Applications

- ABC Snap Graphics
- AmiPro
- CorelDRAW!
- Corel Ventura
- Designer
- Encarta World Atlas
- Excel
- Hallmark Card Studio
- Halo Desktop Imager
- Harvard Graphics
- MS Imager
- MS Publisher
- PageMaker
- Photoshop
- Photostyler
- Picture Publisher
- PowerPoint
- QuarkXPress
- Quicken
- Word
- WordPerfect
- WordPro

ABC Snap Graphics

Micrografx Technical Support

Printing problems such as garbled output, wrong colors, etc., clear the **Enable Micrografx Escapes** checkbox in the SuperDriver Tricks tab.

Ami Pro (version 3.1)

- **Ami Pro Technical Support**
- **AmiPro & AmiPrint**
- **AmiPro & dropped graphics**
- **AmiPro & envelopes**
- **Images cropped with PaintJet if within .5" area**
- **Rotated text does not display correctly with Ami Pro**

AmiPro & AmiPrint

AmiPrint is a print spooler that has problems with various printer drivers. To turn off AmiPrint uncheck **Print in background** in **Tools/User Setup/Options**.

AmiPro & envelopes

In order for envelopes to print correctly, AmiPro's print spooler AmiPrint must be turned off. Turn it off in Tools/User Setup/Options/Print in background. You may also notice several Printer icons listed on your task bar. This is because each printer you have installed causes an icon to be launched.

Rotated text in AmiPro

AmiPro typically does not correctly display rotated fonts from font managers such as ATM or TrueType. The only combination we have seen display rotated fonts properly is ATM with a Windows HP driver. This problem only affects displayed text, not printed text.

AmiPro & PaintJet

AmiPro considers all of its margins to be relative to the physical page edges, not to the printable area. Text placed in the upper .5" of the page will print using the LaserJet, but the PaintJet doesn't support that area, and some of the text will be lost.

AmiPro & dropped graphics

If you are getting dropped graphics when printing from AmiPro to a SuperDriver, turn off AmiPrint. To turn off AmiPrint uncheck **Print in background** in **Tools/User Setup/Options**.

CorelDRAW! (version 6.0)

Corel Systems Corp. Technical Support

Bitmap images appear washed out

Bitmaps print slowly

Blocky graphics or crude dithering on output

Color Manager conflict

CorelDRAW! 6.0 and EMF files

CorelDRAW! loses part of picture

CorelDRAW scanline limitations

Output cut off at 54 in.

Slow printing with CorelDRAW! 4.0

Unrecoverable error: undefined in...

Won't print to monochrome devices or prints slowly

Bitmap images appear washed out

When printing from CorelDRAW! to certain desktop color printers, bitmap images appear washed out. If this happens, try loading the printer circuit COREL3, which has been included on CorelDRAW! Disk 1, and at the root of the CDROM Disk 1. Copy COREL3.SMT, COREL3.RGB and COREL3.CMY into the COREL40\CUSTOM directory, and then load the circuit via the Print/Color/Load dialog.

This information is included the the CorelDRAW! 4.0 README.WRI file.

LaserJets and CorelDRAW!

(Monochrome devices & CorelDRAW!)

This problem usually manifests itself by displaying blocky graphics or crude dithering on the output.

By default, SuperPrint scales any brush patterns to fit the output device space. CorelDRAW! has a setting in its CORELDRW.INI file, LaserHalftoning=1, that controls pattern scaling. If both settings are on, they scale it, then we scale it, which can result in very coarse dither patterns, and possible insufficient memory errors and possibly GPF s or equivalent.

You have two options:

1) Allow SuperPrint to do the pattern scaling.

- In the SuperDriver's **Tricks** tab, set Pattern Scaling to 0.
- In the CORELDRW.INI file find the [CDrawConfig] section of the file.

  Change LaserHalftoning=1 to LaserHalftoning=0. (If the line is not there, please add it as follows):

  [CDrawConfig]

  LaserHalftoning=0

2) Allow CorelDRAW! to do the pattern scaling.

- In **Tricks** tab set Pattern Scaling to 1
- In the CORELDRW.INI file set LaserHalftoning=1.

To find the Tricks tab, see Accessing SuperDriver options.

CorelDRAW! Color Manager conflict

CorelDRAW! 5.0 & 6.0 have built-in Color Manager that conflicts with SuperPrint's **Image Enhancement/Adjusting Hues** features. To disable Corel's Color Manager, clear the check box **Printer Color Profile** in Corel's **Print** dialog.

CorelDRAW! loses part of picture

If you image is clipped or incomplete, you should try using Corel's **Fit to Page** option.
In CorelDRAW! 4.0: use **Fit to Page** option
In CorelDRAW! 5.0 & 6.0: use **Fit to Page** in **File/print/options/layout**

Slow printing with CorelDRAW! 4.0

CorelDRAW! 4.0 users make the below edit but in the [Config] section of the CORELDRW.INI file, located in the \ COREL4\CONFIG directory

UseClippingForFills =1

Note: if the line is not there, add it.

This will speed up printing as well as create much smaller SuperMetafiles (SMF files).

Set UseClippingForFills values in the CORELAPP.INI for Corel 5.0 (value=1)and 6.0 (value=7).

Corel 6.0 & EMF files

EMF files imported by copying or pasting into Corel 6.0 will be clipped and moved on the screen and result in poor redraws. This is a result of the way that Corel 6.0 handles EMFs. As a workaround, try saving the file in WMF format, they import nicely into Corel 6.0

CorelDRAW scanline limitations

CorelDRAW 6.0 limits the number of scanlines it will print to a non-PostScript printer. Even if you use the **Scaling** feature in the large format SuperDrivers, CorelDRAW allows only a little over 16,000 scan lines. Your output will be limited to 54 in. at 300 dpi. (Note: Corel has been advised of this problem.)

Since Corel does not place the same limitations on PostScript printers, you can create a ZScript (PostScript) printer in Masquerade. (Note: ZScript is not available with some versions of SuperPrint.)

Or, if resolution is not a consideration, use the SuperDriver and lower the resolution to 150 dpi.

Corel Ventura (version 6.0)

Corel Systems Corp.

Slow printing with Ventura 5.0

Ventura 5.0 prints color bitmaps to color devices in black and white dither

Ventura prints color bitmaps to color devices in black and white dither

To allow SuperDriver to scale and print 24 bit color bitmaps, erase or rename the file called DITHER.VP in the Ventura directory.

Slow printing with Ventura 5.0

To prevent Ventura 5.0 from rasterizing every page, which results in slow printing, remove the file DITHER.VP from the Ventura directory.

Designer (version 6.0)

Micrografx Designer Technical Support

Bitmaps print slowly

Designer 3.1 transparent TIFFs to a color output device

Dither incorrect for monochrome bitmaps

Dropped or broken vector objects

Rounded end rectangles don't print correctly

Dropped or broken vector objects

If you are having problems like dropped or broken vector objects, try turning **Enable Micrografx escapes** off. This option is found In the **Tricks** tab.

Dither incorrect for monochrome bitmaps

Designer does its own dithering for monochrome bitmaps.

Designer 3.1 transparent TIFFs to a color output device

Designer does not send the correct information for transparent bitmaps when printing to color devices.

Designer no longer sends the transparent bitmap to 4 plane devices like the inkjet and thermal printers. For 24 bit devices, the bitmap will not look transparent. This is not just to SuperDrivers. Transparent hatch patterns print correctly; and printing the transparent TIFFs to black & white devices is correct. Micrografx knows about this problem. You can get the correct output by creating a PostScript file from Designer and dropping onto the SuperQueue PostScript Language Filter. Be sure to use the Micrografx PostScript driver, not the Microsoft driver, because it uses the Micrografx escapes.

Note: SuperQueue is not available with some versions of SuperPrint.

Encarta 96 World Atlas

Job Error! 0 pages printed

The font Arial Special G1 must be installed on your system. It should be installed automatically when you run the Encarta setup program.

Excel (version 7.0)

Microsoft Corp. Technical Support

Cannot get correct pattern colors in Excel

Changing from Windows driver to SuperDriver

Driver changes not retained

Font and formatting problems

Gray scale fills look wrong printing to laser printer

Text displays correctly, but prints with #'s

Cannot get correct pattern colors in Excel

In **Tricks** tab, Report 1 bit/pixel, 1 plane as device bitmap defaults to off. Checking this box will give the pattern the correct color. This option is found in the SuperDriver's Properties

Element fills, shading & laser printers

Some applications produce screens or fills by printing a pattern fill. These applications expect the driver to reproduce an 8x8 pixel pattern (like tiling wall paper on the Windows desktop) on laser printers, making what looks like a dithered fill at 300 DPI.

