Message to ALL**

We will still answer, but the ALL designation will encourage others to respond to your message as well.

#### **Access the Zenographics Library**

Here we upload Zenographics Tips & Bits files covering technical issues, product release information, upgrade details, patches for specific uses, and updates of SuperHelp. Files are zipped and made self-extracting for easy downloading. You can search for files based on a keyword or browse through the list. We create files based on questions and requests from users, so the information is current and pertinent.

#### **Mail Messages**

You can send us email by using GO MAIL to get into the mail section. Our User ID works here as well. This is a more private way to communicate than the Forum Message. We also check this section on a regular basis and respond quickly to your questions and comments.

#### **Direct EMAIL**

For sales questions, send email directly to MHS:ESALES@ZENO

For technical questions, send email directly to MHS:ETECH@ZENO

For customer service questions, send email directly to MHS:ESERVICE@ZENO

**Technical documents by fax**

If you have a fax machine and a touch tone phone, call the **Zenographics AutoTech** system and get the current index of available SuperPrint faxes. This automated fax system is in service 24 hours a day, 7 days a week. The number is 1-714-833-7472 ( a voice line) Listen to the recorded instructions for retrieving information.

You can also download these technical bulletins in ASCII format from our [BBS](#)

**Internet**

See our Internet World Wide Web page at <http://www.zeno.com>

**Microsoft Network**

Visit us on the Microsoft Network use the Go Word Zeno. There is on-line technical help available Monday thru Friday from 8:00 - 9:00 am and 2:00 -3:00 pm Pacific Time in our Chat room.

### **Zenographics Bulletin Board Service (BBS)**

#### Downloading Files From Zenographics BBS

(It is assumed that the user is familiar with the operation of modem communication software.)

1. Set up your modem software for: 9600, N, 8, 1  
(Modem speeds 300, 1200 and 2400 are also supported)  
Transfer Protocol : X-Modem (most commonly used)
2. Dial the BBS number at: 714-851-3860.
3. Login by typing at the prompt USER-ID, followed by the PASSWORD.  
(Note: If you are a new user, type "NEW" and follow the instructions prompted on the screen.)
4. After logging on successfully, a services menu will be displayed.
5. Select "F" for File Library.
6. Select "S" for Changing Library to go into a desired file library.  
(Note: Pressing "?" will list all the File Libraries available.)
7. Find the file you want.
8. Select "D" for Downloading a file. (The BBS is waiting for you now.)
9. Select receive command using your Communications Software of choice.

**Zenographics, Inc. Staff**

**Robert E. Romney**, President, CEO

**Lane Freestone**, Vice President, Business Development

**Ken Habecker**, Director of International Sales

**Dave Weisbart**, Director of Publications

**Scott Mackay**, Director of Marketing

**Julie Romney**, General Manager:

**Rosemary Jones**, Technical Support Manager:

**Don Ivie**, Quality Assurance Manager

**Kathleen Dolson**, Webmaster

**What is SuperHelp?**

SuperHelp is a collection of tips and tricks for working with applications and configurations for the output devices that SuperPrint supports. There is also information about special configurations, memory management and settings.

Troubleshooting suggestions include a list of frequently asked questions, known problems and error messages.

SuperHelp is updated regularly. For the latest version, check the Zenographics [BBS](#), our [Intenet](#) , [CompuServe](#), or [The Microsoft Network](#)

SuperHelp 4.01b, 29 August 1996

## **Windows NT Specific**

[Accessing SuperDriver options](#)

[ATM 3.02 and Windows NT](#)

[Can't change printer properties](#)

[Exception: Access Violation \(0xc0000005\)](#)

[Fonts spacing incorrect when using LaserJet SuperDriver](#)

[General Protection Faults in Windows NT \(GPF\)](#)

[How do I change my spooler setting in NT?](#)

[Incorrect spacing between letters or stretched text on output](#)

[Installing the PostScript Language filter/Masquerade in Windows NT](#)

[Job Prints While Spooling must be disabled](#)

[Procedure entry point ImageList\\_Destroy could not be found](#)

[Unable to open printer](#)

[Word 7 disappears](#)

### **Can't change printer properties**

By default, shared printers on NT computers do not set sufficient rights to allow network users to modify their properties. To change the permissions of a shared NT printer:

- 1 Log in as **Administrator** or as the user that shared the printer originally (the owner).
- 2 Launch **Print Manager** and select the shared printer you wish to modify.
- 3 Select **Security/Permissions** from the Print Manager menu.
- 4 Select the **Everyone** group.
- 5 Change the type of access from **Print** to **Full Control**.

