More Information About Serif PagePlus Version 3.0

This document contains important information not available in the printed documentation or in the online Help. It also contains important information if you have a particular problem with PagePlus which may not be covered in the documentation.

Using Write to View This Document

To make this document easier to read, you can enlarge the Write window to its maximum size. To do so, click the Maximize button in the upper-right corner of the window. Or open the Control menu in the upper-left corner of the Write window (press ALT+SPACEBAR), and then choose the Maximize command.

To move through the document, press PAGE UP or PAGE DOWN. Or click the arrows at the top and bottom of the scroll bar along the right side of the Write window.

To print the document, choose Print from the File menu.

For Help on using Write, press F1.

Contents

This document contains information about the following topics:

1.0 Troubleshooting with PagePlus 3.0

1.1 Overview

_____

PagePlus and other Serif products (including the Install program) are extensively tested before release. Fundamental problems (such as Install failing, or frequent "crashes" in an application) are generally the result of hardware or software incompatibilities on a specific system. Printing and display problems are generally the result of using inappropriate printer or screen drivers.

All Serif applications are Windows 3.1 specific, and place great demands on a PC setup, especially for display and printing. As a result, they are less tolerant than many other applications: do not be misled if the system is OK running other applications which are compatible with Windows 3.0 or higher.

1.2 Printing Problems

_____

Printing problems can be caused by a number of things such as using an incorrect or out of date printer driver, or having the wrong options set for your printer. Some of the more common faults are listed here with suggestions for fixing the problem.

Problem: Some or all of the text on your PagePlus page will not print to your laser printer.

Solution: Change your printer option 'Print TrueType as graphics' so that the option is 'checked'. To set the option, select **Control Panel/Printers** and then highlight your printer driver and choose **Setup.** You may have to chose **Options** (depending on your exact printer driver) before you find the option.

Problem: The **Printer** and **Printer Setup...** options in the **File** menu of PagePlus are 'grayed out'.

Solution: 1) See *Windows printer driver problems* below.

   2) You may have omitted to select a printer in your Windows setup. If you have not selected a printer then select your printer now in the Windows **Control Panel** and **Set As the Default Printer**

Problem: An error such as 'General Protection fault ...' or 'An internal error ...' is displayed while printing from PagePlus.

Solution: See *Windows printer driver problems* below.

Problem: The printed output produced by PagePlus is unreadable or bears no resemblance to the document on screen.

Solution: See *Windows printer driver problems* below.

Windows printer driver problems

Printing problems are generally caused by using an incorrect or out of date Windows printer driver. It is important that you use the Windows printer driver designed specifically for your printer. As a rule you should not use drivers setup to emulate another printer, and not choose a driver that seems to work with your printer (e.g. do not select an EPSON dot-matrix printer driver to use with your STAR printer).

If you have upgraded from Microsoft Windows V3.0 to V3.1 you must check that you are now using the Windows V3.1 driver for your printer. It is normally quite easy to check this by looking at the **About** option under **Control Panel/Printers** and then **Setup**. The printer driver should say that it is for **Windows V3.1**.

We recommend that you always use the driver supplied with your Windows system rather than using the driver provided by the manufacturer of the printer. If you cannot find your printer listed in the **Control Panel/Printers** list of printers then you should look on Windows Disk 7 for your printer driver.

To locate a printer driver on Windows Disk 7.

1. Select **Add** in the **Printers** section of **Control Panel**
2. Select 'Install unlisted or updated Printer' and press **Install**
3. Insert Windows Disk 7 and press **Enter** to view the list of available printers.

1.3 System Setup Troubleshooting

_____

If you are having frequent software crashes and you reply YES to any of the following questions, then you may need to look at your system configuration in more detail.

· Is your basic DOS setup different to that recommended for Windows?
· Are you using a non-standard disk cache utility as a replacement for Smartdrv supplied with Windows?
· Are you using a disk compression utility (such as Stacker)?
· Are you using a "shell" which replaces Program Manager (such as Norton Desktop)?
· Are you using a third-party memory manager (such as QEMM386)?
· Are you using a third-party display driver for your screen (i.e. NOT a standard Windows driver)?
· Are you using third-party drivers for additional hardware (printer, network, mouse, scanner)?