SuperDrivers, by default, scale the pattern so that it looks more like your screen. You can change the default in the SuperDriver's **Tricks** tab.

For example, in applications such as PageMaker, Excel and Word, fill pattern dots may print too far apart. Your output will be more pleasing if you access the SuperDriver's **Tricks** tab change **Pattern Scale: 0** to **Pattern Scale: 1.**

Text displays correctly, but prints with #'s

If the currency format is used with the Excel default font (MS Sans Serif 10), and numbers are typed into a cell, the text displays correctly on screen ($1,495.00), but prints as #########'s. This indicates there wasn't enough room in the cell for it.

Microsoft reports that if you use the default MS Sans Serif, the mapping isn't correct. Use a TrueType font and the text displays and prints properly. This occurs with both the SuperPrint Drivers and the Windows drivers.

Excel driver changes not retained

Excel 5.0 fails to retain the driver changes that are made from its **Printer Setup** dialog. Changes must be made from the **Page Setup/Options** dialog.

Printer Setup and **Page Setup** can be found in Excel's **File/Print** dialog.

Changing drivers & Excel

When you change from the Windows driver to a SuperDriver, columns change sizes with certain font selections. Excel defaults to MS Sans Serif, a screen font. If you set up a primary font in Excel common to any driver, such as Arial, the column width will not change when you change drivers. To do this in Excel 5.0, access **Tools/Options/General** There is a section called **Style** Includes; make sure that **Font** has an X on it. Then click on the **Fonts** button and select a font common to any driver, such as a TrueType font.

To make the same change in Excel 7.0, access **Format/Style**. Make sure that the **Font** has a check by it and that the font is a common TrueType font, like Arial.

Various printing problems such as output appearing to be smaller with the SuperDriver than it was with the Windows driver can often be solved by setting the desired resolution in Excel. Open Excel's **File, Page Setup, Options** dialog and make sure that Excel's **Print Quality** shows the desired dpi.

Hallmark Card Studio

Micrographx Technical Support

Errors when printing

Cards print in wrong orientation

Errors when printing

Errors when printing (Failed to print message or system hangs when printing)
Clear the **Enable** M**icrografx escapes** setting in the **Tricks** tab.

Cards print in wrong orientation

Cards print in the wrong orientation. For example, a half-fold card prints portrait instead of landscape. Changing the orientation in the SuperDriver has no effect on the output.

Hallmark Card Studio prints in the incorrect orientation when you have selected a resolution in which the pixels are not square, such as 360 x 180 dpi. These non-square resolutions commonly occur in inkjet and dot matrix printers. Choose a square resolution, where both numbers are the same, or where the resolution is expressed in only one number.

Halo DeskTop Imager (version 2.2)

Slow Printing with bitmaps

HALO Desktop Imager provides the user the option of letting the printer (or driver, in our case) do the scaling of bitmaps. Imager has a checkbox in their **Print** dialog allowing "Use Printer's Scaling" and "Use Printer's Halftone". Make sure these are checked on.

Harvard Graphics (4.0)

Software Publishing Corp. Technical Support

Harvard Graphics doesn't retain settings

Slow printing with pattern fills

Harvard Graphics doesn't retain settings

Harvard Graphics (version 3.0 & 4.0) does not retain your non-default settings for such things as paper size, resolution, margins, etc., which can lead to a variety of problems including incorrect output and frustrating error messages. The workaround is to force Harvard to accept your choices. This can be done as follows:

With Harvard Graphics closed, make your choices in the SuperDriver's options dialogs. To locate them, see accessing SuperDriver options. Then open Harvard and confirm your driver in the **File, Printer Setup** dialog and set paper size, margins etc. in Harvard's **File, Presentation Setup** dialog. Note that Harvard assumes half inch margins; if you are using a film recorder, be sure to set the margins to zero.

If you need to make changes while Harvard is running, access the SuperDriver's options dialogs. (you can minimize Harvard) make your changes, then switch back to Harvard. Next, choose **File, Printer Setup**, change to a different driver and then back to your driver of choice. This will force Harvard to re-read the current driver settings. If Harvard presents you with a dialog saying that margins were reset, access **File, Presentation Setup** and reselect the settings you want.

Slow printing with pattern fills

Harvard Graphics pattern fills create large files that print slowly. SPC is aware of the situation.

PageMaker (version 6.0)

Adobe Technical Support

Color bitmaps print slowly

Gray scale fills look wrong printing to laser printer

Hardware Copies

Line endings, page breaks and fonts are incorrect

Pattern fills at high resolution wrong or printer hangs

Pattern fills at high resolution wrong or printer hangs

PageMaker employs a tiling approach to filling areas via the use of a user-defined character (it contains the desired pattern). The "character" is cached for efficiency, and then transferred in bit blocks to the "page" as needed. If SuperPrint does not have enough memory available for a full page bitmap, it has to buffer these tile objects individually in memory, which can quickly be exhausted. The only solution at this point is to increase Windows Virtual Memory (slow), or upgrade the computer with enough physical RAM to contain the frame buffer (fast).

Line endings, page breaks and fonts are incorrect

Switching the target printer of an existing publication or document can mean unwanted changes in such things as fonts, text length, line endings, graphics, etc. When creating publications or documents from applications such as PageMaker, select the correct target printer from the start.

Hardware Copies

Most Windows applications recognize that SuperDrivers have the ability to handle hardware copies. The application only needs to send the data once and the SuperDriver duplicates the pages as needed. PageMaker 5.0 doesn't do this; it sends the data multiple times.

As a workaround, you can use a Masquerade generated driver. This will provide the PostScript functionality which handles "copies" in a more efficient manner. Note: not all versions of SuperPrint have the Masquerade application..

Bitmaps print slowly

Some applications do not know that SuperDrivers are smart drivers and scale images in advance. When SuperPrint gets the image, it is already at device resolution and may or may not be larger than the original bitmap (it depends on DPI and size). The resulting file could be large, thereby taking a long time to print.

Processing the image through a masquerade generated driver should speed up printing.

Note: Applications that do send SuperDriver the Device Independent Bitmap (DIB), thereby printing faster, are PhotoStyler 4.0, MS Imager 2.0, Picture Publisher 6.0 and all Microsoft applications.

Photoshop (version 3.0)

Adobe Technical Support

Slow printing

SuperScreens incorrect

Slow Printing with Photoshop

Photoshop versions 2.5 and 3.0 will provide you with the option of letting the SuperDriver do the scaling of bitmaps. Choose the **Constrain File Size** checkbox in the **Image/Image Size** dialog. This will keep SuperMetafile sizes from growing really large and will improve print speed.

SuperScreens & Color applications

Some applications like Picture Publisher and Photoshop do their own dithering to 1-bit (black & white) devices like the laserjets or inkjets even if you request the Printer default screen. Therefore, if you select a SuperScreen in the SuperDriver's Halftoning tab, it won't print to 1-bit devices from these applications.

These applications do respect Printer default screens when dithering to 4-bit (color) devices like color inkjets.

PhotoStyler (version 2.0)

Adobe Technical Support

Bitmap printing to upper left corner of the output

May occur in PhotoStyler 1.1A. Under Print Options, use **Scale to Fit**, so that the bitmap stretches to fit the area. You will get better results if you can scan the image at the correct resolution to begin with.

PhotoStyler 2.0 sends the SuperDriver a Device Independent Bitmap (DIB) so **Scale to Fit** is unnecessary. It is still true, however, that scanning the image at the same resolution as your output device provides better results.

Picture Publisher (version 6.0)

Micrografx Technical Support

SuperDriver options grayed out in Picture Publisher 5.0a

SuperScreens incorrect

Picture Publisher 5.0a and SuperDriver options

When you open the SuperDriver from within Picture Publisher, the SuperDriver's Image and SuperRIP tabs are grayed and unavailable. Both tabs are accessible if you access the SuperDriver from the Printers folders or Print Manager.. Earlier versions of Picture Publisher and Picture Publisher 7.0 do not have this problem.

PowerPoint (version 7.0)

Microsoft Technical Support

Black & White output to a color device in PowerPoint 7.0

Continually resetting Default Target printer(s) in PowerPoint

Pattern colors not correct

Printer settings

Printing and font mapping are not correct

Pattern colors not correct

In the **Tricks** tab, **Report 1 bit/pixel ,1 plane as device bitmap** defaults to off.. Checking this box to turn it on will give the pattern the correct color.