For shared SuperDrivers remember that the driver must be installed locally on each workstation.

Note: Any changes made on the client workstation will also affect the server.

**Unable to open printer in NT**

NT only: If you have renamed your printer so that its name is more than 31 characters long, this error will occur.

- 1 Rename the printer in Print Manager, using 30 characters or less
- 2 Open the Registry Editor (type REGEDT32 in the File, Run Command Line).
- 3 In HKEY\_CURRENT\_USER/software/Zenographics/, delete the SdStatus key

**Word 7 disappears**

In Windows NT only, Word 7 disappears when you choose the **Properties** button in the **Print** dialog. SuperDriver models include a (Z) as part of the printer name. Word 7 doesn't accept these parentheses. Edit the printer name and remove the parentheses. Microsoft is aware of the problem and is scheduled to fix it in Word 7.0a.

**ATM in Windows NT**

ATM 3.02 works with Windows 95 and SuperPrint, for specific tips see ATM under SuperHelp's Applications section. ATM 3.02 is not compatible with Windows NT. For further information about Windows NT and ATM fonts contact [Adobe](#).

**Incorrect character spacing or stretched text on output in Windows NT**

If you are printing in Windows NT and are using a device that supports [non-square resolutions](#) your text will appear either too close together or stretched out. This function is not supported in NT using any printer driver not just SuperDrivers. Graphics will print fine, only text is affected. The workaround is to change to a square resolution.

**Font spacing incorrect when using a LaserJet SuperDriver**

By default the LaserJet SuperDriver is installed with the **Download fonts** option **on**. Some clone Laser printers do not support this function. If you are experiencing improper spacing between fonts turn off **Download fonts**. To do this from **Print Manager** with the LaserJet SuperDriver highlighted select **Printers/Properties/Details/Job Defaults**. In the **Options** tab clear the checkbox for **Download fonts**.

## Filters

## **ZScript PostScript Language Filter**

[Color Preview for a black & white device](#)

[EPS/ArtPack preview is clipped](#)

[How to Install the ZScript PostScript Language Filter](#)

[Raw PostScript data on output](#)

**Color preview to a Black & White device**

If you drag and drop a Post Script file into the PostScript Language Filter it will preview in color even if a black & white device is selected.

**EPS preview is clipped**

To get an EPS or ArtPack file preview that is not clipped, choose a default printer that has no margins -- typically a Bitmap SuperDriver.

**Raw data on output when dragging and dropping**

If you are experiencing raw PostScript data on your output when dragging and dropping a PostScript file, make sure you are not dropping the PS file on a masquerade generated driver. You should drop the files onto the ZScript PostScript Language Filter. A Masquerade generated driver is for printing PostScript output directly from an application to a non PostScript device.

**Installing the ZScript PostScript Filter and/or Masquerade**

To install ZScript or Masquerade when you first install SuperPrint, you must choose the **Full** setup type. If you have chosen **Typical**, neither filters nor Masquerade will be installed. To add them later, reinstall SuperPrint, choose **Custom**, and make sure the filters and Masquerade options are checked.

**Masquerade**

**[Installing Masquerade](#)**

## **Fonts**

Font issues in Masquerade.

[Fonts print reversed to HP driver](#)

[Font substitution table](#)

[Missing or substituted fonts](#)

[Printers with resident fonts](#)

**Fonts print reversed to HP driver**

When any font is embedded in the PostScript file and you are using a Masquerade generated HP DeskJet driver, it comes out inverted on the 550C. Every black pixel is white and every white pixel is black in the bounding box surrounding each character. This does not happen to the Masquerade generated DeskJet SuperDriver that comes with SuperPrint 4.0 .

**Printers with resident fonts**

To get complete support for your resident fonts you may need True Type equivalent fonts. See [Font Substitution Table](#).

**Output problems**

Output problems in Masquerade.

[Black & White output to a color device](#)

[EPS landscape Images flipped](#)

[Resolution incorrect](#)

[NT Word 7 error with Masqued driver](#)

**Resolution & Masqued driver**

Make sure all desired options, including resolution, are set the way you want them *before* you generate a Masqued driver.

**Black & White output to a color device using Masquerade**

If your device has both monochrome and color capabilities and you want color output, make sure that you have the color option selected before you create your Masquerade-generated driver.