The Microsoft Windows operating environment is a complex system and problems can occur if your PC is not setup correctly or is using old or non-standard device drivers etc. If you understand terms such as as config.sys and autoexec.bat then you may be able to resolve system setup problems by following the guidelines below. If you don't understand these terms then you should contact Microsoft technical support if you think your problem is related to Windows, or Serif technical support if you think that your problem is specific to a Serif product.

For the purposes of this section it is assumed that you are using Windows 3.1 and MS DOS 3.1 or higher, installed in their default directories. If your system is different to this then you'll need to make appropriate corrections/adjustments to the recommendations and suggestions.

In brief, the idea is to simplify your PC's setup, see if the problem is no longer present, and then incrementally restore your PC's original setup, testing to see which component makes the problem re-occur. Please follow our recommendations carefully and always work from a "system" floppy disk, rather than modifying the system files on your hard disk.

1. Are you using one of the standard VGA display drivers, as supplied with your original Windows disks. Use the "Windows Setup" icon in the main program group to check. If you are using a third party VGA driver, switch to using one of the standard drivers now.

2. Do you have any "special" hardware installed in your PC such as network cards, scanner cards or other interfaces. If so then remove whatever you can, check with the suppliers that any which you leave do not require any special settings to work correctly with Windows and that there are no conflicts between any of the interface cards. For the purposes of fault diagnosis we recommend you remove all that you can without rendering your PC inoperative.

3. Create a "system" floppy disk with a CONFIG.SYS and AUTOEXEC.BAT as shown below:

AUTOEXEC.BAT

C:\WINDOWS\SMARTDRV.EXE a- b-
PATH=C:\;C:\DOS;C:\WINDOWS
SET TEMP=C:\WINDOWS\TEMP
PROMPT PG

CONFIG.SYS

FILES=50
BUFFERS=20
DEVICE=C:\WINDOWS\HIMEM.SYS

If your hard disk is using an on-line disk compression utility then your floppy disk will need to have the correct settings for this. It is a good idea to check with the suppliers of your disk compression utility to ensure that the version you have is 100% compatible with Windows and that the settings you are using are correct.

4. Now re-boot your PC using the floppy system disk and see if you get the problem(s) you did earlier. If the problem is no longer present then you should gradually change back your PC's setup, checking to see what makes the problem appear again. This is time consuming, but is the simplest way to find what component of your system is causing the problem.

For further help contact Microsoft or Serif technical support as appropriate.

This following section describes potential problems known to Serif, and gives you some suggestions that you might try to resolve the problem.

1.4 Other problems

Problem: **When I import a text file into PagePlus or simply click with the text tool on the page, Windows displays a General Protection Fault error message.**

Suggestions: This is almost certainly due to the fact that you are using a non-standard Windows display driver. Change your Windows display driver to one of the standard ones provided with your Windows system, such as VGA or SVGA. To do this you need to run the **Windows Setup** program in your main program group and change the option for **Display**.

Problem: **When I import a text file into PagePlus, each <u>line</u> of text instead of each <u>paragraph</u> of text is assigned to a text block.**

Suggestions: Some word processors save each line of text with a carriage return at the end of each line. To change the way PagePlus treats the end of line, change the 'Ignore Returns' option on the "Import Text" dialog box and try importing the text again.

Problem: **When I paste text from the clipboard into PagePlus, I cannot change the way the lines break when I change the text measure.**

Suggestions: Some word processors store each line of text with a carriage return at the end of each line on the clipboard. You can change the way PagePlus treats the text on the clipboard. (See *ClipboardAutoParagraphing* option in *PP.INI file settings* below)

Problem: **When printing EPS files to a PostScript printer with landscape orientation, the EPS files are positioned incorrectly or they do not print at all.**

Suggestions: Some Windows 3.0 applications running under Windows 3.1 require the entry "LandscapeOrient=270" in WIN.INI to print EPS files correctly. This will allow those applications to print EPS files correctly, but causes other applications such as PagePlus to work incorrectly. (See *LandscapeOrient* option in *PP.INI file settings* below to correct the problem)

Problem: **When printing monochrome (non-color) pictures, they print incorrectly or do not print at all.**

Suggestions: Some Windows print drivers do not print monochrome bitmaps correctly. If you have an HP DeskJet 500C or other color printer which is printing incorrectly, then you could try

changing the way bitmaps are printed. (See *ReclrMonoBmps* option in *PP.INI file settings* below to correct the problem)

Problem: **When I print to my Canon BubbleJet 800C, bitmaps are printed incorrectly, and sometimes PagePlus crashes during printing.**