Printer settings

In PowerPoint versions 7.0 & 4.0 you need to be aware of how the **Current Printer** selection affects presentations. You will obtain the best results with the least effort if you select the printer before you begin composing the presentation. This will give you the correct working area on the screen.

Continually resetting Default Target printer(s) in PowerPoint

After setting up printers to desired configuration, save as a file called DEFAULT. This will act as a flag to PowerPoint so it will come up with an untitled file with these settings the next time you begin a new file.

PowerPoint font mapping

PowerPoint allows more than one printer to be active at the same time. In PowerPoint 4.0, you can configure printers for both slides and handouts. To configure the printers that you wish to use, from the **File** menu select **Print/Printers** and then select from the list of available devices. For PowerPoint 7.0, from the file menu select **Printers** and choose your printer from the drop down list, to configure your printer choose **Properties**.

To map fonts, select **Tools/Replace fonts.** Put the font you want replaced in the replace box and what you want the font to be replaced with in the replace box.

Black & White output to a color device in PowerPoint 7.0

If you are getting Black & White output to your color device, in PowerPoint 7.0, from the **File** menu select **Print** and make sure that the **Black & White** checkbox is cleared.

Slow printing with bitmaps in MS Imager 2.0.

MS Imager provides the user the option of letting the printer (or driver, in our case) do the scaling of bitmaps. Imager has a checkbox in their **Print** dialog allowing "Use Printer's Scaling" and "Use Printer's Halftone". Make sure these checkboxes are selected.

MS Publisher (version 3.0)

Microsoft Technical Support

Rotated text not printing properly

Shading lighter than expected

Rotated text in MS Publisher

Microsoft Technical Support suggests adding the following line to the [Printing] section of MSPUB.INI:
BandInMemory=1

Shading lighter than expected

When you're printing documents that contain areas of gray, you may find the results you get from SuperDriver can be significantly lighter than from other printer drivers (especially laser printer drivers). SuperDriver corrects output to render grays more nearly like those you see on your screen; most other drivers do not. If you are accustomed to and prefer the uncorrected grays, there are three ways to change SuperDriver's default settings to emulate the results from the other driver:

- Make different choices within your application
- Change the **Halftoning** settings
- Remove our correction defaults

Making choices in your application

Where the situation permits, often the simplest solution is to choose different tints in your application. Since SuperDriver defaults are intended for screen matching, the choices in your application should provide good guidelines for getting the desired output.

Changing the Halftoning settings

Halftoning: Dot Gain lightens output. This **Dot Gain** adjustment can be used if 50% gray isn't satisfactory. Choose Halftoning in the Options tab. Try lowering it in 10% increments until you get the "darkness" you want.

Removing SuperDriver correction defaults

If you really want SuperDriver's output to match that of another (uncorrected) driver, here is how to turn off all SuperDriver image corrections. This procedure puts the entire burden of image correction on your application.

1. From the **Image** tab in the SuperDriver set **Saturation** to zero. While you are still in the **Image** tab. clear the **Enabled Hue Matching** checkbox. If the application will sharpen bitmaps, or if the bitmap you are using is already sharpened, set **Sharpness** to zero as well.
2. Select the **Halftoning** tab and lower the **Dot Gain** setting to -100%. This negative setting will tell it to skip the auto-calibration it normally provides. With the auto-calibration off, you may get different grays depending on your choices under **Halftoning**. Again, with these settings, the only way to compensate is in your application.

Note: Sometimes publishing programs use bitmap patterns as tint fills instead of requesting a particular gray value. In this case, SuperDriver's **Tricks** feature, **Bitmap pattern scaling**, becomes a factor. Choose the **Tricks** tab in the SuperDriver and change the default setting from zero to 1. This will have the effect of turning off our scaling (which is designed to scale bitmap patterns to your printer's resolution) and will pass the application's patterns directly through to the printer.

To find the tabs mentioned above, see Accessing SuperDriver options

QuarkXPress (version 3.32)

Quark Technical Support

QuarkXPress Demo Documentation indicates that it provides complete support for all PostScript printers supported by Windows. QuarkXPress does not support color-separation, color-trapping, or high resolution picture-output capabilities to non-PostScript printers.

EPS files that are generated by the Save As command from within Quark generate an error when the Zenographics PostScript filter tries to process them. To print these files without problem, use a text editor to remove unnecessary characters at the beginning of the PostScript files so that the file begins with the characters %P. Note: ZScript is not available with some versions of SuperPrint.

Quicken (version 5.0)

Intuit Technical Support:

Can't choose 3 checks per page

Can't choose 3 checks per page

Choosing **Continuous** and **Partial Page Printing** style will not allow you to highlight the 3 checks/page option. Choose **Page-Oriented** for the paper feed and Quicken will allow you to choose the 3 checks/page option.

Word for Windows (version 7.0)

Microsoft Technical Support

Envelopes wrong orientation or direction in Word 2.0

Gray scale fills look wrong printing to laser printer

No output from Word 7

Word 7 disappears in NT

Word 7 doesn't print color

Envelopes wrong orientation in Word 2.0

If envelopes from Word 2.0 print in the wrong direction or orientation, contact Microsoft for help in changing a file called NEWMACRO.DOC. If you open this file, highlight **SetPrinterHeuristic** and choose the **Demo** button, you will see what this file does.

Word 7 doesn't print color

This is most likely because of a Word 7 setting. Choose **Options** from the **Tools** menu and select the **Compatiblity** tab. Look for **Print colors as black to non-color printers.** Make sure this option is not enabled.

No output from Word 7

Turn off the “print in the background” feature in Word 7.

WordPerfect (version 6.1)

Word Perfect Technical Support

GPF in WordPerfect 6.0

Printing problems

GPF in WordPerfect 6.0

GPFs or erratic behavior sometimes occur when using WordPerfect 6.0 with certain SuperDrivers. Problems typically arise when using the **Layout/Page/Paper Size** menu option, selecting a new WordPerfect template, or performing any operation that involves the SuperDriver. The problem does not involve all SuperDrivers.

WordPerfect Corp. has corrected the source of the problem with its 6.0a release.

Word Perfect 6.0 printing problems

There are a number of problems that can be solved by deleting the file WPCSET.BIF in the Windows directory and allowing it to rebuild. This is the file that Word Perfect uses to store printer information.Note: It may take a long time to rebuild (5 to 30 minutes), with only the hour glass showing.

Patterns on output look enlarged

The Pattern Scale value is a pattern multiplier where 1 leaves the pattern alone, 2 doubles it, 3 triples it, etc. Zero (0) is the default and means automatically scale to match the screen, which for a 300 dpi printer means a Pattern Scale value of 3. To change **Pattern Scale**, open the SuperDriver's Tricks tab and, under **Application Fill Patterns,** set **Pattern Scale** to the desired value.

Word Pro 96

WordPro Technical Support

If you are experiencing problems printing from Word Pro try disabling Word Pro's print spooler. To do this, in **User Setup/Word Pro Preferences**, select the General tab, uncheck the Print this document in background.

Known Problems

Applications open slowly
Designer rounded rectangles
GPF printing problems with WordPerfect
Incorrect character spacing or stretched text on output in Windows NT

Applications open slowly

SuperDrivers enumerate fonts. If there are many TrueType fonts installed, opening applications will be relatively slow.

Rounded rectangles in Designer

Designer 3.1 rounded rectangles with round-join thickness show on screen, but print with square ends. Windows drivers and the screen always use rounded line caps and joins. SuperDrivers always use beveled joins and butt caps. The PostScript driver supports some escapes that we don't yet support for a variety of line caps, joins, and miter limits.

The workaround for this problem is to send the file through a Masquerade generated driver. Note: not all versions of SuperPrint contain the Masquerade application.

Configurations & Settings

Accessing the SuperDriver Options

Networks

Networks

Can’t change printer properties in NT

Network printing produces RAW PS data

See also: SuperDriver Help files for instructions on setting up network printing.

Accessing SuperDriver Options

Note: not all versions of SuperPrint contain the SuperQueue application.
Ways to access SuperDriver options are as follows:

In Windows NT

- Print Manager: choose **Printers/Properties/Details/Job Defaults...**
- SuperQueue: choose **Printer/Properties/Details/Setup...**
- SuperPrint Status: choose **Setup...**
- Applications: choose **Print.../Properties** (changes apply only to that application)

Devices

ENCAD Novajet

Epson Stylus

FARGO Color Printers

ENCAD Novajet

Encad Technical Support

Plotters Supported:

NOVAJET II (D & E size)
NOVAJET III (D & E)
CADJET II (D & E)
NOVAJET Pro 36
NOVAJET Pro 50
NOVAJET 4 (D & E)

Ink control

Banner file disappears when printing

Output limited to 109 in.