**EPS Landscape Images flipped**

When PageMaker 4.0, FreeHand 3.1, AmiPro 3.0 or Persuasion 2.1 output a landscape oriented image with an EPS file, they flip the file. The output is the same with a PostScript printer, not just a Masquerade generated driver. PageMaker 5.0 prints the file correctly.

### Font Substitution Table

If you have the TrueType 44 fonts installed, and print with a Masquerade generated driver, there may be font substitutions. For example, note that even though a SuperDriver enumerates the Zapf Chancery, GDI (silently) substitutes Monotype Corsiva. The list below shows these mappings:

Font requested	TrueType font substituted
ArialPS	Arial
Arial MT	Arial
TimesNewRomanPS	Times New Roman
Helvetica	Arial
Times	Times New Roman
Bookman	Bookman Old Style
Palatino	Book Antiqua
AvantGarde	Century Gothic
Avant Garde	Century Gothic
New Century Schlbk	Century Schoolbook
NewCenturySchlbk	Century Schoolbook
Helvetica Narrow	Arial Narrow
Helvetica-Narrow	Arial Narrow
Zapf Chancery	Monotype Corsiva
ZapfChancery	Monotype Corsiva
Zapf Dingbats	Monotype Sorts
ZapfDingbats	Monotype Sorts

Also see [Missing or substituted fonts](#).

### **Missing or substituted fonts**

If you are experiencing problems with missing text or substituted fonts on output, there are several things you need to be aware of as methods or means to solve the problem.

If you are using ATM or TrueType or any combination of these the order of precedence for these fonts is:

- (1) ATM
- (2) TrueType

There are three places in Windows where the fonts are listed: the actual font file; synonym sections, and substitution sections. It is important that (a) the font requested is actually installed and listed in the appropriate font section; (b) duplicate fonts are not listed in different foundries; (c) the requested font is not listed in the font substitution or synonym section of these three foundries.

Check the font substitution or synonym sections for each font manager to be sure you are not mapping or substituting one font for another. For ATM, look in the ATM.INI file under the [Synonyms] section. For TrueType, look in the WIN.INI file under the [FontSubstitutes] section.

Substitutions can also occur because fonts have been removed via the Control Panel since installing a Masquerade-generated driver. Unless you use the Reset button to update the font list in the Masquerade generated driver, it will continue to list fonts that were present when it was built.

If the file you are trying to print was created on a different machine, the fonts requested in the PostScript file must be present on both systems or font substitutions will occur. (You can request the PostScript file to have the fonts downloaded within it, but the files can be very large.)

See also: [Font substitution table](#) .

SuperQueue 95

[How do I change my spooler settings?](#)

[How do I print delayed or in a batch?](#)

[Network printing of SuperQueue filter jobs](#)

[SuperQueue errors don't show up](#)

[Uninstalling SuperQueue](#)

### **Uninstalling SuperPrint**

As a last resort, if you are experiencing problems printing you may want to remove SuperQueue and the SuperDrivers from your system and try reinstalling. You will find an **Uninstall** icon in your SuperPrint group.

Note: If you have installed any ZScript printers in Masquerade, you will need to open Masquerade and choose the **Reset** button to remove these printers before running the **Uninstall** utility.

## Getting started with Windows 95

### Installation

**Diskettes:** Insert the Setup diskette into drive A (where A is your diskette drive). In Windows, choose Start/Run and type A:\SETUP. Choose **Install SuperPrint** and follow the directions on your screen. If your printer's manufacturer or model is not listed, choose one that your printer can emulate. Additional SuperDrivers can be installed at any time by running the Setup program again.

**CD-ROM:** Insert the SuperPrint CD-ROM. If the AutoPlay program does not begin, choose Start/Run and enter d:\SETUP (where d: is your CD-ROM drive). Choose **Install SuperPrint** and follow the directions on your screen. If your printer's manufacturer or model is not listed, choose one that your printer can emulate. Additional SuperDrivers can be installed at any time from the AutoPlay main screen.

Note: If you are installing a high-end 4.0 SuperDriver, click **Have Disk** at the printer list window and insert the supplemental high-end diskette. Please see the READ-1ST.TXT file on the high-end diskette for special instructions before installing.

### Test Page

To print out a test page, from the Printers folder, right click the printer and choose Properties/General/Print Test Page.

### Default Printer

A SuperDriver can be designated as the default printer during installation. In SuperQueue, choose Printer/Set as Default Printer.