Suggestions: There have been several printer drivers for the Canon BJ800C. Some of these drivers did have problems printing bitmaps. Make sure you use the latest printer driver available (the **Canon color BubbleJet BJC-800 Driver version 2.00** is known to work correctly**)**

Problem: **Some text characters on my typeset output appear to be jagged i.e. they do not have smooth outlines.**

Suggestions: You have probably output your file with the currently selected printer as a PostScript printer instead of a high resolution typesetter. You should change your selected printer to one of the PostScript typesetters such as the Agfa 9000 PS or the Linotronic 330 supplied with your Windows system, before generating your PostScript file.

Problem: **All my TrueType fonts do not appear in the PagePlus font list but other Windows fonts do.**

Suggestions: PagePlus obtains its list of available fonts via the Windows printer driver. If you are using an out of date or faulty printer driver the TrueType fonts may not show in PagePlus.

Install the correct printer driver to correct the problem.

Problem: **When I start PagePlus, the startup screen displays showing the Serif Tiger and version details, but this is immediately followed by a "General Protection Fault ..." error message.**

Suggestions: This is caused by a faulty font in your Windows system. The faulty font will be a non TrueType font so the easiest way to correct the problem is to only provide PagePlus with TrueType fonts. To do this you need to run **Fonts** in your **Control Panel** in the **Main** program group. Select **TrueType** and then make sure that the "Show only TrueType fonts in Applications" is checked. If you require non TrueType fonts in other applications then you may have to reverse this action before running that application.

Problem: **When trying to "Export" from PagePlus as an Encapsulated PostScript file, the message "Cannot find PSCRIPT.DRV" is displayed.**

Suggestions: PagePlus requires the Windows PostScript printer driver when it creates an EPS file. Regardless of whether you have a PostScript printer, you still need to install an appropriate driver into Windows.

                    In the **Control Panel** under **Printers,** install a PostScript printer driver such as the "Agfa 9000 Series PS"

Problem: **When I try to launch an OLE server such as TypePlus from PagePlus, the message "Cannot register as OLE server is displayed"**

Suggestions: This error can be caused by any of the following:

- There are two REG.DAT files installed in your Windows system
- The REG.DAT file is write-protected
- The REG.DAT file has become corrupted

To correct the problem, follow these instructions :

1. Check to see if there are two REG.DAT files in your Windows system (if there are two files, one is probably in the WINDOWS directory, while the other is likely to be in the WINDOWS\ SYSTEM directory).

There should only be one copy of this file in your Windows system; it should be in the WINDOWS directory. If there is a REG.DAT file in your WINDOWS\SYSTEM directory, then delete it.

2. If the REG.DAT file is write-protected you must change its attributes to 'write allowed' (see the ATTRIB command in your Dos manual for further information)

3. If the REG.DAT file in your WINDOWS directory is corrupt, it must be deleted. Once you have deleted it, applications will then be able to register themselves correctly and no further problems should occur.

Problem: **When I Spot Color Separate my document, bitmap pictures do not color separate.**

Suggestions: PagePlus does not Spot color separate bitmap images. If you need the images to be separated, then you will have to use the

Process Color separation feature. For more details on Process Color separations, see the PagePlus V3 Owner's Handbook.

Problem: **When I print documents which have a rotated picture overlapping other objects, a white square background overprints the other objects.**

Suggestions: Due to the limitations of most Windows printer drivers, it is not possible to mask an irregular shaped object. This means that the object is "contained" in a square shape. There is therefore no solution to this problem. Note that this is not a problem when using a PostScript printer driver, as the irregular shaped mask is supported.

Problem: **My Corel Draw 4.0 OLE pictures disappear when I recolor or color separate them.**

Suggestions: Unfortunately Corel Draw 4.0 OLE files do not contain the necessary picture information to allow them to be recolored. The best solution is to use "Paste Special" in PagePlus to insert a Metafile Picture of the Corel object rather than an OLE version. This will then recolor and color separate correctly. This problem does NOT occur with Corel Draw 3.x pictures.

3.0 PP.INI File Settings

_____

The PagePlus initialization file contains information that defines your PagePlus environment. Most of the entries in the PP.INI file should not be changed as they are already set to sensible values. Others are changed by using functions within PagePlus, such as **Tools/Save Settings**. Listed below are some options which cannot be changed within PagePlus, but you can change to meet your needs and preferences.

