Adobe℠ Customer Services

Advanced Troubleshooting Techniques in ATM™

Windows™ fails to load after installation of Adobe Type Manager™

1 Try starting Windows in standard mode by typing WIN /S at the DOS prompt. If Windows starts, the failure to load could be a memory problem. Check the CONFIG.SYS and AUTOEXEC.BAT files and clear as much as possible from them. If you have any device drivers that have to load for the system to operate, keep these; examples are SCSI drivers, Stacker, and DBLSpace (DOS 6). Always make backups of any files you edit. Use a text editor such as DOS Edit or Edlin to make any necessary changes, and reboot your system. Enter Windows.

Other switches you can use to troubleshoot Windows on startup are the following:

```
WIN [/3] [/S] [/B] [/D:[F][S][V][X]]
```

/3	Starts Windows in 386 enhanced mode.
/S	Starts Windows in standard mode.
/B	Creates a file, BOOTLOG.TXT, that records system messages generated during system startup (boot).
/D	Used for troubleshooting when Windows does not start correctly.

    :F   Turns off 32-bit disk access.
                Equivalent to SYSTEM.INI file setting: 32BitDiskAccess=FALSE.

    :S   Specifies that Windows should not use ROM address space between F000:0000 and 1 MB for a break point.
Equivalent to SYSTEM.INI file setting: SystemROMBreakPoint=FALSE.

    :V   Specifies that the ROM routine will handle interrupts from the hard disk controller.
Equivalent to SYSTEM.INI file setting: VirtualHDIRQ=FALSE.

    :X   Excludes all of the adapter area from the range of memory that Windows scans to find unused space.
Equivalent to SYSTEM.INI file setting: EMMExclude=A000-FFFF.

The Microsoft® Windows Resource Kit describes a clean boot as the following:

CONFIG.SYS reduced to

```
files=40
buffers=20
device=c:\windows\himem.sys
device=c:\windows\ega.sys;if you have an ega monitor
stacks=9,256;if you have Dos 3.3 or later
shell=c:\dos\command.com c:\dos /p /e:256
```

AUTOEXEC.BAT reduced to

```
path=c:\;c:\dos;c:\windows
set temp=c:\windows\temp
prompt $p$g
```

2 Also check various drivers you installed, such as printer drivers, other font managers, or even video drivers. To see if a driver is conflicting with ATM, remove the suspect driver, and replace it with a standard Microsoft driver. For example, to change video drivers, run the Windows Setup program from the Windows directory. Consult your Windows or specific hardware support documentation for detailed instructions.

3 Ensure that the WIN.INI file in your Windows directory is under 32K. If the file becomes too large, Windows will not process or load the file. If it becomes too large, make a backup of the file, and delete information until the file is small enough for Windows to start. The information ATM adds to the WIN.INI file is the softfont information for your PostScript printer. Generally, all of the PostScript printer sections can hold up to 900 softfont entries before problems arise. If there are problems, delete one or more of the softfont sections.

4 If More Fonts™ and ATM versions 2.02 and earlier are installed, ATM will incorrectly update your SYSTEM.INI file, which may read like this:

```
SYSTEM.DRV=ATMSYS.DRV
ATM.SYSTEM.DRV=MFSYS.DRV
MF.SYSTEM.DRV=SYSTEM.DRV
```

Make a backup of your SYSTEM.INI file. Use a text editor such as DOS Edit or Edlin to change the lines so they read as follows:

```
SYSTEM.DRV=MFSYS.DRV
MF.SYSTEM.DRV=ATMSYS.DRV
ATM.SYSTEM.DRV=SYSTEM.DRV
```

5 If you have an HP Vectra computer that uses the HPSYSTEM.DRV, ATM will incorrectly update the SYSTEM.INI file on your computer. It may read as follows:

SYSTEM.DRV=ATMSYS.DRV
ATM.SYSTEM.DRV=SYSTEM.DRV

Make a backup of the SYSTEM.INI file. Use a text editor such as DOS Edit or Edlin to change these lines so they read as follows:

```
SYSTEM.DRV=ATMSYS.DRV
ATM.SYSTEM.DRV=HPSYSTEM.DRV
```

6 If ATM is the only font manager loading into Windows through the SYSTEM.INI file, the lines to load ATM should read similar to this:

```
SYSTEM.DRV=ATMSYS.DRV
ATM.SYSTEM.DRV=SYSTEM.DRV
```

7 If you use Windows 3.1 and install Adobe Type Align 2.0, the message "Program Requested Abnormal Termination" appears when you launch Windows. Type Align 2.0 adds the following information to the Load= line of your WIN.INI file:

```
c:\typealgn\talgndll.exe
```

This entry is necessary for Type Align to run under Windows 3.0 but is not necessary for Windows 3.1.

Make a backup of your WIN.INI file, and then use a text editor such as DOS Edit or Edlin to remove this entry from the Load= line. Windows will start up normally.

8 If you use a QMS PostScript™ Printer and ATM 2.5 in Windows 3.1, switch to a standard Microsoft PostScript printer driver, and contact QMS for the WPD file (Windows Printer Description) to access the printer's special features.