Ink control & Novajet

If you have too much ink on the page, or ink bleeds into a neighboring color, turn on **Ink Depletion** in the SuperDriver's **Advanced Options** tab. Please note: Turning **Ink Depletion** on may have an effect on color.

Output limited to 109 in.

Because of the Windows maximum (32,768) number of scanlines, output cannot exceed 109 in. at 300 dpi. If you really need a longer banner and high quality isn't an issue, you can lower the resolution. You will also need to adjust the maximum number setting in the Custom Papers dialog. To do this:

1 Locate your SuperDriver's SDD file. It will be named for your printer. For example, the Novajet's filename is SD_NOVAJ.SDD, the DesignJet's is SD_DSJET.SDD. In Windows 95 the file is in the Windows\System folder. In Windows NT, it is in Windows\system32\spool\drivers\w32x86\1.

2 In the SuperDriver's SDD file, look for a section for your printer model. You will see a line called MaxExtent, in which the maximum extent allowable for width and length is expressed in 100ths of an inch. In the example below, the MaxExtent for width is 2400 (24 in.) and the length is 10920 (109.2 in.)

```
[NOVAJET II   (D-Size) (Z)]
MinExtent=400,400
MaxExtent=2400,10920
```

3 Increase the second MaxExtent number to the desired size. For example, if you wish a banner that is 218 in. long, MaxExtent values for this model will be 2400,21800.

4 Create a Custom Paper using the new size. The number you have set in MaxExtent will now be available.

Epson Stylus

Epson Technical Support

Epson models supported:	**In Japan**
Epson Stylus 800	Epson MJ-700V2C
Epson Stylus 1500	Epson MJ-800C
Epson Stylus COLOR	Epson MJ-500 C
Epson Stylus COLOR II	Epson MJ-900 C
Epson Stylus COLOR IIs	Epson MJ-5000 C
Epson Stylus PRO	Epson MJ-3000 CU
Epson Stylus PRO-XL	Epson MJ-510 C
Epson Stylus PRO XL + (Europe only)	Epson MJ-810 C
	Epson MJ-910 C
	Epson MJ-5100 C

Colors appear washed out with the SuperDriver

SuperDriver colors appear washed out

The type of paper you are printing to can affect the appearance of colors. If you are getting washed out colors on your output, make sure that you are printing on coated paper not bond paper.

NT users, make sure you change the resolution in Print Manager before opening the application.

FARGO Color Printers

Fargo Technical Support

Fargo ID printer Models supported:

Cheetah
Cheetah II
Persona
Persona Plus
Persona II

Aborting a job stops the printer

Only the yellow plane of the image prints

Aborting a job stops the printer

The FARGO printer stops when you abort a job. The printer then needs to be manually cleared of paper by the user.

Only yellow plane prints

The FARGO Primera printer supports paper sizes **Letter Small** and **Letter.** If you try to send a **Letter** page to the device when **Letter Small** is loaded, the Primera will print only the first (yellow) plane of the image.

Technical Directory

A

Adaptec
Adobe
Agfa
ATI Technologies Inc.
Autodesk

B

Bitstream

C

CalComp
Canon
Citizen

Claris
Corel Systems Corp

D

Delrina

E

ENCAD
Epson

F

Fargo Electronics, Incorporated
Frame Technology Corporation
Future Domain

G

H

Hercules Computer Technology
Hewlett-Packard

I

IBM (see Lexmark)
Ilford
Intuit

J

K

Kidasa
Kodak
Kyocera

L

Lasergraphics
Lexmark
Lotus Corp

M

Management Graphics
Media Cybernetics
Metrum (see Sienna Imaging, Inc.)
Micrografx
Microsoft
Mirus Industries
Mitsubishi
Mitsubishi Professional Electronics Division
Montage Graphics

N

National Instruments

O

Oce USA
Okidata

P

Panasonic

Pacific Rim Data Sciences
Polaroid

Q

Quark

R

S

Shinko
Sienna Imaging, Inc.
Silverdalen
Software Publishing Corp
Sony
Star Micronics America, Inc.
Symantec

T

Tektronix
Texas Instruments
Toshiba
TrueVision

U

V

Vertisoft

W

WordPerfect Corp.

X

XLI

Y

Z

Zenographics

Adaptec
1-408-934-7274

Adobe

1-415-981-4400

Agfa

Agfa (film recorders)
1-800-879-2432
Compugraphic (fonts)
1-800-424-8973

ATI Technologies Inc.
1-905-882-2600

Autodesk, Inc.

Contact your Authorized AutoCAD Dealer

Bitstream

1-617-497-7514

CalComp

1-800-451-7568
1-714-236-3045 (BBS)
Digitizer Division: 1-800-458-5888
Supplies: 1-800-CALCOMP

Canon

Canon Color Laser Copier Support
Canon Graphics Systems Division US
1-800-528-2830
Canada: 1-416-795-1111
Canon Bubble Jet & Laser Printer
1-800-423-2366
Canada: 1-416-795-1111

Citizen
1-310-453-0614

Claris

Hollywood
1-408-727-8227

Corel Systems Corp.

1-800-818-1848
IVAN: (Automated Technical Support)
1-613-728-1990

Delrina Technology
1-416-441-3676

Design Science

MathType
1-310-433-0685

Epson

1-800-922-8911

ENCAD

1-619-452-4350

Fargo Electronics, Incorporated
1-612-941-0050

Frame Technology Corporation

FrameMaker
1-408-922-2744

Future Domain

1-714-253-0400

Hercules Computer Technology

1-800-532-0600

Hewlett-Packard

Technical Support:
1-208-323-2551
1-208-344-4809 (fax)

Ilford Photo

1-800-262-2650
1-201-599-4348 (fax)

Intuit

Technical Support:
1-505-896-7203

Itochu Technology, Inc. (C. Itoh)

Technical Support
1-714-757-4527 x 4250
1-714-757-4423 (fax)
Imaging Products
1-714-660-0506

Kidasa

Milestones
1-512-328-0168

Eastman Kodak Co.

Technical Support
1-800-321-6099 or 716-726-3437
Product Information
1-800-445-6325 x 110

Kyocera

1-510-748-6680

Lasergraphics
1-714-753-8292

Lexmark

1-606-232-3000
(Lexmark now handles all IBM printers)

Lotus Corporation

Dos & Mac products support:
1-508-988-6400
Windows Product Support
508-988-2500
OS/2 Products support
1-508-988-2820

Management Graphics
1-612-854-1220

Media Cybernetics

HALO Desktop Imager
1-301-495-3305
1-301-495-5964 (fax)

Sienna Imaging Inc.

1-303-754-0200 x 317

Micrografx

Technical Support:
Designer, Picture Publisher, Hallmark Card Studio
1-214-234-2694
BBS 1-214-644-4194
CompuServe: GO MICROGRAFX
AmericaOnline: GO MGX

Microsoft

Excel
1-206-635-7070
PowerPoint
1-206-635-7145
Publisher
1-206-635-7140
Windows (also Paintbrush & Write)
1-206-637-7098
Word for Windows
1-206-635-7130

Mirus Industries

1-408-980-6600
1-408-980-6601 (fax)

Mitsubishi

Technical Support
1-800-344-6352
Sales Information
1-800-843-2515

Mitsubishi Electronics America, Inc.

Professional Electronics Division
Technical Support
1-908-302-2867
Service Requests or Queries
1-908-563-0713 (fax)

Montage Graphics

1-408-654-0684 technical support
1-408-654-0704 fax number

National Instruments
1-800-433-3488 (IEEE-488)

Oce USA

1-800-877-6232

Okidata

Okidata Printer Support
US: 1-800-OKI-DATA
Canada: 1-609-273-0300

Pacific Rim Data Sciences
1-510-226-8930

Panasonic

Panasonic Color printers
1-201-392-4932, Product Manager
Panasonic Laser & Dot Matrix
1-800-222-0584

Polaroid

Technical Support
1-800-432-5355
FaxBack
1-800-392-1170 ext 249
CompuServe Imaging Vendors Forum
Go Polaroid

Quark, Inc.

QuarkXPress
1-303-894-8822

Shinko

North America
Mitsubishi International Corp.
1-914-997-4999
1-914-997-4976 (fax)
England
Colorgraph Ltd.
44 734-819 435
44 734 815 197 (fax)
Japan & Asian Countries
Shinko Electric Co., Ltd.
81 3 5476 9113
81 3 5476 2895 (fax)

Silverdalen Soft AB

Sweden
46 8 623 6750
46 8 623 6767 (fax)

Software Publishing Company

Harvard Draw
1-408-988-6097
Harvard Graphics
1-970-522-9064 or
1-303-522-9064
Customer Service
1-800-234-2500

Sony

Northeast Region
1-201-833-5300
Southeast Region
1-404-263-8016
Midwest Region
1-708-773-6037
Southwest Region
1-214-550-5320
Western Region
1-714-229-4102

Star Micronics America, Inc.