### SuperDriver Options

SuperDriver options can be accessed in any of the following locations:

- n Printers folder: right click the printer, choose Properties and select the 32-bit SuperDriver Setup tab.
- n SuperQueue: choose Printer/Properties/Details/Setup...
- n SuperPrint Status: choose Setup...
- n Applications: choose Print.../Properties (changes apply only to that application)

### PostScript

To install ZScript or Masquerade, choose the Full Setup Type. To add PostScript support later, reinstall SuperPrint, choose Custom, and make sure the filters and Masquerade options are checked.

### Uninstall

Uninstall SuperPrint by launching the Uninstall icon in the SuperPrint folder or from the AutoPlay program. SuperQueue and all SuperDrivers will be removed from your system.

### What's New

See README4.WRI on the CD-ROM or Setup diskette (or in the SuperPrint folder after installation) for information on SuperPrint's newest features.

## Getting started with Windows NT 3.51

### Installation

Diskettes:        Insert Setup diskette  
CD-ROM         Insert CD-ROM

From Program Manager, choose File/Run. In the Command Line box, enter d:\SETUP (where d: is your CD-ROM drive) or A:\SETUP (where A: is your diskette drive).. Choose Install SuperPrint and follow the directions on your screen. If your printer's manufacturer or model is not listed, choose one that your printer can emulate. Additional SuperDrivers can be installed at any time by running the Setup program again.

Note: If you are installing a high-end 4.0 SuperDriver, click Have Disk at the printer list window and insert the supplemental high-end diskette. Please see the READ-1ST.TXT file on the high-end diskette for special instructions before installing.

### Default Printer

A SuperDriver can be designated as the default printer during installation. In SuperQueue, choose Printer/Set As Default Printer.

### SuperDriver Options

SuperDriver options can be accessed in any of the following locations:

- n Print Manager: choose Printers/Properties/Details/Job Defaults...
- n SuperQueue: choose Printer/Properties/Details/Setup...
- n SuperPrint Status: choose Setup...
- n Applications: choose Print.../Properties (changes apply only to that application)

### PostScript

To install ZScript or Masquerade, choose the Full Setup Type. To add PostScript support later, reinstall SuperPrint, choose Custom, and make sure the filters and Masquerade options are checked.

### Uninstall

Uninstall SuperPrint by launching the Uninstall icon in the SuperPrint group or from your SuperPrint CD-ROM. SuperQueue and SuperDrivers will be removed from your system.

### What's New

See README4.WRI on the CD-ROM or Setup diskette (or in the SuperPrint folder after installation) for information on SuperPrint's newest features.

## Getting started with Windows 3.1

If you have an existing installation of SuperPrint in Windows 3.1, please see the document README.TXT in the root directory of the SuperPrint CD or on the Setup diskette before installing.

We suggest the following steps before beginning to minimize installation problems:

- 1 Set a permanent swap file to equal or double the amount of RAM in your PC.
- 2 If you are installing in Windows 3.1x (not Windows for Workgroups) you must run SHARE in order to install and use Microsoft's Win32s software. SHARE.EXE should be in your DOS directory. Add SHARE.EXE to your AUTOEXEC.BAT file, using the full path if necessary.
- 3 Reboot and install SuperPrint.

If you do not already have Microsoft's Win32s installed, SuperPrint will run the Microsoft install for you. The system will reboot after the installation. You will need to run Setup again to install SuperPrint.

If there is not enough memory, or you are having other installation problems, run the [FIX1MB.EXE.utility](#)

## Installation

Diskettes:        Insert Setup diskette

CD-ROM         Insert CD-ROM

From Program Manager, choose File/Run. In the Command Line box, enter d:\SETUP (where d: is your CD-ROM drive). Choose Install SuperPrint and follow the directions on your screen. If your printer's manufacturer or model is not listed, choose one that your printer can emulate. Additional SuperDrivers can be installed at any time by running the Setup program again.

Note: If you are installing a high-end 4.0 SuperDriver, click Have Disk at the printer list window and insert the supplemental high-end diskette. Please see the READ-1ST.TXT file on the high-end diskette for special instructions before installing.

## Default Printer

A SuperDriver can be designated as the default printer during installation. In SuperQueue, choose Printer/Set As Default Printer.

## SuperDriver Options

SuperDriver options can be accessed in any of the following locations:

- n Control Panel: choose Printers/Setup.../Options
- n SuperPrint group: choose the SuperQueue icon, then choose Printer/Properties/Details
- n Applications: choose Print.../Setup (changes apply only to that application)

## PostScript

To install ZScript or Masquerade, choose the Full Setup Type. To add PostScript support later, reinstall SuperPrint, choose Custom, and make sure the filters and Masquerade options are checked.

