SmartBoard

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Welcome to SmartBoard

SmartBoard is a sophisticated "Clipboard Extender" for Microsoft Windows 3.x and Microsoft Windows 95.

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General Information

What is SmartBoard

Overview

SmartBoard is what is commonly known as a "Clipboard Stack". The normal Windows Clipboard is designed to keep track of a single piece of information ("clip-item") at a time. Sometimes in multiple different formats, but essentially the same basic data. If you copy a second piece of information to the Clipboard you lose what was there before.

SmartBoard significantly enhances the capabilities of the Windows Clipboard by enabling the collection of multiple items. It does this by watching the Clipboard and automatically taking copies of any data that you have configured it to collect. By default it only collects Text, Bitmaps and Metafiles, and only then if they are under a particular size, but you can reconfigure it to suit your requirements.

If for example you wanted to copy three different paragraphs and a couple of graphics from a Word document, and then paste them somewhere else, you could do so easily without having to switch between applications and cut/paste each element individually. Or maybe you want to copy two separate spreadsheet ranges and paste them somewhere else - that's possible too.

Long Term Storage

SmartBoard also stores all the "clip-data" you collect across Windows sessions, so you can find and re-paste an item you copied yesterday, even if you've turned the PC off in-between.

Flexible Organization

Of course, you need some way to organize all this data, and SmartBoard makes this easy with a familiar two-pane display with a hierarchical category structure on the left -hand-side, and a display of the stored "clip-items" on the right. You can add and remove categories and sub-categories to organize the data in the way that is most useful to you, and drag and drop items between categories. The display is also divided by tabs into four "major types" of data: Text; Bitmap; Metafile and Other, to further help organization.

Easy Recall of Data

Pasting data back into the currently active application is very simple - just select the item of data that you want from the SmartBoard display, and then either press "Enter" or click on the relevant toolbar button, and SmartBoard will copy the data back onto the clipboard and attempt to execute the active application's "Paste" command. SmartBoard then gets out of the way and control switches back to the active application automatically - no need to be permanently switching between SmartBoard and the other application.

Advanced Features

SmartBoard has a range of advanced features to help you organize your data and use the Clipboard more effectively:-

Individual Application Configuration
Overall Data Storage Configuration
Category Management

Individual Application Configuration

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General

SmartBoard can be configured to collect or ignore data copied to the Clipboard, either globally or on an application by application basis. You can also set limits on the size of data items that will be captured during automatic capture.

SmartBoard does this by the use of "Application Profiles". When an item of data is placed on the Clipboard by an application, SmartBoard checks to see if it knows about that application, and then determines if the item of data meets the requirements for capture that the user has set. The user can specify the formats of data that SmartBoard should capture for a particular application, and the maximum size of data item that should be captured automatically. (Manual captures ignore the maximum size specified - if the format matches it will be captured regardless of size).

If SmartBoard cannot find a record of the supplying application it will use the default application profile (shown in the Configuration Dialog by the <Default> entry).

As shipped, SmartBoard only has the <Default> entry, which is set to capture Text up to 32K, Bitmaps and Metafiles up to 256K, and nothing else.

Configuring

To configure SmartBoard for a particular application, use that application's "Copy" command to copy the data of interest to the Clipboard (SmartBoard has to be running when the copy takes place). Then using the "Configure Applications" menu item or the corresponding button on the button-bar go to the Configure Applications Dialog. What will be showing is either the current configuration for the application (with any new formats previously unknown added to the list) or if the application has not been previously configured then each format on the Clipboard will be listed with a capture mode of "None".

Using the controls in the Dialog Box you should modify the parameters for each format you want captured. Note the following points:-

- The "limit" only applies to automatic captures. Manual captures take any size of item that are specified as "auto" or "manual" (on the principle that if you are capturing manually, you know what you are doing).
- Items set as "Never" are never captured.
- If you cancel out of this Dialog Box after having modified the parameters for a number of applications then all your changes are cancelled - things revert to the way they were before you opened the dialog box.

What's this "Priority Format"?

If you refer to the topic

An Overview of the Windows Clipboard

you will see that an application can copy different formats to the Clipboard depending on circumstances. An application can also control the order it puts data on the Clipboard, which gives a simple means for the supplying application to "recommend" which is the most useful format (i.e. which contains the most data).

Take for example a graphics package that deals with both Metafiles and Bitmaps.

