Adobe℠ Customer Services

WordPerfect® for DOS

Problem:
Installation aborts when running Installer/Font Foundry™. Error message reads "Error: No token delimiter: > found in line. Quit the program and run the Installer again."

Solution:
If you have the WordPerfect driver dated 11/13/92 or later, upgrade your Adobe Installer program. Call Adobe Technical Support for an update. Previous versions of the WordPerfect driver do not need an updated Adobe Installer program.

Problem:
During installation for WordPerfect 5.1, Rev. 3 Program Installer reports "Installation aborted, Error: no PostScript™ printer entry found in *.ALL."

Solution:
Versions 3.0 and 3.01 of the Adobe Font Installer Program do not support WordPerfect 5.1 for DOS. Version 3.11 or later supports WordPerfect 5.1 for both PostScript and PCL printers. Registered customers may request the upgrade at no charge. If you are not yet registered, fax proof of registration (copy of the registration card or a copy of the diskette showing the registration number) to PC Technical Support.

As an alternative solution for PostScript users, printer driver files such as WPPS50.ALL, are available from WordPerfect. The WordPerfect 5.1 .ALL file contains Adobe Font Information on many fonts within the Adobe Type Library. To obtain this file, contact WordPerfect, or download the files from WordPerfect BBS. Check with your WordPerfect Representative to determine whether your Adobe Type Library Package font information is included in the latest driver file.

Problem:
When trying to install Adobe fonts into WordPerfect 5.1, the Adobe Installer copies the fonts to the hard disk (default directory C:\PSFONTS), but it sometimes fails to update the WordPerfect printer driver, WP*.ALL file. None of the Adobe fonts show up in the font list.

Solution:
First, ensure that you are using Installer version 3.11 or later. The version number shows on the first screen when you run the INSTALL program. To upgrade to a more recent version, call PC Technical Support. Verify that there is only one HP® or PostScript printer driver in your WordPerfect directory (*.ALL files) and that the proper printer is selected in WordPerfect.

Once all of the above is in order, run the Installer. If the Adobe fonts still don't show up in WordPerfect's Printer Setup…Softfonts dialog, the Adobe Installer program did not update the .ALL file completely. The installer updated the .ALL file and put the Adobe font names into the Softfont section of the .ALL file, but it did not mark the new fonts as available. A font must have an asterisk in front of the font name in the .ALL file in order for it to show up in the WordPerfect Printer Setup…Softfonts dialog.

To add this necessary asterisk manually, run the PTR.EXE program that ships with WordPerfect. If this program isn't in your WordPerfect directory, install it. Refer to your WordPerfect documentation for more information about installing the PTR program. Once the PTR.EXE program is installed, follow these steps to modify it to make your Adobe fonts available:

1 Type PTR, and press Enter to execute the program.

2 Press Shift+F10 to retrieve the .ALL file.

3 Press F5, and press Enter to list the .ALL file.

4 Select your .ALL file and press enter.

5 Press Enter again to confirm selection.

6 Select the printer you have installed, and press Enter.

7 Select Fonts, and press Enter.

8 Scroll down until you see the Softfont section; the Adobe fonts will be listed.

9 Put an asterisk next to each name. This will make the font names available in WordPerfect.

10 Press F7 until you can exit, and save the changes.

11 Go back into WordPerfect. The font names should be listed in the Softfont option of the printer setup.

12 Mark the fonts with asterisks or plus signs to make them usable in WordPerfect.