## Uninstall

Uninstall SuperPrint by launching the Uninstall icon in the SuperPrint group or from the SuperPrint CD-ROM. SuperQueue and all SuperDrivers will be removed from your system.

## What's New

See README4.WRI on the CD-ROM or Setup diskette (or in the SuperPrint folder after installation) for information on SuperPrint's newest features.

**High End SuperDrivers**

Zenographics develops high-end SuperDrivers for specialty devices such as film recorders, plotters, dye-sublimation printers. etc. These are packaged and sold separately. High-end SuperPrints are different from Standard SuperPrint, which contains a collection of SuperDrivers for laser, inkjet, dot matrix, and inexpensive thermal printers.

Information on the availability of specific printer drivers will be posted on our World Wide Web site: <http://www.zeno.com>, The Microsoft Network, go word: zeno, and our CompuServe Forum, GO ZENO.

## **Glossary**

### **A**

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### **B**

Bit specifications (as 32-bit)

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SMF server

spooler

Stochastic process

SuperRIP

Subtractive primary colors

**T**

Target printer

TEMP Directory

Threshold array

TIFF

## **U**

Utility

## **V**

Virtual page size

## **W**

Win32

WYSIWYG

## **XYZ**

ZInquiry

### **Additive primary colors**

The colors red, green and blue (RGB) that are used to create all other colors when direct, projected or transmitted light, such as a computer monitor, is used. When pure red, green, and blue are superimposed on one another they create white. To make a color composed of RGB darker, values are reduced; to make it lighter than its pure form, all three RGB values are increased (for example, R=100% is pure red, R=50% is dark red, R=100% G=50% B=50% is light red). See also [RGB](#), [Subtractive primary colors](#).

**Algorithm**

A prescribed set of well-defined unambiguous rules or processes for the solution of a problem in a finite number of steps.

**Application**

A program that typically requires user interaction and creates some form of output.

**Aspect ratio**

The ratio of distance, or resolution, between one plane and another. Using distance as an example, and when creating a 35mm slide, the aspect ratio is 3:2 which refers to Long edge and Short edge respectively. As Windows printing is designed to be paper-based, one would set a custom page size for the long edge distance to be 11" and the short edge to be 7.333" (or 12" X 8" if integers have to be used).

**Bit specifications (e.g., 32-bit)**

- 1) Size of the computer's internal word, or registers, which is the amount of data the CPU can compute at the same time. If the clock rates (33 MHz, 100 MHz etc.) and basic architecture are equal, a 32-bit computer works twice as fast internally as a 16-bit computer.
- 2) Size of the computer's data bus, which is the pathway over which data is transferred between memory and the CPU and between memory and the peripheral devices. If the bus clock rates are equal, a 32-bit bus transfers data twice as fast as an 16-bit bus.

**Bitmap**

A file that describes a picture by specifying the color of each pixel (dot) within a rectangular area. Generated by "paint" programs and scanners. See also [Graphics](#) .

**BMP**

BitMaP

A Windows graphics format.

**Buffer**

A holding area for data that will be sent for printing or further processing.

**Cache**

A place (whether in RAM or on disk) for the temporary storage of data that is intended to be re-used. Caches are primarily used to increase efficiency and speed of accessing data.

**Client**

In strict computer terms, a client computer is one that requires a server for resources such as programs and data, and services such as printing. For purposes of SuperPrint printing, a client is the computer or workstation that generates print data (in the form of metafiles, raw printer data, or other SuperQueue-supported data files) and transmits it to the SuperQueue “server” computer.

## CMYK

Refers to the color model based on the subtractive colors Cyan, Magenta, Yellow, and Black. These colors are used in printing inks and can be combined on the page to provide nearly all visible colors. While there is a theoretical inverse relationship between CMY and the additive color model of Red, Green, and Blue (RGB), imperfections in inks cause discrepancies. It is these discrepancies that SuperDrivers' Hue Matching works to overcome. Many high-end graphics and image-editing programs allow editing in a CMYK color space. *See also* [RGB](#), [Subtractive primary colors](#).

**Color correction**

Process of enhancing or altering color or grayscale output appearance. Specifically, using SuperPrint **Image** tools (lightness, contrast, sharpness, saturation and hue matching) to compensate for limitations in hardware devices or target media. In the printing industry, any process that compensates for deficiencies in the color separation process and process inks.

**Color model**

A method of representing the color spectrum. Two of the most common primary color models are RGB and CMYK . See additive primary colors , subtractive primary colors .