Text appears jagged when printing to a non-PostScript printer

1 Open the ATM Control Panel to ensure the On/Off switch is turned on. If it is on, see if it lists a version number in the top left of the screen, under the title. If ATM is operating properly, it should list the version number. If not, it will list as inactive.

2 Make sure the font you are using is actually installed into the ATM Control Panel.

3 With ATM versions 2.02 and earlier, text is sent to the printer as a graphic image, so it is affected by the resolution setting of your printer. Check the Windows Control Panel under Printers; then check Setup to ensure it's set to the highest resolution possible.

Note: In some cases, your printer setup may say it's set to 300 dpi when it's not. To ensure that it is, adjust the resolution to 75 dpi and then back to 300 dpi. This will force Windows into updating the WIN.INI file with the correct printer resolution.

Also in Windows 3.1, try sending a TrueType font to the printer with it set to Print TrueType as graphics. If the TrueType Font fails to print, this could indicate serious problems. Contact Microsoft for further troubleshooting.

4 Other factors that affect printer output include different grades of paper, maximum printer resolution, ribbon quality, distance of the printer head from the paper on dot-matrix printers, toner, and type and quality on laser printers.

Fonts fail to print to a PostScript printer (fonts print out in Courier)

Note: When printing to a PostScript printer, ATM provides an easier means of installing your fonts so they can be used by the printer driver and so they will provide screen fonts. ATM does not affect your output.

1 Check your WIN.INI file for a PostScript section for the port to which your printer is attached.

Example:

```
[PostScript,LPT1] or [PostScript,FILE]
```

This section contains softfont entries that the PostScript printer driver accesses to print nonresident fonts on the printer. In this section, there should be infomation pertaining to the number of nonresident softfonts and individual softfont information for the Windows printer driver to download.

Example:

```
[PostScript,LPT1]
SoftFonts=10
SoftFont1=C:\psfonts\pfm\_a_____.pfm
~
SoftFont10=C:\psfonts\pfm\agw_____.pfm,C:\psfonts\agw_____.pfb
```

The line [PostScript,LPT1] is the section heading for the PostScript printer on the LPT1 printer port. SoftFonts=10 indicates there are 10 softfont entries for this printer. `SoftFont1=C:\psfonts\pfm \_a_____.pfm` is a Softfont entry for a nonresident printer font. This line prevents the PostScript printer driver from downloading to the printer. Softfont 10, however, is set up to download to the printer as needed. The second portion of the line, which references the .PFB file, is what the printer driver uses to determine if it will automatically download the font with the print job.

ATM 1.15, and earlier, only updates the WIN.INI file with the .PFM file, so the printer driver does not download the font with the print job. ATM 2.0 and 2.02 always add the font information set up to download automatically with the print job. ATM 2.5, and later, either sets up the font to download automatically or sets it up to download ahead of time with a font downloader.

Speed Tip: Resident fonts and fonts downloaded to the printer's virtual memory with a font downloader will print faster than fonts sent down with a print job. However, the more fonts downloaded, the less memory is available in the printer to process the print job. Try not to download more than three or four fonts. Some printers support attached hard disk drives that can store fonts. If your printer supports a hard disk drive, consider purchasing one.

ATM and the Windows PostScript printer driver recognize only the [PostScript,port#] sections of the WIN.INI file. Any other print spooling utility that gets its information differently, such as Bit Stream Facelift, will require assistance from that software manufacturer.

A font doesn't appear in the font menus

1 At startup, look for the ATM icon to appear momentarily before Program Manager comes up. This indicates ATM is installed and loading properly. If it appears with a yellow X through it, it's installed properly but is inactive.

• Ensure ATM is installed properly. The following files should be in your Windows System directory: ATMSYS.DRV, ATM16.DLL, and ATM32.DLL. (If you have version 1.15 or earlier of ATM, you will have the ATMSYS.DRV and ATM.DLL files only.) In your Windows directory, you should have the ATMCNTRL.EXE and ATM.INI files. ATM also creates a PSFONTS directory with a PFM subdirectory. By default, this subdirectory is at the root level of the drive on which Windows is installed. In your PSFONTS directory are the .PFB font files (Printer fonts), and in the PSFONTS/PFM directory are the .PFM files (Windows Font Metric files).

ATM also updates your SYSTEM.INI file. See the first section of this tech note, "Windows Fails to Load after Installation of Adobe Type Manager," to see how this should be set up.

• The font should also be installed in the ATM Control Panel and should be present on your hard disk drive. Font names can be cryptic, but in the ATM.INI file in Notepad, the [Fonts] section lists each font name followed by the path and names of the files associated with it.

• If a PostScript printer has been added or changed to a different port, add your fonts again in the ATM Control Panel. This will cause ATM to update the WIN.INI file with the softfont information the printer driver needs so it can put the font names into the menus. ATM doesn't write any softfont information for your PCL or dot-matrix printers to the WIN.INI file, so add your fonts again if you add any printers of those types.