If working with a Bitmap and you perform a "copy", the package might put on the Clipboard the "Bitmap" format first, followed by a Metafile that contains the bitmap embedded in it. In this case the Metafile may not be particularly useful - the Bitmap is what you want to capture.

However, if working with a Metafile, the graphics package will probably put both the Metafile and a Bitmap representation of it on the Clipboard, with the Metafile first. The Bitmap format is less useful in this case because Bitmaps don't scale as well as Metafiles, so it would be better not to waste resources capturing the Bitmap.

If for this application you set "Priority Format" for both Bitmaps and Metafiles, then as soon as SmartBoard captures the first representation of the data, be it Bitmap or Metafile, it will ignore all other formats.

Note that there can be none, one or more "Priority Formats" for an application. You need to think through the circumstances before deciding how to set this attribute - for example it may be useful to capture both Rich Text Format and plain Text from something like WordPad - then when you paste back you can select which to paste, or paste them both and let the receiving application use what it wants.

An Overview of the Windows Clipboard

What is the Windows Clipboard?

Well, the Clipboard doesn't really exist as an item! The Clipboard is a mechanism provided by Windows for different applications to share pieces of memory containing data of various formats. Probably the easiest way to view the clipboard is as something that "looks after" a piece of memory containing data of a particular format given to it by a particular program, and that will allow other programs to copy the content of that memory if they ask to. It can also answer questions like "have you got any data?"; "what data formats have you got?"; "have you got data of Format XYZ?" etc.

The Clipboard Viewer that is supplied with Windows is **not** the Clipboard. It is simply a program that can ask "the Clipboard" what formats it has if any, and can display some of the more common of those formats (Text, Bitmaps and Metafiles mainly). The Clipboard is always available whether or not the Clipboard Viewer program is running.

What's this talk about Clipboard Formats then?

If two programs want to share some data via the Clipboard they need to know what format the data on the Clipboard is in. There are some data formats that are so common that most programs can understand them, like Text and Bitmaps. A number of these "common formats" are predefined by Windows.

Then there are formats that are unique to a particular application, or group of applications, and that most applications would not understand. These are known as "private formats". Windows knows nothing about them until a program "Registers" the format, by name, with Windows while it is running. This "Registration Process" is not permanent - every time the program wants to use a private format of data on the Clipboard it must register the format first.

If two programs both use the same name for a format, as far as Windows is concerned it is the same format. For example, it is common for Word Processors and some other programs, from a variety of manufacturers, to use the "Rich Text Format" on the Clipboard, and they all understand it to be the same thing, but it is still a "private format".

Some private formats are very specialized and only useable by one specific program.

So can there be multiple formats on the Clipboard at the same time?

Yes, but they are in effect different representations of the same data. For example a word processor might put the same piece of text on the Clipboard in a number of different formats - Rich Text Format which would contain descriptions of the fonts and styles used, and also plain Text which contains just the characters but no formatting information.

If you come to paste the information back into another program it depends on that programs capabilities as to which format will be used. If you pasted it into another Word processor or DTP package then probably Rich Text Format would be used, and the fonts and layouts would reappear. But if you pasted it into a text editor like Notepad then probably the simple Text format would be used, because Notepad doesn't understand fonts and styles and doesn't know how to deal with them.

So how does the receiving program decide which format to use.

There are a number of techniques it can use. The supplying program (the one that put the multiple formats on the Clipboard) can decide the order it puts them on the Clipboard, and it should do so from most useful to least (this gives the supplying program a simple way to "recommend" the best format to use).

The receiving program can "enumerate" (ask for a list of) the formats the Clipboard is holding. The Clipboard will then supply the list of formats it has in the order in which they were placed on the Clipboard. The receiving program should usually use the first format in the list that it can deal with, as this will contain the "richest" sort of data representation.

The receiving program can also specifically ask the Clipboard if it has a particular format, which it might want to do in special circumstances.

Does SmartBoard maintain the order of different formats on the Clipboard?
Yes.

Overall Data Storage Configuration

When SmartBoard captures items they always go first to the "Active List" category of the appropriate data type (Text/Bitmap/Metafile/Other).

New items are added at the top of the list and other items are pushed down. The "Active List" for each data type has a finite size configurable by the user. When a new item arrives at the top of the list the bottom item falls off the list if it would cause the "active list" to exceed it's specified size.

Note that other categories that you create are effectively unlimited in size - it is assumed that if you copy an item to a category you created yourself you want to keep it, and will delete it manually when you have no further use for it.