**Color value**

Values assigned to a color based on a color model . For example, in the RGB model, red has a color value of (100%, 0%, 0% RGB). Using the CMYK color model, red has a color value of (0%, 100%, 100%, 0% CMYK).

**Compression**

A method of reducing the number of bytes required to store or transmit a file. Usually accomplished by grouping repetitive data -- the resulting group description contains fewer bytes than the group itself.

**Continuous tone image**

An image, such as a color or black and white photograph, where discrete levels of color are imperceptible.

**Contrast**

The gradation in tone between the highlights, midtones and shadows in an image. Adjusting contrast on a computer is like adjusting contrast on a television set.

**CPU**

Central Processing Unit. For example, on Intel-based computers, the 80386, 80486, or Pentium microprocessor.

**Data type**

For purposes of printing, the format in which a page description is stored in a print spool file. (Examples: RAW, EMF, SMF.)

**Default printer**

The printer to which most programs will print automatically.

**Device resolution**

The number of dots, or pixels, a device is able to render when producing an image. Device resolution is normally expressed in dots per inch ([DPI](#)).

**DIB**

Device Independent Bitmap. See [BMP](#).

## **Dithering**

A method of simulating on digital devices the halftone dots used in traditional printing. On black and white devices, dithering produces simulated grayscale ; on color devices, it provides varying degrees of color intensity. Also called **Halftoning**.

**DLL (Dynamic Link Library)**

A program module that cannot run on its own; a DLL is designed to be utilized on demand by another program. DLLs provide a way for more than one program to use the same program modules. They are more disk-and memory-efficient than incorporating redundant code into the main program.

## **DMA**

Direct Memory Access. An option for SuperDrivers that support GPIB devices. Turn it on or off in the SuperDriver **Options** dialog.

Using DMA means that the CPU is free to do other things while another device is accessing the memory. This can result in higher rates of throughput to devices using GPIB boards, but it can also be another source of conflict on your system like IRQ and base memory address conflicts.

## **Downloading**

The process of sending either a font or a typeface to a printer. Early LaserJet Series printers accept only downloaded bitmap fonts. PostScript printers and newer LaserJet series printers accept both typeface outlines and bitmap fonts.

**DPI**

Dots Per Inch. The number of addressable dots measured in a vertical or horizontal inch on a device. Older laser printers offer 300 dpi resolution. Printers offering 600 and 1200 dpi are now common.

**drag and drop**

Ability to execute a function by using a pointing device to graphically place a data file icon on top of a program window.

**Duplex**

Printing on both sides of the sheet of paper automatically.

**EMF**

Enhanced Metafile, a Windows datatype in the form of an object-based page description. Multiple page documents have a separate EMF description for each page. An EMF is not device specific.

**Emulation**

One system is said to emulate another when it performs in exactly the same way, though perhaps not at the same speed. A typical example would be emulation of one type of printer by another.

## **EPS**

Encapsulated PostScript

A subset of the PostScript graphics file format developed by Adobe Systems. EPS is used for PostScript graphics files that are to be incorporated into other documents. An EPS file includes pragmas (special Postscript comments) giving information such as the bounding box, page number and fonts used.

Some programs generate EPS files that include a low resolution version of the PostScript image; this is referred to as a preview header.

**Escape**

When used in the context of Windows printing, Escape refers to a special sequence of coded instructions that informs the printer driver about the kind of data that is to follow. Escape codes (ASCII 27 followed by specific letters and numbers) are also used with many printers to transmit information about text attributes and page descriptions.

**Filter**

A process such as a conversion routine (import or export filter) that changes one data, text or graphics format into another. Also, a pattern or mask through which only selected data is passed.

**GDI (Graphics Device Interface)**

The internal "language" used by Windows to describe how text, graphics , bitmaps , and other objects are displayed on the page and screen.

**GIF**

Graphics Interchange Format

Popular raster graphics format developed by CompuServe that handles 8-bit color (256 colors) with high compression ratios.

**GPIB**

General Purpose Interface Bus

IEEE-488 standard interface Bus for high speed data transfer.

**Gradient or gradient fill**

The gradual change from one value to another of either hue, lightness, and/or saturation involving a colored object or gray-scaled pattern. Gradient is sometimes expressed as gradient fill.

**Graphics**

Broadly defined, a picture or design element on a page. Narrowly defined, a picture made up of objects (or "primitives") such as circles, rectangles, lines, and polygons, generated by a "draw" program. Also referred to as object graphics or vector graphics. See also [Bitmap](#).