1-908-572-3300
1-908-572-5995 (fax)
1-908-572-5010 (BBS)

Symantec
1-503-465-8420

Tektronix

1-800-835-6100
1-503-682-7450 (FastFax [voice] system)

Texas Instruments

1-800-336-5236
1-214-995-6611

Toshiba America

1-708-541-9400
1-714-583-3573 (fax)

TrueVision

1-800-858-TRUE (Sales)

Vertisoft

Tech Support: 1-803-269-9969
Sales: 1-800-944-6250

Novell Corporation

1-800-228-1029
1-801-222-4577 (fax)

XLI Support

1-508-670-5999

Zenographics, Inc.

AnswerLine: 1-714-851-2191
AutoTech fax: 1-714-833-7472
BBS: 1-714-851-3860
CompuServe: GO ZENO
Internet World Wide Web page: http://www.zeno.com
MSN Go Word: ZENO
Technical Fax: 1-714-833-7465

Error Messages

Error 1797, Printer Driver is unknown

Exception: Access Violation (0xc0000005)

Failed to create Device Context for target printer

General Protection Fault

Image too complex

Job Error! 0 pages printed

Job Prints While Spooling must be disabled

No PostScript drivers found

Printer xxx has been deleted or renamed, cannot update font list

Procedure entry point ImageList_Destroy could not be found

SuperRIP failure - Insufficient memory

SuperRIP failure - Banner file disappears when printing

SuperQueue _job errors occur silently

Unable to dynalink....

Unable to open printer in NT

Unrecoverable error: limitcheck in moveto

Unrecoverable error: undefined in...

Image too complex

An exceptionally complex filled polygon can create an "Image too complex" error when enough memory cannot be allocated to handle it. SuperRIP takes nearly all available memory (except generally, 3MB). You can reduce the SuperRIP memory allocation, thereby leaving more for the polygon. To do this, clear the Automatic Memory Management checkbox in the SuperRIP tab and use a lower number than the one suggested for the Maximum SuperRIP Allocation.

General Protection Fault

A General Protection Fault (GPF) can occur in Windows NT. It often occurs when one application violates the memory space allocated to another application.

Dr. Watson for Windows NT is a program that detects application errors, diagnoses the error, and logs the diagnostic information. If an application error occurs, Dr. Watson for Windows NT will start automatically.

The log file created is called DRWTSN32.LOG and it is created in an electronic text file. You also have the option of creating a binary crash dump file that can be loaded into the Windows Debugger for debugging.

Please do not send a file to us unless our Technical Support staff requests it.

Using Update Font List causes an error message

If the original printer name is changed for a Masquerade generated driver, and you select the **Update Font List,** you will get the following error message:

Printer xxx has been deleted or renamed, cannot update font list

The only work around for this is to change the original printer name back to what it was when Masqued, or delete and re-Masque the printer.

Note: not all versions of SuperPrint contain the Masquerade application.

Exception: Access Violation (0xc0000005)

Exception: Access Violation (0xc0000005)

Address: 0x50335081

This message occurs with Word 7 in NT when using a Masquerade-generated driver.

Word 7 does not accept a driver name with parentheses. To avoid the problem, set up your Masquerade-generated driver **before** opening Word.

Note: not all versions of SuperPrint contain the Masquerade application.

Renamed Masqued printer causes an error

If a Masquerade-generated printer is renamed, Masquerade loses the link to the original printer. When you attempt to print to the renamed printer you will get the following error message:

[!]Failed to create Device Context for target printer!

[000001F.770] A device attached to the system is not functioning

You must either delete and re-Masque the renamed printer or you can change the name back to the original printer name.

Note: Not all versions of SuperPrint contain the Masquerade application.

Job Prints While Spooling must be disabled

This message occurs with a Masquerade-generated driver in Windows NT. A setting for the target driver (not the Masquerade-generated driver) must be changed. In **Print Manager**, open the **Printer / Properties / Details** and clear the **Job Prints while Spooling** checkbox.

Note: Not all versions of SuperPrint contain the Masquerade application.

SuperQueue job errors occur silently

SuperQueue job errors occur silently if SuperQueue is not open. Workaround is to have SuperQueue running.
Note: Not all versions of SuperPrint contain the SuperQueue application.

Unrecoverable error: limitcheck in moveto

This error can occur when you are previewing or printing a PostScript file. This error is related to the complexity of the file. If you can simplify the source PostScript file you may be able to eliminate this error. If you are printing via a Masquerade generated driver you can try changing the options in the PostScript driver.

Note: Not all versions of SuperPrint contain the Masquerade application.

No PostScript drivers found

If when opening Masquerade you get the following error:

No PostScript drivers found

You must install a PostScript driver in Windows 95 before using Masquerade. Which PostScript is not important; any Windows 95 PostScript printer will work.

Note: not all versions of SuperPrint contain the Masquerade application.

Unrecoverable error: undefined in ...

Occurs when exporting EPS files from CorelDRAW. In CorelDRAW, clear the **Include Header** checkbox in the **Image Header** section of the EPS export dialog when exporting files.

Procedure entry point ImageList_Destroy could not be found

The full message is: Procedure entry point ImageList_Destroy could not be found in dll COMCTL32.DLL.

Additional messages may appear regarding failure to initialize application properly and failure of filter libraries to install.

Error occurs when trying to install SuperPrint into Windows NT version 3.5. SuperPrint 4.0 requires version 3.51. You need to update your Windows NT version.

SuperRIP Memory Management

Banner file disappears when printing

SuperRIP error - Insufficient memory

Using the RETRY button

Insufficient memory errors

SuperRIP Failure - Insufficient Memory errors can occur.

If you have been opening and closing several applications (Windows memory is segmented), first try exiting and restarting Windows.

In the SuperDriver's **SuperRIP** Tab, turn **Automatic memory management** OFF. Look at the number in the **Image memory required**. If this number does not exceed available RAM, place that same number in the **Maximum SuperRIP allocation** box. Click on the **Retry** button. You should see your **Expected Printing Performance** go from **Fair** to **Good** (this is not always the case). Print again and see if the error message occurs again.

If you still get the error message, or if there simply is not enough RAM on your system, and you are printing very large or complex files, clear the **Automatic Memory Management** checkbox and lower the **Maximum SuperRIP Allocation** by 50 percent. Example, if the Maximum SuperRIP Allocation is 1000 kb, make it 500 Kb.

Note: If **Anti-Aliasing** is an option for your SuperDriver and it is enabled, try turning it off. Also, if your printer has multiple resolution options, try using the next lower resolution setting.

Installing additional RAM in your computer will help printing and all other aspects of running Windows.

Banner file disappears when printing

When printing an E-size banner, the file disappears. If SuperQueue is available and running, an error message says "SuperRIP failure, insufficient memory. Error processing SuperMetafile (0x29)".

SuperRIP does not automatically allocate enough memory to print an E size Banner on a 16 MB machine (or under). When printing a file this large with no more than 16 MB of memory in the PC, the Expected Printing Performance indicator in SuperRIP probably shows as red (STOP).

Increase the SuperRIP memory allocation manually. First, clear the Automatic Memory Management box. Then increase the Maximum SuperRIP Allocation until the indicator shows yellow (FAIR). Remember to choose the Retry button after each increase so that your changes will register.

Note: increasing the memory allocation will not work if you truly don't have sufficient memory in your PC to print an E-size banner.

SuperRIP Retry button

Once you change the Maximum SuperRIP allocation or close another Windows application, you can force SuperRIP to re-evaluate your memory status by clicking the **Retry** button. All numbers will be updated, as well as the information in the **Expected Printing Performance** box.

If you have **Automatic memory management** on, and you are just below GOOD on **Expected Printing Performance**, you can close an application you are not using and click on the **Retry** button again. You should see an improvement.

Frequently Asked Questions

General questions

General printing problems

How do I get PostScript output to my non-PostScript printer?

What can I do about grainy output?

How do I spool/unspool my print jobs?

Specific questions

CorelDRAW problems.

Poor kerning in NT.

Raw data on output when dragging and dropping a PS file.

SuperDriver Status doesn’t appear

Unable to open printer (NT).

Word 7 problems.