The Clip Items are stored in a \clipdata directory which will be created as a subdirectory of the program directory. Small items are stored internally in the SMARTBRD.DTA file, whereas larger items, and all Bitmaps and Metafiles are stored in separate files.

Category Management

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You can add categories and subcategories as required using the appropriate commands from the "Category" menu.

You can also delete entire categories (which deletes all the items within it as well), or clear   the entire contents of a category. If you clear the entire content of a category you are effectively just issuing a delete command for every item within it. As with a delete command you can delete just this format of the items or all formats of the item.

Searching

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You can search for text within items using the search button or menu items. Note that you can only search through normal text items. SmartBoard will not be able to search through the more esoteric formats, as it doesn't understand their internal structures.

Saving and Printing Items

Saving

You can save individual items to a file. In the case of Text, Bitmaps and Metafiles these should be processable as normal text or graphics using packages such as Wordpad or Paint or Paintbrush, and this can save you needing to paste say a screenshot into a graphics package just to be able to save it to a file.

In the case of other formats, whether or not the resultant file is useable by anything is dependant on both the format of the data and the package you are trying to use it with.

Printing

You can print text or graphics items, but please be aware this is not designed to be a word-processor or graphics manipulation package, and the printouts are not intended to be anything other than draft copies. If you want to be able to customize and manipulate the printouts you will need to paste the data into a suitable package.

Text editing and Template Processing

SmartBoard has built-in text editing capability for items less than 32K in size. Note that you are editing the plain Text format only, and therefore cannot see or modify formatting information.

Editing

No special rules here, you are basically using the standard Windows multi-line Edit Box here. There are also Search and Replace options, and the option to Flow Text (remove line-ends from it).

There is also an "Undo" button at the far left.

Templates

You can add Templates to plain Text. At the time you perform the paste operation these templates are replaced with alternative data. There are some predefined templates in the drop-down list for things such as day, date etc. which are replaced automatically without intervention from you. You can also invent your own templates, and you will be asked at paste time what text you would like to use to replace the templates. (Note that the format of dates etc. is controlled by your Windows settings).

Viewing Items, and Plug-In Viewers

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General

You can get a quick look at the content of a clip-item by holding down the right mouse button over it. What you then see depends on what format of item it is.

Text

A floating "pop-up" window shows the first few lines of the text. You cannot process the text from here and as soon as you release the mouse it will disappear.

Bitmaps and Metafiles

A floating "pop-up" window shows the graphic full-size. As soon as you release the mouse it will disappear.

Other Formats

What is displayed for other formats depends on whether there is a "Plug-In Viewer" for them. Plug-In viewers are special DLLs that know how to display a particular format of Clipboard Data.

- If there is no plug-in viewer for the type of Clipboard data selected then a simple Hex-Dump of the first few bytes of the data is displayed.
- If a Plug-In viewer is available then the display of the data is completely under the Plug-In Dll's control. For more information on Plug-In Viewers see the following section.

Plug-In Viewers

Locating

Anybody can create Plug-In viewers for SmartBoard. They may or may not charge for them. Any that we create or any that are available for unlimited distribution can be found at our Internet site at http://www.smartcode.com or in our Support Forum, Library 4 of UKSHARE on CompuServe. If you are after a particular sort of viewer please ask in our Forum, or a request in the Internet newsgroups may turn something up. Alternatively you could write on yourself - the interface specifications are detailed below.

We have also supplied an example Plug-In Viewer with this copy - called SMTBDRWF.DLL it is designed for Riff Wave Format clip items (for copies of Wave files as used by the Windows Sound Recorder etc.) and it plays the sound while you hold the right mouse button down. **You will need to install it via the Configure/Install Plug-Ins command to use it.**

At the time of release there is also a free Plug-In that displays the list of files captured from a Windows 95 Cut/Paste using Explorer. It is available at our Web site or in our CompuServe forum. By the time you read this there may be some more.

Installing

Installing Plug-In viewers is easy. Select the "Install Plug-In viewer" command from the "Configure" menu, navigate to the Plug-In DLL and press OK.

Writing

If you want to write your own Plug-In DLL's for a particular format we have included

[sample source code](#)

for the "Riff Wave Format" plug-in DLL supplied with this product. The source is in Pascal, but you could equally easily write the Plug-In in C or any language capable of creating DLLs.

If you write something useful and you want to distribute it as shareware or freeware we would be pleased to help by placing it on our Web site and in our CompuServe forum. Please get in touch.