**Grayscale**

Adjective used to describe graphics or bitmap images where each element is assigned a level of gray (lightness /darkness). Typical scales are 8, 64, or 256 levels of gray between black and white.

### **High end SuperDrivers**

SuperDrivers, packaged and sold separately, for specialty devices such as film recorders, plotters, dye-sublimation printers, etc. Compare Standard SuperPrint, which is a collection of SuperDrivers for laser, ink jet, dot matrix and inexpensive thermal printers.

**Hue**

The position of a color along the color spectrum (as in hues of the rainbow). For example, green is between yellow and blue. In SuperDriver's Color Correction, hues are represented by a number between 0 and 240. See also [Luminosity](#) and [Saturation](#)

## **JPEG**

Joint Photographic Experts Group (JPEG)

The original name of the committee that designed the standard image compression algorithm. JPEG is designed for compressing either full-color or gray-scale digital images of "natural", real-world scenes. It does not work so well on non-realistic images, such as cartoons or line drawings. JPEG does not handle compression of black-and-white (1-bit-per-pixel) images.

**Lightness**

In general, the relative position of a color between white and black. In SuperDriver Color Correction, a non-linear compensation curve that mainly affects mid-tone values of gray or color. See also [Saturation](#)

**log**

Record of computer activity used for statistical purposes. Logging is the act of creating a log or record of activity.

**Luminosity**

The brightness of a color on a scale from black to white. See also Hue , Lightness and Saturation.

**Metafile**

An intermediate file, the contents of which represent actual output. Typically used for graphics (as in Computer Graphics Metafile) or page descriptions (SuperMetafile).

**Multitasking**

Running two or more programs in one computer at the same time, controlled by the operating system. The number of programs that can be effectively multitasked depends on the amount of memory available, CPU speed, hard disk capacity and speed as well as the efficiency of the operating system.

**Pattern fill**

A bitmapped matrix used to fill an area.

**Pattern scaling**

The process of manipulating or re-sizing a given pattern fill to fill a particular area. See [Pattern fill](#) .

**Pixel**

Short for picture element. A pixel is one dot of a bitmap. See also [Bitmap](#) .

**Plus fonts**

A specific assortment of PostScript Type 1 typefaces that became popular after their introduction as resident fonts on the Apple LaserWriter Plus. The 35 typefaces consist of ITC Zapf Chancery Medium-Italic, ITC Zapf Dingbats, Symbol, and Regular, Italic, Bold, and Bold-italic variants of each of the following typeface families: ITC Avant Garde, ITC Bookman, Courier, Helvetica, Helvetica-Narrow, New Century Schoolbook, Palatino, and Times.

## **PostScript**

A page description language from Adobe Systems, Inc. used in a wide variety of printers, imagesetters and display systems. Its primary application is to describe the appearance of text, graphical shapes and sampled images on printed or displayed pages.

PostScript commands do not drive the printer directly. They are language statements (ASCII text) that are translated into the printer's machine language by a PostScript interpreter. This interpreter can be built into the printer or can be a software application such as the ZScript filter.

PostScript Level 2, downwardly compatible with the original PostScript (Level1), adds data compression and enhancements especially for color printing.

**Preemptive multitasking**

A feature of the hardware and operating system that allows the CPU to share processing time with all running programs. Preemptive multitasking gives the appearance that all programs are running simultaneously, as opposed to cooperative or “round robin” multitasking (used in older versions of Windows) in which each program can control the CPU for as long as it needs it.

**Print processor**

Software (DLL) that manages the process of sending spooled page descriptions of specific datatypes to the correct system level programs so they can prepare the data for the printer driver. System level programs include filters (such as Zenographics' ZScript filter), Windows Graphical Device Interface (GDI) and ZGDI32 (Zenographics' fully 32-bit version of GDI).

**Queue**

A list of stored data or programs awaiting processing.

**Rasterize**

To break down an image into individual scan lines. Nearly all modern graphics monitors and printers are raster-based

**RAW**

A Windows data type in the form of printer data, such as PCL (Printer Control Language). RAW data is device specific.

**Resolution**

The total number of pixels, both horizontally and vertically, of an image. For output devices such as a computer monitor or a printer, resolution is normally expressed as dots per inch (dpi).

**RGB**

Refers to the color model based on the additive colors Red, Green, and Blue. These colors are used in computer monitor phosphors and can be combined on the screen to provide nearly all visible colors. The internal Windows GDI color model and most continuous-tone color bitmaps store information in RGB space, using 8 bits of data for each of the three color planes (8 bits = 256 values for each color plane, 24 bits provide approximately 16.7 million colors). See also [Additive primary colors](#).

