ADDITIONAL INFORMATION ON FILEMAKER PRO FOR WINDOWS
July 15, 1994

This file gives you information that may apply to your specific FileMaker Pro environment, including your network, operating system, font technology, and video display. It also addresses cross-platform issues, and problems or errors that you may encounter.

This information is organized as follows:
1.	Additional Information on Using FileMaker Pro on a Network
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## 1.	ADDITIONAL INFORMATION ON USING FILEMAKER PRO ON A NETWORK

### 1.1	Running Non-Windows Applications or MS-DOS Command Shells (DOS Windows)
When sharing FileMaker Pro files on a network, network transactions may be interrupted if a DOS window is the active window. Especially when hosting FileMaker Pro files, it is important that network transactions not be impeded. When sharing FileMaker Pro files in Standard mode, we do not recommend activating a DOS window as FileMaker activity will stop and you may lose the network connection. When sharing FileMaker Pro files in Enhanced mode, use caution when activating a DOS window. The Tasking Option, which you change using the Settings menu command in the System Menu for the DOS window, should not have Exclusive checked.

### 1.2	Increasing NetHeapSize (NetBIOS)
The *FileMaker Pro Installation Guide* describes situations where you need to increase the NetHeapSize for NetBIOS networks. Increasing NetHeapSize reduces the amount of available conventional memory. This may prevent you from running a DOS session from within Windows. You may be able to work around this problem by optimizing loading of TSRs, device drivers, etc. into high memory.

### 1.3	Hosted Files Not Appearing in the Hosts Dialog (NetBIOS, AppleTalk)
If you find that hosted files are not appearing in the Hosts dialog, hold the Ctrl key down when clicking the Hosts button. This will increase the amount of time FileMaker Pro looks over the network for hosts before displaying the dialog.

### 1.4	Windows for Workgroups 3.1 and Novell NetWare
If you are having problems using Windows for Workgroups with Novell NetWare, we recommend using Novell's ODINSUP drivers instead of the Microsoft drivers. Ask your network administrator to contact Novell for information on obtaining ODINSUP drivers.

Problems with Windows for Workgroups 3.1 and NetWare are documented in the article "NetWare and Microsoft Windows for Workgroups 3.1 Interoperability" by Earle Wells in the March 1993 issue of *Novell NetWare Application Notes*.

### 1.5	Windows for Workgroups 3.11 and Novell NetWare
Using FileMaker Pro on a Novell network is not compatible with the IPX/SPX Compatible Transport drivers in Windows for Workgroups 3.11. Remove these drivers using the Change

Network Settings command in the Options menu in Windows Setup.

1.6   Novell NetWare 4.00 Client Software

If you are having problems using FileMaker Pro with Novell NetWare 4.00 client workstation software, we recommend upgrading to NetWare 4.01 client workstation software.

2.   USING FILEMAKER PRO ON WINDOWS NT

Windows 3.1 applications, such as FileMaker Pro for Windows, are supported on Windows NT. Refer to your Windows NT documentation for information on how Windows 3.1 applications are supported and how to configure your Windows 3.1 environment under Windows NT.

2.1   FileMaker Networking

The only network support in this version of FileMaker Pro under Windows NT is NetBIOS using the built-in NetBEUI protocol. Do not attempt to use the multi-user capabilities of FileMaker Pro with any other network.

2.2   QuickTime for Windows

You may experience problems running QuickTime for Windows 1.1 with the first release of Windows NT. We recommend that you not install QuickTime for Windows when installing FileMaker Pro for use with Windows NT.

3.   USING QUICKTIME FOR WINDOWS WITH FILEMAKER PRO

3.1   Formatting a Picture Field as Cropped

We do not recommend formatting a Picture field as Cropped when you are storing a QuickTime movie. If you do, make sure the field is larger than the size of the largest movie. When the QuickTime movie is played, it will play full-sized, ignoring the cropping. We anticipate that support will be added by Apple Computer in a subsequent release of QuickTime for Windows that will allow us to eliminate this problem in a future revision of FileMaker Pro for Windows.

3.2   Scrolling a Window While a QuickTime Movie is Playing

We do not recommend scrolling a window containing an active QuickTime movie. The movie will ignore the boundaries of the document area and will overwrite the FileMaker status area or scroll bars. We anticipate that support will be added by Apple Computer in a subsequent release of QuickTime for Windows that will allow us to eliminate this problem in a future revision of FileMaker Pro for Windows.

3.3   Where to Get More Information

Claris Corporation has licensed QuickTime for Windows for distribution from Apple Computer, Inc. If you have chosen to install QuickTime for Windows, the FileMaker Pro installer has copied a Read Me file, READMEQT.WRI to the FileMaker Pro directory. This file contains additional information that you may find helpful in using QuickTime for Windows. Keep in mind that only the QuickTime Dynamic Link Libraries (DLLs) are redistributed with FileMaker Pro; we do not redistribute the Movie Player, Picture Viewer, OLE 1.0 server, On-line help, Intel Indeo Decompressor, or movie files. Refer to the READMEQT.WRI for information on how to obtain these additional components.