Sample source code

General

The DLL must contain 4 Functions, named and exported as shown in the exports clause at the bottom of the source.

The View function is called when the user holds down the right mouse button. The function is called with a handle to a Global Memory Block that contains the Clipboard Data and two pointers to null-terminated strings which give the format name and the name of the program that supplied it (you don't have to use them).

The Done function is called when the user releases the Right Mouse Button. At this point you should unlock the Global Memory Block if you locked it and do any clear-up required. Note that you do not own the Global Memory Block - you must not free it or leave it locked.

The SmartBoardFormatName and SmartBoardProgramName functions return null-terminated strings which indicate which formats for which programs this Plug-In has support. The format name is case-sensitive, and can be a private format. The program name can be "Default" as here which will apply to all supplying programs. If these functions aren't present in the DLL then the "Not a Valid SmartBoard Plug-In" message will be issued when the user tries to install it.

Note that the functions are imported by name, not ordinal.

Here is the source code to the RIFF Wave Format DLL. (You might like to cut and paste it into a proper editor).

```
library SMTBDRWF;

uses Messages, Wintypes, WinProcs, mmSystem;

{Variable to store the Memory Handle across functions}
var  hWav : tHandle;

Function View(hData: tHandle; lpszFormat: PChar; lpszProg : PChar):
WordBool; export;
        {Called when the right mouse button is pressed}
var  pWav : Pointer;
begin
     {Copy the memory handle so we can unlock it later}
     hWav := hData;
     {get a pointer to the Wave data}
     pWav := GLobalLock(hWav);
     {Play the sound asynchronously}
     sndPlaySound(pWav,SND_MEMORY or SND_ASYNC);
end;

Function Done: WordBool; export;
begin
     {Stop the sound}
     sndPlaySound(nil,SND_ASYNC);
     {And unlock the memory object}
     GlobalUnlock(hWav);
end;

Function SmartBoardFormatName: PChar; export;
begin
     Result := 'Riff Wave Format';
end;

Function SmartBoardProgramName: PChar; export;
begin
     Result := 'Default';
end;

exports
     {Export four functions - one to "view", one to "clean up"
         and two to supply the FormatName and Progname this DLL deals with}
     View, Done, SmartBoardFormatName, SmartBoardProgramName;
begin

end.
```

Nicknames and Keyboard Shortcuts

You can assign Nicknames and Keyboard Shortcuts to Clip Items.

Nicknames

You can give a nickname to an item to help you more easily identify it. Text items, Bitmaps, Metafiles and "other" items can have nicknames.

If you collect for example World-Wide-Web URL's using SmartBoard you can give them meaningful names rather than the sometimes cryptic string of characters that sometimes bear little relation to the actual site.

Using nicknames for graphics can result in a small performance improvement, as SmartBoard doesn't have to load the graphic to display the thumbnail for it. This is probably only an issue for users of slow PC's.

Keyboard Shortcuts

You can assign a keyboard shortcut to a clip item, from the range presented in the Drop-Down list on the Nickname Dialog.

Then anywhere in Windows you can use that Hot-Key combination to cause SmartBoard to copy the associated clip Item back on to the Clipboard and issue the active applications Paste command, without even needing to activate SmartBoard.

Manual Captures

You can force SmartBoard to capture the data that is currently on the Clipboard (if any) by using the manual capture command or button.

SmartBoard will then capture any formats that have been defined as "manual capture only" items, or which exceed that limit for "auto capture" items.

See the

Individual Application Configuration
topic for more information.

Multicapture Mode and Merging Text Clip Items

There are two mechanisms that allow multiple text items to be tagged one on to the end of another, a manual mechanism and an automatic mechanism.

Merging Text Clip Items Manually

- If you drag one text item and drop it on another while holding down the **Ctrl** key the item you are dragging is copied onto the end of the one you drop it on to.

- If you drag one text item and drop it on another while holding down the **Shift** key the item you are dragging is copied onto the end of the one you drop it on to, *and the original is then deleted.*

Merging Text Clip Items Automatically - Multicapture Mode

You can switch SmartBoard into "Multicapture Mode" from the command on the File Menu or from the associated button on the button bar.

While in multicapture mode every text item after the first is automatically tacked on to the end of the first text item captured after multicapture mode is switched on. Captures for formats other than text are unaffected by multicapture mode.

A flashing window will remind you that you are in multicapture mode. To terminate multicapture mode simply close the flashing window.