2 Check the TrueType setting in the Windows Control Panel. Be sure the box for Show only TrueType Fonts in Applications is not checked. When this box is checked, the only fonts that will appear in menus are the TrueType Fonts.

3 The following applications treat font menus a little differently:

Aldus® PageMaker®: The pull-down font menu in PageMaker handles a limited number of fonts. To see a complete list, go to the Type Specs Dialog box (Control-T). This will show the complete font list as well as allow changes to styles and point sizes.

QuarkXPress®: This application builds its font list directly from the ATM.INI file; this causes a problem for some PostScript printer users. If you have a resident font on your printer, and the font is not installed in ATM, then the font will not appear in the font menu for this application.

FrameMaker®: The font list is based on the fonts that were installed when FrameMaker was added. If you install additional fonts later, save a backup copy of your MAKER.INI file, and then delete it. This will force FrameMaker to recreate the file and pick up your additional fonts.

Word Perfect® for Windows: Use the Windows printer driver to see the ATM fonts. Choose Select Printer from the File menu. Select Windows in the printer driver portion of the dialog box, and then select the Update button.

Lotus 1-2-3® for Windows: This application supports a maximum of only eight fonts at one time. To change fonts, replace them in the Style Font dialog box in 1-2-3. Consult your 1-2-3 documentation for complete instructions.

Splash screen and title screen text is being substituted

1 Make a backup copy of your ATM.INI file. Use a text editor such as Windows Notepad, DOS Editor, or Edlin to make the following changes to the ATM.INI file:

- Remove all entries in the [Alias] and [Synonyms] sections, except for the lines that read `Courier=Courier`

- Move either Helvetica, Arial MT, or Gill Sans to the first font in the [Fonts] section.

Save the file, exit, and restart Windows.

2 Application-specific notes:

Designer™ 3.1: While in text-editing mode, Designer uses the first font in the ATM.INI file for display. To have accurate font representation in editing mode, change the view to proof from draft in the Text menus display option.

ATM IS INACTIVE IN THE ATM CONTROL PANEL

When starting up Windows, the ATM icon should show up momentarily in the lower-left corner of your screen before Program Manager appears. If the icon does not appear, or if it comes up with a yellow X on it, check the following:

1 Ensure ATM is installed properly.

- Read the first section of this tech note to see how ATM should be set up in the SYSTEM.INI file. This section also covers memory issues that can affect ATM. The techniques listed there apply to this situation as well.

- See the section on fonts not appearing in menus. If no fonts are installed, or if the font files are corrupt or missing, ATM will not become active. (This applies to ATM versions 2.02 and earlier.)

2 Ensure the font cache in the ATM control Panel doesn't exceed the amount of RAM on your system. In most cases, the default values of 96K (ATM Version 2.51 and earlier) and 256K (Adobe Acrobat ATM) will work fine for most users. Don't raise it more than 64K for each megabyte of RAM on your system. More RAM assigned in the font cache is less memory for other applications, so assign this memory with care.

GENERAL PROTECTION FAULTS

For ATM version 2.0, contact Adobe Technical Support for the maintenance release. For ATM 2.02, contact Sales to purchase the upgrade to ATM 2.5. For versions prior to ATM 2.0, see the first section of this Tech Note for tips on checking system memory problems.

Missing icon from Main Program group

If the ATM icon is missing from the Main Program group, do the following from Program Manager:

1 Open the Main Program group, and expand it to full screen.

2 Pull Down the Windows menu at the top of the Program Manager screen, and select Arrange Icons. Occasionally, Windows installs the icon off the page. By rearranging the icons, it sometimes comes back into view.

3 If the icon fails to appear, pull down the file menu, and select New. In the New Program Object box, select Program Item, and click OK. This pulls up the Program Item Properties box.

4 For Description, enter ATM Control Panel. For Command line, enter ATMCNTRL.EXE. Then press the OK button. An ATM icon appears in your Main Program group.

5 If you use Norton Desktop for Windows or PC Tools for Windows, the procedures are similar to create an icon. Consult you manuals for more complete instructions.

REMOVING ATM FROM YOUR SYSTEM

To remove ATM from your system, do the following:

1 Make a backup of your SYSTEM.INI file. Using a text editor such as Windows Notepad, DOS Editor, or Edlin, edit the file. Remove the following two lines:

```
SYSTEM.DRV=ATMSYS.DRV
ATM.SYSTEM.DRV=SYSTEM.DRV
```

Replace them with this line:

```
SYSTEM.DRV=SYSTEM.DRV
```

2 In the \WINDOWS\SYSTEM directory, remove the ATM files:

```
ATMSYS.DRV and ATM.DLL (ATM version 1.15 and below) or
ATMSYS.DRV, ATM16.DLL and ATM32.DLL (Versions 2.0 and above)
```

In your \WINDOWS directory, remove the ATM files:

```
ATMCNTRL.EXE and ATM.INI (All versions)
```

3 Make a backup of the WIN.INI file, and then remove the softfont entries from any PostScript printer section in the file.

4 Remove the \PSFONTS directory and the \PFM subdirectory.