4.   FONT AND DISPLAY CONSIDERATIONS

4.1   Font Substitution
When you format a field to use a particular font, FileMaker Pro stores the name of the font in the database. When you move the database to another Windows computer, to the Macintosh, or even if you just change printers, the font name you want may not be available on the new device. If the font name is unknown to FileMaker Pro, a substitute font is chosen.

4.1.1   When the Font is Not Available on Your Computer
When the font is not available on your computer, FileMaker will first reference the [FontSubstitutes] section of the Windows 3.1 WIN.INI file for a replacement with a matching font name when displaying or printing. The [FontSubstitutes] section contains entries of the form:
`originalFontName = replacementFontName`

For example, the entry `Helv=Arial` means that text formatted as Helv in the database should be formatted as Arial if Helv does not exist on the system.

You can add a FontSubstitutes section to your Windows 3.0 WIN.INI file for FileMaker Pro's use.

If no replacement is found using [FontSubstitutes], a default font is chosen. The default font is the first font in the following list that FileMaker Pro finds on your system: Arial, Helvetica, MS Sans Serif, Helv, System.

When a font must be substituted for an item, the Text Format dialog will show <unknown> for the font name.

4.1.2   When the Font is Known Only by the Printer or the Display (but Not Both)
If the font name is known by only the printer or the display (but not both), FileMaker Pro will attempt to match a font of the same size, style, pitch (Fixed, Variable), and family (Decorative, Modern, Roman, Script, Swiss).

4.1.3   When the Point Size is Small
For fonts smaller than 8-point, FileMaker Pro provides its own scaling for fonts (other than TrueType or ATM) when it draws to the screen.

Note: For more information on fonts when you share files with FileMaker Pro for Macintosh, see section 5.

4.2   Display Resolution and FileMaker Pro
You may have noticed that a 12-point font in FileMaker Pro looks smaller on the screen than the same 12-point font in another Windows application. Or, you may find that the your data is displayed too small on your 1024x768 display. This section describes what's happening.

FileMaker Pro layouts are stored in a 72 dots-per-inch (dpi) coordinate system. FileMaker Pro for Windows by default maps the coordinates stored in the database directly to screen pixels. If you are using the VGA driver on a 13" display, a one-inch square in the database will display close to one-inch on the screen. However, if you are using the XGA driver (or another 1024x768 driver) on a 13" display, the one-inch square in the database will display significantly smaller.

If you are using the VGA driver, a field in your database formatted with a 12-point font will be approximately the same size when printed as when displayed on the screen. However, it may look smaller on the screen than a 12-point font in another Windows application.

Many Windows applications display data in an expanded view based on a "logical inch" as defined by your display driver. For example, a logical inch in VGA is 96 dpi. So, a 12-point font in a document will print at 12-point, but display 1/3 bigger at 16-point. The logical inch can improve the legibility of small point sizes on the screen.

FileMaker Pro for Windows can be set to display in this expanded view in Browse, Find, and Layout modes through a setting in your CLARIS.INI file. In the [FileMaker Pro] section, add the line EXPAND=1 to activate this option. With this option activated, FileMaker Pro will map 72 units of the file's coordinate system to a logical inch on the screen. Data can be viewed at 25%, 50%, 100% and 200%.

5. SHARING FILES WITH FILEMAKER PRO FOR MACINTOSH

Appendix E, "Cross-Platform Considerations," in the *FileMaker Pro User's Guide* contains information on using files that you create with FileMaker Pro for Windows with FileMaker Pro for Macintosh.

5.1 Fonts

When you format a field to use a particular font, FileMaker Pro stores the name of the font in the database. When you move the database to another computer, the font name you want may not be available, or the font may have different characteristics. The substitutions made are usually satisfactory, but if not, we recommend the following:

Use the same font technology on both platforms. TrueType fonts and Adobe Type Manager (ATM) are available for the Windows and Macintosh. However, the intercharacter spacing of the fonts differs slightly between Macintosh and Windows ATM fonts.

Use the [FontSubstitutes] section to get the substitution you want. If the font name stored in a file is unknown to FileMaker Pro for Windows, a substitute font is chosen. You can use the [FontSubstitutes] section of the WIN.INI file to specify the replacement (see discussion 4.1.1 above).

5.2 Character Sets

Windows and the Macintosh use different character sets. In general, both character sets contain all alphabetic characters (including accented characters). However, several symbols are found in one or the other, but not both character sets. For example, the Windows character set contains the character "½" but the Macintosh character set does not. The Macintosh character set contains the "less than or equal to," "greater than or equal to," and "not equal to" characters, but the Windows character set does not. When sharing files between FileMaker Pro for Macintosh and FileMaker Pro for Windows, you should use characters that exist in both character sets; other characters will not display as expected.