Keeping in touch with developments.

We operate an electronic mailing list to provide you with ongoing information about our products, including upgrades. We won't pester you every day with inappropriate information, just concise information about the availability of upgrades (some of which are free) and new products. We will not give your name or e-mail address to any other organization.

To subscribe, send an E-Mail message to **subscribe@smartcode.com** with just the words SUBSCRIBE SMARTLIST in the body of the message. You can unsubscribe at any time and details of how to unsubscribe will be in every message we send so you don't have anything to remember.

Installation Instructions

Installing

To install SmartBoard simply run the INSTALL.EXE file, which will copy the required files to a directory of your choice. Alternatively you can just copy the files yourself - all the files live in the program directory. The install program will also add an icon for SmartBoard to Program Manager or the Start Menu. You can do this yourself if you want.

You might also like to add SmartBoard to your StartUp group so it runs every time you start Windows. Refer to your Windows documentation for details of how to do this.

If you are running Windows 3.x you will need a copy of the CTL3DV2.DLL file in your WINDOWS/SYSTEM directory. This file is very common and you probably already have it, but if you don't you can simply copy the CTL3DV2.XXX file to that directory and rename it to CTL3DV2.DLL.

Removing

Just delete the program directory you put SmartBoard in (assuming you put it in its own directory), and delete the /clipdata directory that it created as a subdirectory of the program directory, which is where it kept all its data. You can also remove any Icons from Program Manager or the Windows 95 Start Menu.

Smartboard does not create any files outside its own program directory unless you run it from a CD or other read-only medium, when it will create its /clipdata directory as a subdirectory of the Windows temporary directory (and will give you a message saying it has done so and give you the directory name).

READ ME FIRST!!!!!!!

SmartBoard runs as a "silent application" - there is no icon when it is running, and whilst you may be able to see it in a task list you won't be able to switch to it that way.

To Access SmartBoard when it is running either:-

Press CTRL+0

(if using the 0 on the numeric keypad then Num Lock will need to be on), or

Right-Click on any Window's "Control Menu"

(the "Control Menu" is the small icon at the top left of most windows).

Menu Commands

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[File Menu](#)
[Edit Menu](#)
[Categories Menu](#)
[Items Menu](#)
[Configure Menu](#)
[Help Menu](#)

File Menu

Printer Setup

Allows you to select and configure the printer SmartBoard will use for printing Clip Items.

Manual Capture

Forces SmartBoard to capture the current content of the Clipboard for those formats specified as "auto" or "manual" capture items, regardless of the size of the data on the Clipboard. For more information see the topic:-

Individual Application Configuration.

Enable Multicapture Mode

Switches SmartBoard to "MultiCapture Mode", where it automatically appends each item of text that is copied to the clipboard to the one that was captured before, until you terminate MultiCapture mode. For more information see the topic:-

MultiCapture Mode

Hide SmartBoard

Causes SmartBoard to hide until you need it again. This also happens if you click away from it or otherwise cause it to "lose focus".

Terminate SmartBoard

This actually terminates the SmartBoard program, which you probably don't want to do unless you are having problems. SmartBoard will automatically terminate at Windows closedown.

Edit Menu

Delete All Formats Of This Clip Item

Deletes the currently selected Clip Item, and any other formats of the same Clip-Item.

Delete Only This Format Of This Clip Item

Deletes the currently selected format of the currently selected Clip-Item.

Delete Other Formats Of This Clip Item

Deletes all other formats of this clip item, but leaves this one. Use this if you know you want to only paste this format into applications, to prevent applications from ever using an alternative format.

Find Item

Finds the specified text, either in the nickname or in the first 32K of the text of a text item.

Find Next

Repeats the last search command to the end of the list.

Categories Menu

Add Category

Allows you to add another High-Level Category to SmartBoard. Note that the categories are common across the four tabs (Text/Bitmap/Metafile/Other).

Add Subcategory

Allows you to add a subcategory as a child of the currently selected category.

Delete Category

Deletes this category on this and all other tabs. Deleting a category deletes all the items it contains. Note you cannot delete the active list.

Clear Category - This Format Only

All the Clip Items in the currently selected category are deleted, but other representations of the same data items held in different formats are not deleted.

Clear Category - All Formats

All the Clip Items in the currently selected category are deleted, together with other representations of the same data in other categories.

