Trouble

COLLABORATORS			
	TITLE : Trouble		
ACTION	*NAME*	*DATE*	*SIGNATURE*
WRITTEN BY		October 23, 2024	

REVISION HISTORY			
NUMBER	DATE	DESCRIPTION	NAME

Contents

Chapter 1

Trouble

1.1 Datastore: Troubleshooting Contents

```
Troubleshooting Contents

This section will help you find a solution to a problem so that
you can solve it yourself.

Printing Problems
 Problem 1  When I print a report, each line of data seems
            to wrap over the right hand edge of the page onto
            the next line. The report was okay when I viewed
            it on-screen.

 Problem 2  When I print a report, there seems to be a lot of
            garbage printed at the top of the page.

 Problem 3  There does not seem to be a proper printer driver
            for my printer in the Workbench Printer Preferences
            list. I am running Datastore from floppy disk on an
            Amiga 1200.


General Problems

 Problem 1  When I create a report and view it, each line of
            data seems to wrap over the right hand edge of the
            page onto the next line. This makes my report
            unreadable.

 Problem 2  After I quit Datastore, the amount of memory
            available seems to have decreased.

 Problem 3  When I try and Save my database to floppy disk, I
            get the message 'DS-Files disk full'. I am running
            from floppy disks.

 Problem 4  When I try and place a picture which is in PCX
            format (or indeed BMP, or JPEG), the screen flashes
            and the picture is not opened.
```

```
 Problem 5  I am running Datastore from floppy disk and I
            cannot import a database ASCII file that I saved
            from my PC at work.
```

If a solution to your problem does not appear in any section,
then contact Technical Support.

1.2   Printing Problem 1

When I print a report, each line of data seems to wrap over the
right hand edge of the page onto the next line. The report
appeared okay when I viewed it on-screen.

If you have already changed the character Pitch and Margins in
the Workbench Printer Preferences, then you may find that the
selected Printer Driver is set to "Generic".

Select the appropriate driver for your printer and click Save.
You should now find that your reports print out the same as they
appear on-screen.

As a guide, the following type of printers use the shown
Workbench Printer Driver:
```
  Most 9 pin printers       use 'EpsonX'
  Most 24 pin printers      use 'EpsonQ'
  Canon bubblejets          use 'CanonBJ10'
  Hewlett Packard DeskJets  use 'HPDeskJet'
  Hewlett Packard LaserJets use 'HPLaserJet'
```

1.3   Printing Problem 2

When I print a report, there seems to be a lot of garbage
printed at the top of the page.

You may find that you have the wrong printer driver selected in
your Workbench Printer Preferences.

Select the appropriate driver for your printer and click Save.
You should now find that your reports print out without any
spurious characters.

As a guide, the following type of printers use the shown
Workbench Printer Driver:
```
  Most 9 pin printers       use 'EpsonX'
  Most 24 pin printers      use 'EpsonQ'
  Canon bubblejets          use 'CanonBJ10'
  Hewlett Packard DeskJets  use 'HPDeskJet'
  Hewlett Packard LaserJets use 'HPLaserJet'
```

If none of the available Workbench Printer Drivers work properly
with your printer, you will need to find a suitable driver from
the printer manufacturers themselves or through a Public Domain

Library.

1.4 Printing Problem 3

There does not seem to be a proper printer driver for my printer
in the Workbench Printer Preferences list. I am running
Datastore from floppy disk on an Amiga 1200.

As a guide, the following type of printers use the shown
Workbench Printer Driver:
  Most 9 pin printers   use 'EpsonX'
  Most 24 pin printers   use 'EpsonQ'
  Canon bubblejets   use 'CanonBJ10'
  Hewlett Packard DeskJets use 'HPDeskJet'
  Hewlett Packard LaserJets use 'HPLaserJet'

First you will need to copy a suitable printer driver from your
Workbench disk onto the Datastore disk.

Turn your machine on with the Workbench disk in the internal
drive, double-click the disk icon and then double-click the
System drawer icon. Open up a shell by double-clicking the Shell
tool and type the following:
  copy Storage3.0:Printers/<driver> Datastore:Devs/Printers

Replace <driver> with the name of the Printer Driver you wish to
copy.

If none of the Workbench Printer Drivers work properly with your
printer, you will need to find a suitable driver from the
printer manufacturers themselves or through a Public Domain
Library.

Next you will need to set the Workbench Printer Preferences to
use this driver.

1.5 General Problem 1

When I create a report and view it, each line of data seems to
wrap over the right hand edge of the page onto the next line.
This makes my report unreadable.

The width of the report page is determined by settings in your
Workbench Printer Preferences. You will need to change the Pitch
and Right Margins to allow more characters to fit on the page.

If, after changing the pitch and margins the report still does
not fit on the page, it will need to be modified by either
removing some fields and/or decreasing the 'Spaces Between'.

To edit a report, choose Report (Record menu), select the report
from the list and click Edit.

1.6   General Problem 2

After I quit Datastore, the amount of memory available seems to
have decreased.

When Datastore quits, it returns as much of the memory to the
system as it can.

However, Datastore uses many system libraries which are kept in
memory until such a time as more memory is needed, they are then
flushed out.

You can flush out the libraries manually by opening up a Shell
tool (Workbench System drawer) and typing 'avail flush'.

1.7   General Problem 3

When I try and Save my database to floppy disk, I get the
message 'DS-Files disk full'. I am running from floppy disks.

By default, Datastore saves all database files to a drawer
called Databases on the DS-Files disk.

If this message appears, the disk has been filled up with your
documents and there is no space left to save another.

You will therefore need to create a separate disk which can be
used for any further documents.

Please refer to the sections:
New Database Disk
Opening Files From a Separate Disk
Saving Files To a Separate Disk

Deleting Database Files

1.8   General Problem 4

When I try and place a picture which is in PCX format (or indeed
BMP, or JPEG), the screen flashes and the picture is not opened.

This often occurs when the graphic file is not understood by
Datastore for one of two reasons:

 \textdegree{} The picture is corrupt in some way, due to a faulty disk or
   incorrectly saved file.

 \textdegree{} The picture format is not understood by Datastore.

   Workbench 3 Users
   Datastore uses a Workbench 3.0 facility called Datatypes for
   its graphics handling.

By default, Datastore only ships with one Datatype which it
uses to understand the standard amiga IFF graphic format.

If you wish to use any other type of graphic, you will need
to have a datatype for that file format copied into the
Datatypes drawer (refer to your Workbench manual, or the
Read.me file supplied with the Datatype).

There are many different types of datatype in the Public
Domain which are can be used with Datastore.

Workbench 2 Users
Unfortunately, Workbench 2 users do not have Datatypes as
part of the operating system and therefore you will only be
able to use standard IFF pictures.

If you try and use any other type of picture. Datastore will
not understand it.

1.9 General Problem 5

I am running Datastore from floppy disk and I cannot import a
database ASCII file that I saved from my PC at work.

The Amiga can only understand a floppy disk that was formatted
by the Amiga.

If you try and insert a PC disk into your Amiga, you will only
see a disk icon with the following beneath it, "DF0:????".

To enable the Amiga to understand a PC disk, you will need a
program called CrossDOS (Workbench 3 users have this program, as
part of the operating system).

Install and enable the CrossDOS program and PC disks will have
"PC0: <diskname>" beneath them.