Troubleshooting with PagePlus

General

PagePlus, TypePlus, and other Serif products are extensively tested before release. Fundamental problems (such as frequent "crashes" in an application) are generally the result of hardware or software incompatibilities on a specific system. These incompatibilities are usually the result of inappropriate setup of a system, not the use of a specific product. The proliferation of third-party products which run alongside Windows makes setup a complex issue.

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.

If you reply YES to any of the following questions, then you may need to look at your system configuration in more detail (see *System Setup Troubleshooting* for guidelines on finding the cause of your problem).

· 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)?

System Setup Troubleshooting

The Microsoft Windows operating environment is a complicated matter 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 **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 5.00, 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 "System 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
   STACKS=9,256

   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 sections describe potential problems known to Serif, and give you some suggestions that you might try to resolve the problem.

Specific problems

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. See if there is an option in your word processor to save the text file with carriage returns at the end of each paragraph only. If this is not possible, then you can change the way PagePlus treats the text file when it is imported. (See *FileAutoParagraphing* option in *PP.INI file settings* below)

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 or the Linotronic 330 supplied with your Windows system, before generating your PostScript file.

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 **Options/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 **Main** 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:

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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.

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FileAutoParagraphing=<ON/OFF>

Default: ON
Purpose: Determines how line endings in imported text files are to be treated. When ON, each line end in the text file 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.

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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: 100000

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.

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PrintRotatedTextAsGraphic=<0 or 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

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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.

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[screens] section

This section defines the screen options found in PagePlus under
File/Print/Seps/Screens. 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

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UsePolyPolygon=<0/1/2/3>

Default: 3

Purpose: To change the way PagePlus displays or prints text such as outline
             text. Some old Windows screen and printer drivers do not handle this
             very well, so this option tells PagePlus to draw text differently. 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.

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