SuperDriver Status doesn't appear

Open the SuperDriver Processing tab and make sure **Show Status** is selected. If your NT configuration doesn’t offer a Processing tab, choose File, Run from the Program Manager and type sdstaus in the Command line.

General printing problems

General printing problems such as no output, or error messages not otherwise documented in SuperHelp.

Uninstall and reinstall SuperPrint 4.0:

1 Uninstall using the uninstall icon in the SuperPrint group. If you have no SuperPrint group, run Setup from the CD-ROM and choose the Uninstall icon from the Welcome screen.

2 If you have created a ZScript printer, open Masquerade and click the Reset button before uninstalling. (not applicable to all installations).

What can I do about grainy output?

Some programs that create 8-bit (256 color) palette images actually dither or pattern the image to overcome the inherent color limitations. With a SuperDriver's Sharpness feature enabled, the patterns may become accentuated (sharpened!) resulting in a grainy appearance. Set Sharpness to zero in the SuperDriver's **Image** tab.

Troubleshooting

If you are having a problem, the information offered in this section should help to solve it. These are the same questions that our technicians would ask should you call them.

Printing Problems

Simplify whatever action you are taking that leads to the problem so that variables can be eliminated.

- Can you print a sample file (located in the CD SAMPLES folder) from SuperQueue? (not applicable to all versions).
- Does the problem happen if you print with a non-SuperDriver?
- Does the problem occur if you unqueue the driver? To unqueue the driver see queueing and unqueueing.
- Does the problem happen with a particular application or with all applications?
- Does the problem happen with a particular file or with all files?
- Does the problem occur if you choose printing options in Program Manager rather than from within an application?
- If you get garbled output and you are using a switchbox, does the problem disappear if you try printing without using the switchbox?
- If you are unsuccessful in printing to file using an application command, try setting the SuperDriver port to FILE.
- If you have garbled output, stray lines, incorrect or slow output, can you print successfully if you use SuperQueue's Drag & Drop feature? (not available in all versions).
- No output or clipped pages with an ECP port. Try configuring your ECP port to EPP or SPP. (This configuration is performed in your PC BIOS.)

Removing, re-installing or Adding SuperDrivers

If you are experiencing printing difficulties it might be helpful to remove and reinstall your SuperDriver.

To remove the SuperDriver: Open Print Manager, select the printer you want to remove, and choose **Printer/Remove Printer.**

SuperDrivers can be added at any time by running the installation program again.

Uninstalling SuperPrint

As a last resort, if you continue to experience problems you may want to remove SuperPrint and the SuperDrivers from your system and try reinstalling. Look for the Uninstall icon in your SuperPrint group or run Setup and use the Uninstall icon in the Welcome screen.

Error messages

If you must contact us for help regarding an error message, please include the exact message and any information listed in the title bar across the top of the message window.

When you receive an error message, please restart Windows before making an attempt to continue. A fresh start ensures you are not having a secondary problem due to memory depletion because of the first problem.

Don't forget to consult the Error Message section in SuperHelp to see if the solution is already listed.

Font problems

Problems can arise if a document is being created in one place and printing in another, whether transferring files from one computer to another by disk or over a network. The same fonts (and any font substitution instructions) must be available in both places.

Font Tips

Most frequently asked questions

Font tips

Problems may be related to any of the following:

1. given a typeface within a particular application. Check the SuperHelp's Application section to see if there are tips listed for your application.

If you are experiencing font problems are using a Masquerade generated driver see Fonts.

Queueing and unqueueing

To control whether you 1) print directly to the printer or 2) spool the print job,
Open Print Manager, choose the **Printer** menu and **Properties.**
Choose **Details**

- To print direct (without queueing), check **Print directly to ports.**
- To spool (queue) a print job, .clear **Print Directly to ports.**

What is SuperHelp?

SuperHelp is a collection of tips and tricks for working with applications and configurations for the output devices that SuperPrint supports.

There is also information about special configurations, memory management and settings.

Troubleshooting suggestions include a list of frequently asked questions, known problems and error messages.

This is a special version of SuperHelp designed for Windows NT users.

SuperHelp 4.01, 4 October 1996

Windows NT Specific

Accessing SuperDriver options

ATM 3.02 and Windows NT

Can’t change printer properties

Can’t create a Saved Setting (profile)

Exception: Access Violation (0xc0000005)

General Protection Faults in Windows NT (GPF)

How do I change my spooler setting in NT?

Incorrect spacing between letters or stretched text on output in NT

Installing the PostScript Language filter/Masquerade in Windows NT

Job Prints While Spooling must be disabled

NT version 4.0 not supported...

Procedure entry point ImageList_Destroy could not be found

Unable to open printer

Word 7 disappears

NT 4.0 not supported

This version of SuperPrint requires NT version 3.51, it does not support NT version 4.0.

Error messages “Unable to dynalink to winprint.dll 07F.282” and “Error 1797 The printer driver is unknown” are both indications that you are trying to install into Windows NT 4.0.

Can't change printer properties

By default, shared printers on NT computers do not set sufficient rights to allow network users to modify their properties. To change the permissions of a shared NT printer:

1 Log in as **Administrator** or as the user that shared the printer originally (the owner).

2 Launch **Print Manager** and select the shared printer you wish to modify.

3 Select **Security**/**Permissions** from the Print Manager menu.

4 Select the **Everyone** group.

5 Change the type of access from **Print** to **Full Control.**

For shared SuperDrivers remember that the driver must be installed locally on each workstation.

Note: Any changes made on the client workstation will also affect the server.

Unable to open printer in NT

NT only: If you have renamed your printer so that its name is more than 31 characters long, this error will occur.

1 Rename the printer in Print Manager, using 30 characters or less
2 Open the Registry Editor (type REGEDT32 in the File, Run Command Line).
3 In HKEY_CURRENT_USER/software/Zenographics/, delete the SdStatus key

Word 7 disappears

Word 7 may disappears for more than one reason:

Filename ends in (Z)

In Window s NT only, Word 7 disappears when you choose the **Properties** button in the **Print** dialog. SuperDriver models include a (Z) as part of the printer name. Word 7 doesn't accept these parentheses. Edit the printer name and remove the parentheses. Microsoft is aware of the problem and is scheduled to fix it in Word 7.0a.

Symbol font problems

Adding any character from the Symbol, Modern or Roman font with a SuperDriver as default will result in Word 7 closing without any error messages.

NT Workaround. This workaround uses the Symbol font as an example. Adjust for your problem typeface.

Edit the FontSubstitutes key in the registry. To open the registry, choose File/Run in Program Manager and type regedt32 in the command line. Using the path **HKEY_LOCAL_MACHINE / Software/Microsoft / WindowsNT / CurrentVersion / FontSubstitutes. Go to Edit... Add Value**. In **Value Name type *Symbol*** , in **Data Type**, choose **REG_SZ**. Choose **OK**. Another dialog pops up that asks for a string. Type **Symbol**. Choose **OK**. Restart Windows NT for the changes to take effect.

ATM in Windows NT

ATM 3.02 is not compatible with Windows NT.

Incorrect character spacing or stretched text on output in Windows NT

If you are printing in Windows NT and are using a device that supports non-square resolutions, your text will appear either too close together or stretched out. This function is not supported in NT using any printer driver not just SuperDrivers. Graphics will print fine, only text is affected. The workaround is to change to a square resolution.

Can't access printer

Message “cannot access printer” when trying to print. There are several versions of the file MSVCRT20.DLL with different dates. We supply you with the correct one, but it is possible that an installation of other software subsequent to the installation, the correct file could be overwritten. If you receive the above message, use File Manager to locate MSVCRT20.DLL in the Windows\System32 directory. If the date is other than 7/11/95, rename the file to MSVCRT20.SAV. Then re-run the SuperPrint setup, choosing the SuperPrint icon. Install as before, with the same registration, same destination path, etc. If you are installing over a previous version, you might get a message “Add PrinProc failed.” You may ignore this message. It failed because it is already installed.

Add SuperDrivers as needed. Be sure to Exit when finished.

Before rebooting (as Setup requests), open File Manager and ensure that the MSVCRT20.DLL date is correct.

Reboot.

Can't create a saved setting

If you have difficulty creating a saved profile in the Saved Settings dialog, check to make sure you have the necessary Adminstrator rights.

Getting started with Windows NT 3.51

Note: Not all versions of SuperPrint contain the appplications Masquerade and SuperQueue (including ZScript and bitmap filters).

