

## Glasklar - Troubleshooting

1. Problem: - in some of the texts the last line does not appear and can only be brought into view with the PAGE UP and PAGE DOWN keys
- the graphics included in the texts do not print as they should
  - various special characters appear instead of standard characters
  - the red cross references within the texts do not appear in print

- Cause:
- you have failed to install a printer (driver)
  - the printer (driver) you have installed is defect
  - the printer (driver) you have installed has been installed incorrectly
  - the printer (driver) you have installed displays some of the fonts considerably larger than the size stipulated by Microsoft
  - the printer (driver) is set at an incorrect (too high or too low) DPI rate

- Solution:- install a printer (e.g. HP LaserJet III)
- re-install your printer
  - install your printer correctly
  - install another "related" printer driver (e.g. for Windows 3.x the printer driver HP LaserJet III Vers. 2.43 instead of HP LaserJet 5L Vers. Gl.1)
  - set the DPI rate to 300
  - restart your computer
- If this fails to eliminate the problem:
- contact your computer dealer and order a printer driver update

2. Problem: - the graphics included in the texts are not displayed correctly

- Cause: - your graphic display adaptor driver is out of date

- Solution:- set your graphic display adaptor driver to one of the following configurations:
- resolution: 640 x 480
  - no. of colors: 256
  - or
  - resolution: 640 x 480
  - no. of colors: 64000 (64K)
- restart your computer
- If this fails to eliminate the problem:
- contact your computer dealer and order a graphic display adaptor driver update

3. Problem: - attempting to start Setup or Glasklar triggers an inexplicable system error (e.g. "a device connected to the system is not functioning correctly")

- Cause: - the system is accessing a defect file named VB40016.DLL

- Solution:- copy the file VB40016.DLL from the CD's system

directory (d:\System or e:\System or f:\System ...) to  
the Windows system directory and overwrite the file  
there (if present)  
- restart your computer