**Saturation**

The purity of a color's hue, moving from gray to the pure color. In SuperDriver's Color Correction, the value in the **Saturation** box is a representation of the intensity of the color, from solid color (240) to absence of color or gray (0).

**Server**

In strict computer terms, a server is a powerful computer that provides resources such as programs and data, and services such as printing for less-powerful network client workstations. For purposes of SuperPrint printing, the server is a computer that's physically attached to a printer and accepts print jobs from other computers on the network.

**SCSI**

Small Computer System Interface.

A standard interface board that can greatly increase the transfer of data from your computer to devices that have a SCSI port.

**Smart drivers**

Smart drivers are printer drivers that are capable of performing additional processing on data. A smart printer driver, such as a SuperDriver, provides improved functionality such as color-to-grayscale mapping, dithering, and anti-aliasing, as well as selectable levels of such features.

## SMF

SMF stands for Super Metafile (or colloquially "smurf"). The SuperPrint metafile consists of a number of elements such as bitmaps , vectors and font descriptors. It also contains explicit data for the intended output device (or target printer).

SMF's are generally much more compact than conventional printer data. They provide a simple, convenient and efficient method to describe the printable elements of single or multiple pages. Furthermore, the structure of these SMFs allow for an easy regional analysis of the page contents to optimize the speed of printing. See also SMF server .

**SMF server**

A SMF server is a term generally applied to the PC or workstation that automatically processes the Super Metafile (SMF) and provides output to a target printer. In a network configuration, it is a dedicated server (or workstation) that processes the SMF printing remotely from the originating workstation.

**Spooler**

Software that accepts print jobs and manages the queue to provide orderly sequential access to the printer. A spooler allows printing to take place in the background while other tasks are being performed in the foreground.

**Stochastic Process**

A process dealing with events that develop in time or space and that cannot be described precisely except in terms of probability theory. SuperPrint's SuperScreen threshold arrays were created using a stochastic process, distributing tonal values within a group of pixels in an apparently random (yet carefully controlled) way.

**SuperRIP**

A software rasterizer produced by Zenographics and used by SuperDrivers to send complex graphics, bitmaps and scalable fonts to your output device.

### **Subtractive primary colors**

The colors cyan, magenta, and yellow (CMY), most often used in printing inks. In theory, black is produced when  $C=M=Y=100\%$ . In real-world printing applications, black ink (K) is added to: (a) achieve true black, since CMY inks generally do not produce true black, (b) to substitute for areas where  $C=M=Y$ , which produces shades of gray, and (c) to replace portions of CMY combinations where all three inks are present (known as the gray component). To obtain lighter shades of colors, the amount of each color is reduced using halftoning. See also [CMYK](#).

**Target printer**

The destination print device set up by the user through an application to print a file. Some applications automatically choose the default printer as the target printer, while others retain the selected printer that was in effect when a file is created and saved.

**TIFF**

Tagged Image File Format

Widely used raster graphics file format developed by Aldus and Microsoft that handles monochrome, gray scale, 8- and 24-bit color.

**TEMP Directory**

The directory that Windows and some DOS programs use for storage of temporary files. It is usually designated by the line SET TEMP=*[path]* in your AUTOEXEC.BAT file.

**Threshold array**

A bitmap file used as an electronic version of a graphic arts halftone screen during printing. When the threshold array is applied to the page's underlying tones of gray or color, only pixels that meet or exceed the value of the matching pixel in the threshold array are printed; others are filtered out and do not print.

**Utility**

A program that typically requires minimal or no user interaction and performs an ancillary or supporting function. See also [Application](#) .

**Virtual page size**

Refers to the arbitrary page size that is used by an application when printing to a film recorder or other device. In such cases, the physical page size is different from the application's defined page size. See also [Aspect ratio](#) .

**Win32**

A programming specification (API) for Windows' 32-bit mode (uses Intel 80386 and later microprocessors). The WIN32 API surpasses the WIN16 API in features and complexity. It is implemented fully in Windows NT, and partially implemented in Windows 95 and Windows 3.1x with the Win32S option.

**WYSIWYG**

Acronym for "What You See Is What You Get." The ability to display on a computer monitor an accurate representation of the final, printed output.

**ZInquiry**

ZInquiry is a Zenographics program that polls the SCSI card for any devices attached.