Installation

Diskettes: Insert Setup diskette

CD-ROM Insert CD-ROM

From Program Manager, choose File/Run. In the Command Line box, enter d:\SETUP (where d: is your CD-ROM drive) or A:\SETUUP (where A: is your diskette drive). Choose Install SuperPrint and follow the directions on your screen. If your printer's manufacturer or model is not listed, choose one that your printer can emulate. Additional SuperDrivers can be installed at any time by running the Setup program again.

Default Printer

A SuperDriver can be designated as the default printer during installation. In SuperQueue, choose Printer/Set As Default Printer.

SuperDriver Options

SuperDriver options can be accessed in any of the following locations:

- Print Manager: choose Printers/Properties/Details/Job Defaults...
- SuperQueue: choose Printer/Properties/Details/Setup...
- SuperPrint Status: choose Setup...
- Applications: choose Print.../Properties (changes apply only to that application)

PostScript

To install ZScript or Masquerade, choose the Full Setup Type. To add PostScript support later, reinstall SuperPrint, choose Custom, and make sure the filters and Masquerade options are checked. Note: Not all versions of SuperPrint contain these options.

Uninstall

Uninstall SuperPrint by launching the Uninstall icon in the SuperPrint group or run Setup again and choose the Uninstall icon from the Welcome screen.

What's New

See README4.WRI on the CD-ROM (or Setup diskette) or in the SuperPrint folder after installation for information on SuperPrint's newest features.

SuperQueue 95

Note: not all versions of SuperPrint contain the SuperQueue application.

How do I change my spooler settings?

SuperQueue errors don’t show up

SuperQueue hangs when opened

Uninstalling SuperQueue

SuperQueue hangs when opened

If you are using a 4.01 version of SuperPrint and QEMM 8.0, you will need to obtain a patch from Quarterdeck, available at http://arachnid.qdeck.com/qdeck/products/QEMM/patch.html. The Quarterdeck patch fixes a problem in this version of QEMM.

Note: not all versions of SuperPrint contain the SuperQueue application.

Uninstalling SuperPrint

As a last resort, if you are experiencing problems printing you may want to remove SuperQueue (if present) and the SuperDrivers from your system and try reinstalling. You will find an **Uninstall** icon in your SuperPrint group. If you do not have a SuperPrint group, you can run Setup again and use the Uninstall icon in the Welcome screen.

Note: If you have installed any ZScript printers in Masquerade, you will need to open Masquerade and choose the **Reset** button to remove these printers before running the **Uninstall** utility. (Masquerade not available with some versions of SuperPrint.

Filters

Filters translate the information in data files (such as Bitmap or PostScript files) into Windows “native language,” called GDI. This prepares the data to be submitted to the printer driver. SuperQueue can also use the filters directly to provide screen preview of bitmap and PostScript files. Currently the formats available for drag and drop printing are: BMP, TIFF, JPEG, GIF, SMF and PostScript. Note: not all versions of SuperPrint contain these options.

ZScript PostScript Language Filter

ZScript PostScript Language Filter

Note: Not all versions of SuperPrint contain ZScript filters.

Color Preview for a black & white device

EPS/ArtPack preview is clipped

How to Install the ZScript PostScript Language Filter

Raw PostScript data on output

Color preview to a Black & White device

If you drag and drop a Post Script file into the SuperQueue PostScript Language Filter it will preview in color even if a black & white device is selected. Note: Not all versions of SuperPrint contain the SuperQueue application.

EPS preview is clipped

To get an EPS or ArtPack file preview that is not clipped, choose a default printer that has no margins -- typically a Bitmap SuperDriver. Note: Not all versions of SuperPrint contain the SuperQueue application.

Raw data on output when dragging and dropping

If you are experiencing raw PostScript data on your output when dragging and dropping a PostScript file, make sure you are not dropping the PS file on a masquerade generated driver. You should drop the files onto the ZScript PostScript Language Filter. A Masquerade generated driver is for printing PostScript output directly from an application to a non PostScript device.

Installing the ZScript PostScript Filter and/or Masquerade

To install ZScript or Masquerade when you first install SuperPrint, you must choose the **Full** setup type. If you have chosen **Typical**, neither filters nor Masquerade will be installed. To add them later, reinstall SuperPrint, choose **Custom**, and make sure the filters and Masquerade options are checked. Note: not available with all versions of SuperPrint.

Masquerade

Masquerade is not available with some versions of SuperPrint.

Installing Masquerade

Installing a ZScript printer in Masquerade

Installing a ZScript printer in Masquerade

Tips for installing a ZScript printer in Masquerade. Also known as creating a Masqued driver.

1. Make sure you have a PostScript printer installed. Use the Apple LaserWriter II NT or NTX. This will be the basis for the ZScript printer.
2. Clear the Adobe Type Manager checkbox in the SuperDriver Tricks tab of the driver you are going to Masque.
3. For best result, use a SuperDriver. You can tell it’s a SuperDriver by the (Z(following the driver name).
4. Make sure the color and resolution options are set in the driver you are going to Masque.
5. Make sure the WIN.INI isn’t at its 64K limit.

Fonts

Font issues in Masquerade.
Note: Masquerade is not available in some versions of SuperPrint.

Fonts print reversed to HP driver

Font substitution table

Missing or substituted fonts

Printers with resident fonts

Fonts print reversed to HP driver

When any font is embedded in the PostScript file and you are using a Masquerade generated HP DeskJet driver, it comes out inverted on the 550C. Every black pixel is white and every white pixel is black in the bounding box surrounding each character. This does not happen to the Masquerade generated DeskJet SuperDriver that comes with SuperPrint 4.0 .

Printers with resident fonts

To get complete support for your resident fonts you may need True Type equivalent fonts. See Font Substitution Table.

Output problems

Output problems in Masquerade.
Note: Masquerade is not available with some versions of SuperPrint.

Black & White output to a color device

EPS landscape Images flipped

Masqued driver produces incorrect spacing

Resolution incorrect

Network printing produces RAW PS data

NT Word 7 error with Masqued driver

Masqued driver produces incorrect spacing

When printing from a Masquerade-generated ZScript printer to a device that supports non-square resolutions (such as a dot matrix or certain inkjet printers), text is incorrectly kerned. Choose a square resolution, that is, 300 x 300 dpi.

Network printing produces RAW PS data

This happens if you change the port of the Masqued printer to LPT2 or LPT 3. Change the Masqued printer back to LPT1.

Resolution & Masqued driver

Make sure all desired options, including resolution, are set the way you want them *before* you generate a Masqued driver.

Black & White output to a color device using Masquerade

If your device has both monochrome and color capabilities and you want color output, make sure that you have the color option selected before you create your Masquerade-generated driver.

EPS Landscape Images flipped

When PageMaker 4.0, FreeHand 3.1, AmiPro 3.0 or Persuasion 2.1 output a landscape oriented image with an EPS file, they flip the file. The output is the same with a PostScript printer, not just a Masquerade generated driver.

PageMaker 5.0 prints the file correctly.

Font Substitution Table

If you have the TrueType 44 fonts installed, and print with a Masquerade generated driver, there may be font substitutions. For example, note that even though a SuperDriver enumerates the Zapf Chancery, GDI (silently) substitutes Monotype Corsiva. The list below shows these mappings:

Font requested	**TrueType font substituted**
ArialPS	Arial
Arial MT	Arial
TimesNewRomanPS	Times New Roman
Helvetica	Arial
Times	Times New Roman
Bookman	Bookman Old Style
Palatino	Book Antiqua
AvantGarde	Century Gothic
Avant Garde	Century Gothic
New Century Schlbk	Century Schoolbook
NewCenturySchlbk	Century Schoolbook
Helvetica Narrow	Arial Narrow
Helvetica-Narrow	Arial Narrow
Zapf Chancery	Monotype Corsiva
ZapfChancery	Monotype Corsiva
Zapf Dingbats	Monotype Sorts
ZapfDingbats	Monotype Sorts

Also see Missing or substituted fonts.

Missing or substituted fonts

If you are experiencing problems with missing text or substituted fonts on output, there are several things you need to be aware of as methods or means to solve the problem.

If you are using ATM or TrueType or any combination of these the order of precedence for these fonts is:

(1) ATM (2) TrueType

There are three places in Windows where the fonts are listed: the actual font file; synonym sections, and substitution sections. It is important that (a) the font requested is actually installed and listed in the appropriate font section; (b) duplicate fonts are not listed in different foundries; (c) the requested font is not listed in the font substitution or synonym section of these three foundries.

Check the font substitution or synonym sections for each font manager to be sure you are not mapping or substituting one font for another. For ATM, look in the ATM.INI file under the [Synonyms] section. For TrueType, look in the WIN.INI file under the [FontSubstitutes] section.