Items Menu

Paste All Formats Into Application

Causes SmartBoard to put back on the Clipboard all the different formats of this Clip-Item that it has captured and have not been deleted or "rolled of the end" of an active list. SmartBoard then attempts to issue the active application's "Paste" command. This gives the receiving application the opportunity to choose the format of data it wants to paste, but may mean that it pastes a format other than the one you are currently looking at. For more information see the topic:-

An overview of the Windows Clipboard

Paste Only This Format Into Application

Whereas with this option SmartBoard puts back onto the Clipboard only the format you are looking at, giving the receiving application no choice but to use this format (if it can - it may just ignore it!). For more information see the topic:-

An overview of the Windows Clipboard

Save to File

See the Topic " Saving and Printing Items"

Print Item

See the Topic " Saving and Printing Items"

Nickname

See the topic "Nicknames and Keyboard shortcuts"

Information

Gives information about the currently selected "Clip Item", including format and date/time of capture etc. For an explanation of all the information use the context-sensitive help button on the information dialog.

Edit Item

Allows you to modify the data held in the Clip Item, for the Text/Bitmap/Metafile formats. You cannot edit any other formats. In the case of Bitmaps and Metafiles SmartBoard actually starts the associated program, and you are in fact editing the file containing the data directly.

View Using Clipboard Viewer

Copies the current information onto the Clipboard and starts the Clipboard viewer (if you have installed it - it is an optional item in Win95).

Configure Menu

Preferences

Allows you to set the size of the "Active Lists" that SmartBoard maintains, and also turn fly-by-hints on and off. For more information see the

Overall Data Storage Configuration

topic.

Applications

Allows you to configure SmartBoard to operate differently with different applications. For more information see the

Individual Application Configuration

topic.

Install Plug-In Viewer

Allows you to add "Plug-In" DLL's to allow you to view Clip Items with non-standard formats. For more information see the

Viewing Items and Plug-In Viewers

topic.

Help Menu

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Help Contents
Jumps to the Contents page of this Help File

Topic Search
Allows you to search for particular information by keyword.

Context Help
Allows you to point at items and get help on them.

How to use Help
Provides an overview of the Windows Help System.

Review Tips of the Day
Contains a range of tips to get the best out of SmartBoard. You can have these pop up when you start SmartBoard if you like.

Order Form
Will access an order form appropriate for your territory. If it seems to be giving an inappropriate order form then you might want to check the International Settings in Control Panel.

Getting Support
Tells you how to get support for SmartBoard. Please read this.

About SmartBoard
Gives the SmartBoard release level. If the copy is licensed it also gives a support code which will give you access to priority support.

Hints and Tips

- Put SmartBoard in your Start-Up group so it starts automatically when Windows starts and is always running (see your Windows documentation for details).
- If you are an Internet user you can create a category called "URLs" to keep interesting Web addresses and so on. You could give the URLs nicknames which reflect the name of the site rather than the sometimes cryptic address.
- Create a category for text items you use commonly, like standard letters or replies to common questions - you'll be surprised how much time it can save.
- Think about how you want to organize your categories and sub-categories.

Frequently Asked Questions

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- **Where has SmartBoard gone - I started it but I can't see it!**
- SmartBoard runs as an "invisible" application. To access it once it is running you need to press Ctrl+0 or right-mouse-click on the Control Menu of any window. (The control Menu is the little Icon (W95) or - sign (W3.x) at the left end of the caption bar).
- **Does SmartBoard work under NT?**
- No. The hooks it uses to implement the keyboard shortcuts and Right-Mouse-Click access are not supported in that environment.
- **I edited some text but when I paste it back the original is pasted, without my modifications and without using my templates.**
- You edited the plain Text clipboard format, but there is another format of the same clip-item and that is being pasted back and used. Try selecting the "Delete All Other Formats of this Clip Item" option to leave only the plain Text format, and try again. Alternatively you could use the "Paste Only This Format" option from the Items menu to paste only the Text format.
- **I select the "Paste To Application" command, but it doesn't.**
- The application is not using the Windows standard Ctrl+V keyboard shortcut, which is what SmartBoard issues, or (less likely) the application doesn't actually use the Clipboard to implement it's Cut & Paste ability. SmartBoard will have put the data on the Clipboard, so you could try using the applications Paste command to see if it will paste it.
- **View Using Clipboard Viewer is not always successful with Metafiles.**
- Unfortunately not, and we don't really know why. Even if the Clipboard Viewer can't show them they paste OK into other applications. Certainly the Win95 Clipboard Viewer appears to have some bugs and often misses repaints too.
- **I haven't got a Clipboard Viewer.**
- You are using Windows 95 and you didn't install it (it's an optional item). You can install it if you want to from the Control Panel/Add Rem Programs function.
- **Text captured from Wordpad by SmartBoard is pasting back without any formatting information (fonts/styles etc).**
- As supplied SmartBoard is configured to capture only Text, Bitmaps and Metafiles. You need to enable one/some of the other formats (probably Rich Text Format in this case) using the Configure Applications menu command.
- **Some other sort of data (spreadsheet cells, drawing objects etc.) is not coming back the same way as it does with a straight cut/paste.**
- This is probably for the same reason as above. For example with a Spreadsheet all that is being captured is a text representation of it. That is probably enough for the Spreadsheet to have a stab at pasting back with, but it probably won't be perfect. The best way to figure this out is to switch on all the possible formats for the application using the Configure Applications menu command, which will probably get you a perfect paste, and then experiment to discover which are the formats you do and don't need.
- **SmartBoard isn't capturing something.**
- It may be larger than the autocapture limit for that particular format - try a manual capture or reconfigure the application's profile.
- You may not have configured SmartBoard at all for that format from this application.
- The sending application may not actually be copying the data to the Clipboard. Some