For example, in Find requests, instead of the Macintosh "less than or equal to" character use the combination "<=". Instead of "greater than or equal to" use ">=". Instead of "not equal to" use "<>". The two-character combinations will be properly recognized in Find requests on either platform.

Keep in mind that not all the characters in the Windows character set are available in all Windows fonts. In general, TrueType and Adobe Type Manager fonts contain more of the characters than Windows bitmap fonts.

5.3 Color

There are 88 colors available in FileMaker Pro for Windows, including the 16 standard VGA driver colors. There are also 88 colors available in FileMaker Pro for Macintosh, including approximately 75 that are also available in FileMaker Pro for Windows. Most of the other 13 map to similar colors, but if this is a concern, you should compare the palette pop-up menus in FileMaker Pro for Windows and FileMaker Pro for Macintosh.

Remember that if your display driver does not support 256 colors, you will see a palette with fewer than 88 colors, typically 16.

5.4   Graphics
By default, to save space in FileMaker Pro for Windows files, PC graphics are not stored in a format that can be interpreted by FileMaker Pro for Macintosh. To override this default, use the Store Macintosh Picture Format document preference.

If you have an existing file containing only PC graphics that you want to use with FileMaker Pro for Macintosh, you can have FileMaker Pro for Windows store the Macintosh graphics format. Check your file size (32mb limit) and available disk space before performing this procedure; because you will be storing two formats for every picture, extra space for your file will be needed. Change the document preference to Store Macintosh Picture Format. For each picture in each record, cut it to the clipboard, then paste it back into the field; this will cause the picture data to be stored in both the Macintosh and PC format. (Use ScriptMaker to automate the process.) For each picture on a layout, cut it to the clipboard, paste it into a picture field or into another application such as Write (this will strip the old layout information), copy it to the clipboard, then paste it back into the layout; the picture will be stored in both the Macintosh and PC format.

You can change the default for Store Macintosh Picture Format on new files to save Macintosh pictures. Add Pict Default=1 to the [FileMaker Pro] section of CLARIS.INI. See Appendix A of the *FileMaker Pro Installation Guide* for details.

5.5   Sound
Some sounds pasted or recorded into FileMaker Pro for Macintosh may be compressed. FileMaker Pro for Windows cannot play compressed Macintosh sounds. Sounds pasted or recorded into FileMaker Pro for Windows are not compressed and can be played on the Macintosh.

5.6   Layouts
If you want to use the same layout for screen display with FileMaker Pro for Windows and FileMaker Pro for Macintosh, and are using a 13" PC monitor and are concerned with items appearing the same size in both versions, we recommend the following. Use a driver with 640x480 resolution (such as VGA) with the CLARIS.INI EXPAND option off, or a driver with 1024x768 resolution (such as XGA) with the CLARIS.INI EXPAND option on. This will produce approximately the same layout view on both platforms.

Because of differences in printer drivers (for example: margins, printable areas, fonts), you may need separate layouts for printing the same file with FileMaker Pro for Windows and FileMaker Pro for Macintosh.

6.   CLARIS.INI ENTRIES

A list of the entries in the CLARIS.INI used by FileMaker Pro is documented in the *FileMaker Pro Installation Guide*, Appendix A. The following entry was added after the Installation Guide was printed.

In the [FileMaker Pro] section:

`LockGDI=<1/0>`
FileMaker Pro for Windows 2.0 had a printing problem which caused a General Protection Fault in GDI. This version contains a fix for this problem; however, this fix may cause slower printing. If you were not having problems with version 2.0 printing, you can disable this fix by setting LockGDI to 0.

When LockGDI=1 or when this entry is missing FileMaker Pro activates code which fixes the problem. When LockGDI=0 or when this entry has no setting, the fix is disabled. This entry is not preset by the installer and can only be changed by editing the CLARIS.INI file.

7.   TROUBLESHOOTING

If you are having problems that seem to be display driver or printer dependent, contact the manufacturer to be sure you are using the latest version of their Windows drivers.

7.1   Display Problems

"Smart" Display Drivers. Certain "smart" display drivers that do not depend on Windows GDI to draw rectangles, such as XGA, 8514/a, Orchid Fahrenheit 1280, ATI Win 3.1 Ultra driver family, have a problem interacting with Windows that can cause GDI memory to be rapidly used up. You may see this problem in certain layouts that contain a lot of rectangles (such as repeating fields). This should be fixed in a future version of Windows. If you experience this problem, try simplifying the layout (by removing rectangles from the layout, or turning off field borders) or using a different display driver.