In this section, PP.INI settings are listed alphabetically. However, the settings do not appear alphabetically in the PP.INI file. To change a setting, you need to search for it within the appropriate section.

This section lists the syntax, default value and purpose using the following format.

_____

SettingName=<value-type>

Default: The PagePlus default value for this setting.
Purpose: This paragraph briefly describes the function of the setting and its
             default value (if applicable).

<value-type> indicates whether the value should be an integer, a letter, a range of numbers, or something else.

_____

Changing Settings

When the Install program creates the PP.INI file, it assigns default values to the settings. To make changes to your PP.INI file we suggest you use the **Notepad** text editor which is supplied with your Windows program in the **Accessories** program group.

Caution: Always back up your PP.INI file before you make changes so that you can restore the original file in case you accidentally damage the PP.INI file or make changes that cause problems when running PagePlus. It is recommended that you do not change any settings that are not described in this document. Be careful when using a text editor to edit the PP.INI file. Incorrect changes to PP.INI can cause unexpected results when you run PagePlus.

The following list describes the options you might want to change:

_____

ClipboardAutoParagraphing=<ON/OFF>

Default: ON
Purpose: Determines how line endings on the clipboard are to be treated.
             When ON, each line end on the clipboard is treated as a paragraph
             end. When OFF, each line end is treated as a space, and when two
             line ends appear together, this is treated as a paragraph end.

KeepBitmapsOnPageChange=<0/1/2/3>

Default: 0

Purpose: Sets the flag to say whether to keep text and/or picture bitmaps at "fit page" when changing page. Deleting them saves memory, but increases time to display the page when you change back to it (for pages held in memory). The options are:

0 Keep both text and picture bitmaps.
1 Keep picture bitmaps only.
2 Keep text bitmaps only.
3 Keep neither.

Note: Bitmaps at larger zooms are deleted automatically.

LandscapeOrient=<degrees>

Default: 90

Purpose: Flag to tell PagePlus how to position EPS files when printing to a PostScript device. This option only affects the positioning of EPS files when printing in Landscape orientation. If your WIN.INI file contains the line "LandscapeOrient=270" then you should change your PP.INI line to read "LandscapeOrient=270", otherwise you leave it as the default.

MaxImportFileSize=<characters>

Default: 5000000

Purpose: Sets the maximum file size for imported text files. If a file is imported which exceeds this limit, then only text up to this file size is imported and the rest is discarded. To import larger text files, then increase this limit.

MaxNoPagesInMemory=<pages>

Default: 4

Purpose: Determines the number of PagePlus pages which are loaded in memory at any one time. If a page is stored in memory, it will display on screen quicker when it is viewed. If you have ample memory available and you work on documents greater than 4 pages, then increase this value. If you are short of available memory you may want to reduce this value.

PrintRotatedTextAsGraphic=<0/1>

Default: 0
Purpose: Some printers may have problems printing rotated text. If you do
             have this problem you could try changing this option so that rotated
             text is printed as a graphic. This will obviously make the printing
             slower but may solve your problem. The options are:

             0 Print rotated text as normal
             1 Print rotated text as graphics

ReclrMonoBmps=<0/1>

Default: 0
Purpose: Changes the way in which monochrome bitmap pictures are printed.
             Some printer drivers do not work correctly, so you might try
             changing this value to 1.

[screens] section

This section defines the screen options found in PagePlus under
File/Print/Color/Settings. The "CurrentScreen=" line defines the default paper
type for printing. Each line after this contains the following entries:

Paper Type, Cyan Angle, Magenta Angle, Yellow Angle, Black Angle,
Cyan Frequency, Magenta Frequency, Yellow Frequency, Black Frequency

---

UsePolyPolygon=<0/1/2/3>

Default: 3
Purpose: To change the way PagePlus displays or prints special text such as
             outline or slanted text. Some old Windows screen and printer drivers
             do not handle this very well, so this option tells PagePlus to draw
             text differently. Specifically, the problem may be related to the use of
             a command called "PolyPolygon" within windows. If you are having
             problems with the screen display or printing, you might try changing
             this value to correct the fault.

             The options are :

             0 never use PolyPolygon
             1 use PolyPolygon for the screen
             2 use PolyPolygon on output
             3 always use PolyPolygon

             It is recommended that you update your screen or printer driver
             rather than change this value.