applications implement Copy/Paste internally without using the Clipboard (they sometimes put a small piece of text on the clipboard but don't copy the interesting stuff). Try using the Clipboard Viewer to see if any data of an interesting format is actually on the Clipboard. The Clipboard Viewer's "View Menu" lists the formats on the Clipboard - you could try clearing the content of the Clipboard with the Clipboard Viewer, then doing the copy and see if anything interesting has turned up. If not, there isn't much you can do.

- The application may only put things on the Clipboard when you switch away from it. We guess this is for performance reasons but it's a real pain. Evidence of this is if SmartBoard captures the last thing you copied to the clipboard, but not the items before it. Further proof is if you copy something to the Clipboard from the offending application, then switch to something else and back to the application and repeat the copy/switch away/switch back cycle several times. If SmartBoard captures everything then this is what is happening. The only cure is to switch away from the application after every Clipboard copy.

- **The application I'm pasting back into goes wrong/GPF's**

- This normally only happens with private formats. What is probably happening is that the data on the clipboard isn't data at all, but a pointer to some data structure internal to the application that is only valid while the application is running. The application deletes the pointer from the Clipboard when it terminates so if it restarts there can't be an "old" pointer that is no longer valid.

  SmartBoard will save the pointer and put it back if you ask it (it doesn't know it is just a pointer), but that may be some time later after the receiving application has closed and restarted, a situation the application is not designed to deal with, and the GPF occurs.

  Usually you can work out by a process of trial and error what format is causing the problem and switch it off with the Configure Applications menu command, there are almost certainly other formats that will work as well.

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Ordering SmartBoard

You can get an order form for SmartBoard by selecting the "Order Form" menu item from the "Help Menu" on SmartBoard's main window.

SmartBoard will detect your location from the details in the International section of the WIN.INI file or System Registry and will provide you with an order form most suited to you. If this setting is wrong you may end up ordering from Europe when you live in the USA or vice-versa - you might like to check the settings if that seems to be the case.

We can accept your order via all the usual mechanisms:- Phone, Fax, Mail, E-Mail, SWREG, etc., and accept all major credit cards. See the order form for full details.

Upgrade Policy

Free Interim Upgrades

The majority of the code for the licensed and evaluation versions of this program are identical. It is the presence of a non-redistributable file, SMTBRD1X.DLL that is supplied with the licensed version that causes the program to behave in a licensed fashion and prevents the issuing of the "registration reminder" messages. The presence of the licensed SMTBRD1X.DLL file will also cause any further versions of the SmartBoard program that still bear the 1.xx release number to behave as licensed versions, wherever you obtain them from. Versions that bear the 1.xx release number will generally be for minor enhancements and bug-fixes. Any release containing major new functionality will bear the release number 2.xx, and an upgrade fee will probably be chargeable.

We will make new versions of the SmartBoard program   available via the usual sources, online on services such as CompuServe,CIX and the Internet and via disk vendors, cover disks and CD's.

The prime locations for new releases are our support section on CompuServe, section 4 of the UKSHARE forum, and our Internet site at http://www.smartcode.com.