ATI Ultra. Using the ATI Ultra video drivers may cause graphics problems when you view data at 400%. Use 200% or lower zoom levels.

Orchid Fahrenheit 1280. Small black line segments may be placed inappropriately when:
- you copy pictures to the clipboard.
- you display pictures saved using this driver on FileMaker Pro for Macintosh.

If you encounter these problems, or you experience crashes in ORCHIDF.DRV, contact Orchid technical support for updated drivers that fix these problems.

7.2   Printer Problems

Printing from PhoneNET PC. When connecting to a printer using the DA utility, be sure you have chosen the proper option in "Choose Application Output." If you are connecting to a PostScript printer, select "PostScript." If you are connecting to another type of printer, such as dot matrix or non-PostScript laser printer, select "Epson LQ2500."

LaserJet III with Windows 3.0. Using versions of the LaserJet III printer driver earlier than 3.86 with Windows 3.0, the Options button may not bring up the Options dialog. Contact Hewlett-Packard to obtain the latest driver.

LaserJet IIISi and Other Fast Printers. If you are running a script that prints several short reports to a fast printer like the LaserJet IIISi, communication can be lost with Windows and all pages may not print. Print one report per script.

PostScript Printers. Printing complex layouts to PostScript printers may generate a 32767 error.

Simplify the layout and try again.

Patterned Lines Don't Print. With some of the line patterns with thin line widths, the pattern does not print although it is visible on the screen. Use a thicker line width, slightly reposition the line, or try another pattern.

LaserJet Printers. LaserJet series printers do not have the capability to clip parts of characters. For example, a field with a height of one and a half lines will print as two lines. Be sure your layouts do not require the clipping of partial lines; resize the field to an integral number of lines.

7.3   Software Incompatibilties

Anti-Virus Software. If you have anti-virus software loaded during installation, you may get a warning that another program is attempting to modify FMPRO.EXE. This is the installer writing registration information into the file. To eliminate this warning, turn off the anti-virus software during the installation of FileMaker Pro.

More Windows. FileMaker Pro does not display correctly under More Windows.

Adobe Type Manager. If you are using versions of ATM before 1.15, the "space" character at position 160 (Alt+0160 on the numeric keypad) will erroneously not display as a space. This is the character you get when you type Ctrl+Space for a non-breaking space. The solution is to use ATM 1.15 or above.

Lotus 1-2-3/W. If you copy a record or the found set to the clipboard, then paste it into Lotus 1-2-3/W, FileMaker Pro date and time fields appear as numbers. You must format the cells (with the Range Format command) with a date or time format.

7.4   Windows 3.0 Considerations

Installer Modification of your Path Variable Under Windows 3.0. During FileMaker Pro installation under Windows 3.0, your Path variable in your AUTOEXEC.BAT file was modified, adding the FMPRO directory to the end of your search path. This may have caused the total length of the path to exceed the DOS limit of 122 characters. After installation, you should inspect your PATH variable to ensure that the limit has not been exceeded, and shorten it if it has.

Font Problems Under Windows 3.0. If you are having problems with font sizes, especially when opening files created on FileMaker Pro for Macintosh, read section 4 on Font and Display Considerations. We recommend that you use a scalable font technology such as Adobe Type Manager, Bitstream FaceLift, or Hewlett-Packard Intellifont-for-Windows.

7.5   Other Problems

Using Files on Removable Media. WARNING! If you are opening FileMaker Pro files on removable media, such as floppy disks, do not remove the disk from the drive until you have closed the file in FileMaker Pro. Never remove the disk when the file is open. FileMaker Pro writes to the disk periodically -- if the disk is not present, loss of data could result.

Sluggish Performance on Computers with Less than 4mb RAM. If you are running on a computer with less than 4mb RAM, edit your CLARIS.INI file to decrease the amount of RAM allocated to the FileMaker Pro cache. Edit the CacheSize entry, specifying a value of 128 or less. See section 4 above for more information on this entry. Decreasing the cache size frees up more RAM for the application, which improves performance. You should also review other usage of

RAM on your system to see if more can be freed up in other places.

Sound Recording at Higher Frequencies. When recording in higher frequencies, most noticeably in 44 kHz, the default buffer size does not provide ample space to record a continuous sample. You may experience skips in your samples. To rectify this, increase the buffer size to 8192 or 10240 for 44 kHz. If you are still having problems, turn off virtual memory and try again. For example, the line in the CLARIS.INI file would be: Sound = 30, 44100, 8192.

Scripts Menu has So Many Items It Covers Entire Screen. A FileMaker Pro file may have so many scripts listed in the Scripts menu that you can't get to the ScriptMaker menu item using the mouse. Use the keyboard equivalent Alt+C, S to get to the ScriptMaker dialog. Then remove some scripts from the menu by selecting the script and unchecking the Include in menu checkbox.

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