

**Trouble**

COLLABORATORS

	TITLE : Trouble		
ACTION	NAME	DATE	SIGNATURE
WRITTEN BY		July 22, 2024	

REVISION HISTORY

NUMBER	DATE	DESCRIPTION	NAME

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# 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.
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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.

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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.

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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

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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.

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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.

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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.

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## 1.6 General Problem 2

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

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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.

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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.

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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.

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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.

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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.

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