

AdobeSM Customer Services

Troubleshooting ATM™ Versions Earlier Than 2.5

ATM FAILS TO INSTALL

There must be at least 1 MB of hard disk space on the drive where ATM is to be installed. Disk space error checking is included in ATM version 2.0 and higher.

Check that Windows™ is on the path. If Windows is not on the path, ATM may have trouble determining where to install the program files.

Perhaps other programs running in either DOS or Windows interfere with the ATM installer. Common DOS programs that cause problems are TSR (Terminate and Stay Resident) programs such as virus checkers, screen blankers, and programs that pop up when you push a key. Common types of Windows programs that may cause problems are Program Manager replacements, utilities that are loaded from the Load= line in the WIN.INI file or loaded from the Startup Group in Windows 3.1. If you have programs loaded that may cause problems, disable them, and try installing ATM again.

THE ATM ICON DOES NOT SHOW UP IN THE MAIN GROUP

If the ATM icon does not show up in the Main Group, add it by following the instructions in the Windows manual for adding icons (highlight the Main Group, select File/New, select program item, click OK, type ATM Control Panel for Description, type ATMCNTRL.EXE for Command Line, and click OK). If you use a Program Manager replacement like Norton Desktop, follow the directions in the manual for that program.

TWO OR MORE ATM ICONS ARE NOW IN THE MAIN GROUP

Highlight the old icon (click once on the icon), and press the Delete key.

THE ICON HAS THE WRONG VERSION IN THE UPPER-LEFT CORNER

Highlight the icon (click once on the icon), select File/Properties, click Change Icon, click OK, and click OK again.

ONLY 400 FONTS SHOW IN THE ATM CONTROL PANEL, BUT MORE ARE INSTALLED

ATM Control Panel versions 1.x will show only 400 fonts. Up to 1500 fonts can be added and used in applications, but only the first 400 will show in the Control Panel. This was changed in ATM version 2.0.

YOU GET THE ERROR “ATM FONTS AND POSTSCRIPT™ PRINTER FONTS DON'T MATCH”

This happens when ATM detects a difference between fonts available for the PostScript printer and fonts installed for ATM. Check the following to determine the cause and solution to the problem.

Make sure any additional PostScript fonts installed for ATM are listed in your WIN.INI file as well as in the ATM.INI file. Both files are in the Windows directory. If you do not have any softfont entries listed in the WIN.INI file under the PostScript Printer Definition [PostScript, <port>], add the fonts again using the ATM Control Panel. There need not be softfont entries for the base fonts found in your PostScript printer. To add fonts, first verify that your PostScript printer is the default printer. Open the Windows Control Panel, and click on Printer. The default printer will be listed along the bottom of the Printers dialog box. If it is not the current default printer, double-click on the printer to be the default. Click OK to exit. Run the ATM Control Panel, and then click on the Add button. Select the directory containing your .PFM files; this is usually the \PSFONTS\PFM directory. Highlight all fonts listed in the directory, and click on Add. Restart Windows in order for the changes to take effect.

If you have a PostScript printer but do not have a PostScript Printer Entry [PostScript, <port>] in your WIN.INI file, add one. Open the Windows Control Panel, and double-click on Printers. Click on Add Printer, and select the correct printer provided in the printer listing. Click Install, and insert the correct Windows diskette if prompted to do so. Once installed, click on Configure to set the printer port, and then click on Setup. Verify that these options are correct, and then click OK three times to return to the Windows Control Panel. Follow the steps outlined in the above paragraph.

If you use the MicroGrafx® PostScript driver, then you will always get this error message unless you install fonts to the MicroGrafx driver separately. Consult your MicroGrafx documentation, or call MicroGrafx for more information.