

# Adobe<sup>SM</sup> Customer Services

## Smartart Troubleshooting Tips

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**“The effect can’t be reimaged. Use the chooser to select a laser printer.”**

You will get this message the first time you try to use Smartart after installing Apple’s® System 7 software. Smartart cannot find the LaserWriter® Driver in the System’s Extensions folder, so it will need to be moved.

Smartart I-III will work with the System 7 driver, but Smartart IV requires that you use a laser-writer driver from System 6. If you own Smartart IV, here are the steps to do that:

- 1 Open the Printing Tools Disk from any System 6 operating system.
- 2 Open the System folder that is on the hard disk.
- 3 Select the LaserWriter and LaserPrep files on the Printing Tools Disk.
- 4 Drag the LaserWriter and LaserPrep to the open System folder on the hard disk. Be sure that the LaserWriter and LaserPrep are at the top level of the System folder (not in a sub-folder).

If you do not have Smartart IV, then you just need to move your LaserWriter driver from the Extensions folder to the System folder. All of your other applications should work fine with the LaserWriter driver there. Here are the steps to do that:

- 1 Open the System Folder by double-clicking on it or by selecting it and choosing Open from the File menu.
- 2 Open the Extensions Folder by double-clicking on it or by selecting it and choosing Open from the File menu.
- 3 Select the LaserWriter driver and drag it to the System folder.

**“Cannot print due to PostScript error: ‘typecheck,’ in command: ‘get’ 7301:5801.”**

When printing from Aldus® PageMaker® you receive the message above. This message only occurs when using certain Smartart IV effects with a font that needs to be downloaded. To workaroud the problem, first download the font to the laser printer using Adobe’s Font Downloader, then print the file. For a more permanent solution to the problem, contact Adobe Systems Technical Support for version 1.0.1 of the Smartart IV effects. If you are not sure if you have the latest version of the effects, choose one of the effects in the Finder and then choose Get Info from the File menu. The latest version, 1.0.1, will say, “modified May 24, 1990.”



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**“Offending Command: cexec”**

Smartart's reimage feature will not work with all PostScript™ printers. It will not work with any PostScript Level 2 printer and will only work with some Level 1 printers. It does work with all Apple Level 1 printers. You will get this error message if you attempt to reimage a Smartart effect to a PostScript printer that is not compatible with Smartart.

**“The adjustments...are not in the correct format”**

If you get the message “the adjustments in ‘effect name’ are not in the correct format and will not be displayed”, then either your Smartart Desk Accessory is damaged or you are trying to reimage Smartart II, III or IV effects with a Smartart DA version 1.0. Smartart I came with DA version 1.0. Smartart II, III, and IV came with DA version 2.0. You must use the 2.0 version of the DA with the effects from these three packages. If you try to use DA version 1.0 with the effects from packages II, III or IV, you will get an error message. Version 2.0 of the DA will work with the Smartart I effects, however.

Use the Font/DA mover to remove your Smartart DA from the System (under System 7, remove the DA from the Apple Menu Items folder in the System folder and throw it in the trash). Then, use the same method to put in a fresh copy of the DA from the original floppy disk. If you have Smartart II, III or IV, copy the DA from one of these disks (not from the Smartart I disk).

**“Font not found. Substituting Courier.”**

Three of the Smartart IV effects (3-D, Balloon, and Multistar) do not automatically download fonts when placed in other applications. The workaround is to manually download the fonts to the printer before printing these effects from the other application.

Under System 7, you may get this error message from Smartart because Smartart does not look in the Extensions folder for the font outlines. You will need to move the font outlines (printer fonts) out of the Extensions folder, so they are on the top level of the System folder. If you are using a utility such as Suitcase™ or Master Juggler, this should not be necessary.

**“No current point” error when printing from PageMaker 4.2.**

If you get this error message or any PostScript error when trying to print a Smartart effect from PageMaker 4.2, we suggest that you first try to save and place your effects into PageMaker as opposed to copying and pasting between the two programs. You may also try printing with the Apple driver by holding down the option key when you choose print.

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### **“PostScript Error. Offending Command: Macvec”**

You will get this message when printing from Smartart when using a System 6 driver to a laser printer that has been initialized for System 7: “PostScript error received from printer. Error: undefined Offending Command: Macvec. Check inputs for legal values or try making effect smaller.” This is a common problem for people who are using the System 6 driver, but are connected to the printer over a network with others who are using the System 7 driver.

Smartart I-III: These Smartart packages will work with the System 7 driver. Even if you are running under System 6, you may want to use a System 7 driver to print over the network with other computers running System 7. So, replace your System 6 driver with the System 7 driver.

Smartart IV: This Smartart package won't work with the System 7 driver. You'll need to reinitialize printer with System 6 driver by restarting printer or printing from another application with your System 6 driver.

If you get the macvec error when printing from PageMaker 4.2, then you need to bypass Aldus' print driver and use the Apple driver. To do this, hold down the option key when you choose Print from the File menu. This should only happen with Smartart IV effects.

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