If you do acquire a newer version of SmartBoard program simply make sure that the SMTBRD1X.DLL file that you received when you purchased your licence remains in either your Windows directory, or the directory you have SmartBoard in.

Trouble-Shooting

As well as the details here you should refer to the
Frequently Asked Questions
topic, which may have information to help you.

- **I've just started getting a GPF at startup - I never used to.**
- The data in the /clipdata directory has probably been corrupted. Restore the directory from a backup if you can. Failing that, rename or delete the directory and restart SmartBoard and see if the problem goes away. You might then like to try a CHKDSK or SCANDISK (refer to your Windows documentation) to see if you have any disk problems. Because SmartBoard runs permanently it is slightly more exposed to problems arising from system crashes especially with data being left in a disk cache - its always running when the crash happens - so a good backup strategy is vital ! If you can reliably reproduce the problem please get in touch with us.
- **I get "out of resources" problems and GPF's at startup and I've never managed to get SmartBoard running.**
- This is probably your video driver. Try switching to a **Microsoft** generic video driver using Windows Setup and see if the problem goes away. If it does you need to contact your video card manufacturer for a new driver.

Getting Support

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If you need support:-

Before you reach for the phone or compose an E-Mail or send a fax, please make sure you have looked through this Help File first, and in particular the Frequently Asked Questions; TroubleShooting and Clipboard Overview topics.

If you have a question that this Help File doesn't answer, or are reporting what appears to be a bug then we will be pleased to hear from you. But *if it is a question that is answered in this Help file then all we will do is point you to the relevant section*, and you will just get an answer a little bit slower. This is not meant to be awkward, but we try to keep our costs down to allow us to produce this high quality software at value-for-money prices, and answering support calls is an expensive undertaking. After all, some of the major software companies either charge for support or provide it on premium-price phone numbers. We don't want to have to do that.

OK, so the answer is not in the Help File or you've found a bug. What now-

If you have a licensed copy

By Phone

You can call your local distributor (details from Help/Order Form), or us directly, but if you choose to contact us directly please remember we are located in the U.K. so if it is 10 a.m. where you are it may be the middle of the night in the U.K. and nobody is going to be here to answer! Our normal office hours are 9.00 a.m. to 5.00 p.m. U.K. time. Be ready to quote the support code (that you can find on the SmartBoard "About" box accessible from the "Help" menu).

Also, please don't call off-hours and just leave a message (or a fax) asking us to call you back - so many people have abused that in the past that we simply don't any more.

By E-Mail

Alternatively you can E-Mail your queries direct to us on 74774.1347@compuserve.com, but please quote the support code (that you can find on the SmartBoard "About" box accessible from the "Help" menu) at the top of the message so it can be separated out and passed on to the correct person immediately. We try to respond to E-Mail queries from licensed users by return. This is probably the better choice if you are E-Mail capable as we can be sure the right person is available to give you the best answer and if needs be send you a fix.

Other mechanisms

You can also use any of the mechanisms described below for users of unlicensed copies.

If you have an unlicensed copy

On-Line

This is the quickest way to get support. We have support forums on a variety of On-Line Services and we monitor them daily, or your question might be answered even quicker by a fellow user. Even if you aren't directly connected to one of these on-line services then you may be able to access them (for example the Internet Newsgroups) from a service you are connected to. We offer support on the following services:-

Compuserve
GO UKSHARE and ask in **section 4**, Oakley Data (this is our own support forum).

CIX
Join the **oakley** conference and ask in the **smartboard** topic.

Internet
Ask in the **comp.os.ms-windows.win95.misc** or **comp.os.ms-windows.misc** newsgroups. Include the text **SmartBoard** in the message header and we will spot it.

By Mail
You can write to us at:-

```
Oakley Data Services,
SmartBoard Support,
3, Oakley Close,
Sandbach,
CW11 9RQ,
United Kingdom.
```

or to your local distributor.

By Fax
You can fax us at +44 (0)1270 765272. We batch the faxes up and answer them once a week or so, although if you are a licensed user, include the support code and **if** we spot it we will try to answer quicker.   We often update the FAQ if lots of people ask similar questions, and then send you that, but if you do have a unique query or have found a genuine bug we will respond individually.

By E-Mail
You can E-Mail us on 74774.1347@compuserve.com - queries are batched up and answered once a week. We often update the FAQ if lots of people ask similar questions, and then send you that, but if you do have a unique query or have found a genuine bug we will respond individually.

The Shareware Concept, the ASP, and the ASP Ombudsman

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