Substitutions can also occur because fonts have been removed via the Control Panel since installing a Masquerade-generated driver. Unless you use the Reset button to update the font list in the Masquerade generated driver, it will continue to list fonts that were present when it was built.

If the file you are trying to print was created on a different machine, the fonts requested in the PostScript file must be present on both systems or font substitutions will occur. (You can request the PostScript file to have the fonts downloaded within it, but the files can be very large.)

See also: Font substitution table .

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Additive primary colors

The colors red, green and blue (RGB) that are used to create all other colors when direct, projected or transmitted light, such as a computer monitor, is used. When pure red, green, and blue are superimposed on one another they create white. To make a color composed of RGB darker, values are reduced; to make it lighter than its pure form, all three RGB values are increased (for example, R=100% is pure red, R=50% is dark red, R=100% G=50% B=50% is light red). *See also* RGB, Subtractive primary colors.

Algorithm

A prescribed set of well-defined unambiguous rules or processes for the solution of a problem in a finite number of steps.

Application

A program that typically requires user interaction and creates some form of output.

Aspect ratio

The ratio of distance, or resolution, between one plane and another. Using distance as an example, and when creating a 35mm slide, the aspect ratio is 3:2 which refers to Long edge and Short edge respectively. As Windows printing is designed to be paper-based, one would set a custom page size for the long edge distance to be 11" and the short edge to be 7.333" (or 12" X 8" if integers have to be used).

Bit specifications (e.g., 32-bit)

1) Size of the computer's internal word, or registers, which is the amount of data the CPU can compute at the same time. If the clock rates (33 MHz, 100 MHz etc.) and basic architecture are equal, a 32-bit computer works twice as fast internally as a 16-bit computer.

2) Size of the computer's data bus, which is the pathway over which data is transferred between memory and the CPU and between memory and the peripheral devices. If the bus clock rates are equal, a 32-bit bus transfers data twice as fast as an 16-bit bus.

Bitmap

A file that describes a picture by specifying the color of each pixel (dot) within a rectangular area. Generated by "paint" programs and scanners. See also Graphics .

BMP

BitMaP
A Windows graphics format.

Buffer

A holding area for data that will be sent for printing or further processing.

Cache

A place (whether in RAM or on disk) for the temporary storage of data that is intended to be re-used. Caches are primarily used to increase efficiency and speed of accessing data.

Client

In strict computer terms, a client computer is one that requires a server for resources such as programs and data, and services such as printing. For purposes of SuperPrint printing, a client is the computer or workstation that generates print data (in the form of metafiles, raw printer data, or other SuperQueue-supported data files) and transmits it to the SuperQueue “server” computer.

CMYK

Refers to the color model based on the subtractive colors Cyan, Magenta, Yellow, and Black. These colors are used in printing inks and can be combined on the page to provide nearly all visible colors. While there is a theoretical inverse relationship between CMY and the additive color model of Red, Green, and Blue (RGB), imperfections in inks cause discrepancies. It is these discrepancies that SuperDrivers' Hue Matching works to overcome. Many high-end graphics and image-editing programs allow editing in a CMYK color space. *See also* RGB, Subtractive primary colors.

Color correction

Process of enhancing or altering color or grayscale output appearance. Specifically, using SuperPrint **Image** tools (lightness, contrast, sharpness, saturation and hue matching) to compensate for limitations in hardware devices or target media. In the printing industry, any process that compensates for deficiencies in the color separation process and process inks.

Color model

A method of representing the color spectrum. Two of the most common primary color models are RGB and CMYK . See additive primary colors , subtractive primary colors .

Color value

Values assigned to a color based on a color model . For example, in the RGB model, red has a color value of (100%, 0%, 0% RGB). Using the CMYK color model, red has a color value of (0%, 100%, 100%, 0% CMYK).

Compression

A method of reducing the number of bytes required to store or transmit a file. Usually accomplished by grouping repetitive data -- the resulting group description contains fewer bytes than the group itself.

Continuous tone image

An image, such as a color or black and white photograph, where discrete levels of color are imperceptible.

Contrast

The gradation in tone between the highlights, midtones and shadows in an image. Adjusting contrast on a computer is like adjusting contrast on a television set.

CPU

Central Processing Unit. For example, on Intel-based computers, the 80386, 80486, or Pentium microprocessor.

Data type

For purposes of printing, the format in which a page description is stored in a print spool file. (Examples: RAW, EMF, SMF.)

Default printer

The printer to which most programs will print automatically.

Device resolution

The number of dots, or pixels, a device is able to render when producing an image. Device resolution is normally expressed in dots per inch (DPI).

DIB

Device Independent Bitmap. See BMP.

Dithering

A method of simulating on digital devices the halftone dots used in traditional printing. On black and white devices, dithering produces simulated grayscale ; on color devices, it provides varying degrees of color intensity. Also called **Halftoning.**

DLL (Dynamic Link Library)

A program module that cannot run on its own; a DLL is designed to be utilized on demand by another program. DLLs provide a way for more than one program to use the same program modules. They are more disk-and memory-efficient than incorporating redundant code into the main program.

DMA

Direct Memory Access. An option for SuperDrivers that support GPIB devices. Turn it on or off in the SuperDriver **Options** dialog.

Using DMA means that the CPU is free to do other things while another device is accessing the memory. This can result in higher rates of throughput to devices using GPIB boards, but it can also be another source of conflict on your system like IRQ and base memory address conflicts.

Downloading

The process of sending either a font or a typeface to a printer. Early LaserJet Series printers accept only downloaded bitmap fonts. PostScript printers and newer LaserJet series printers accept both typeface outlines and bitmap fonts.

DPI

Dots Per Inch. The number of addressable dots measured in a vertical or horizontal inch on a device. Older laser printers offer 300 dpi resolution. Printers offering 600 and 1200 dpi are now common.

drag and drop

Ability to execute a function by using a pointing device to graphically place a data file icon on top of a program window.

Duplex

Printing on both sides of the sheet of paper automatically.

EMF

Enhanced Metafile, a Windows datatype in the form of an object-based page description. Multiple page documents have a separate EMF description for each page. An EMF is not device specific.

Emulation

One system is said to emulate another when it performs in exactly the same way, though perhaps not at the same speed. A typical example would be emulation of one type of printer by another.

EPS

Encapsulated PostScript

A subset of the PostScript graphics file format developed by Adobe Systems. EPS is used for PostScript graphics files that are to be incorporated into other documents. An EPS file includes pragmas (special Postscript comments) giving information such as the bounding box, page number and fonts used.

Some programs generate EPS files that include a low resolution version of the PostScript image; this is referred to as a preview header.

Escape

When used in the context of Windows printing, Escape refers to a special sequence of coded instructions that informs the printer driver about the kind of data that is to follow. Escape codes (ASCII 27 followed by specific letters and numbers) are also used with many printers to transmit information about text attributes and page descriptions.

Filter

A process such as a conversion routine (import or export filter) that changes one data, text or graphics format into another. Also, a pattern or mask through which only selected data is passed.

GDI (Graphics Device Interface)

The internal "language" used by Windows to describe how text, graphics , bitmaps , and other objects are displayed on the page and screen.

GIF

Graphics Interchange Format

Popular raster graphics format developed by CompuServe that handles 8-bit color (256 colors) with high compression ratios.

GPIB

General Purpose Interface Bus
IEEE-488 standard interface Bus for high speed data transfer.

Gradient or gradient fill

The gradual change from one value to another of either hue, lightness, and/or saturation involving a colored object or gray-scaled pattern. Gradient is sometimes expressed as gradient fill.

Graphics

Broadly defined, a picture or design element on a page. Narrowly defined, a picture made up of objects (or "primitives") such as circles, rectangles, lines, and polygons, generated by a "draw" program. Also referred to as object graphics or vector graphics. See also Bitmap .

Grayscale

Adjective used to describe graphics or bitmap images where each element is assigned a level of gray (lightness /darkness). Typical scales are 8, 64, or 256 levels of gray between black and white.

High end SuperDrivers

SuperDrivers, packaged and sold separately, for specialty devices such as film recorders, plotters, dye-sublimation printers, etc. Compare Standard SuperPrint, which is a collection of SuperDrivers for laser, ink jet, dot matrix and inexpensive thermal printers.

Hue

The position of a color along the color spectrum (as in hues of the rainbow). For example, green is between yellow and blue. In SuperDriver's Color Correction, hues are represented by a number between 0 and 240. See also Luminosity and Saturation

JPEG

Joint Photographic Experts Group (JPEG)

The original name of the committee that designed the standard image compression algorithm. JPEG is designed for compressing either full-color or gray-scale digital images of "natural", real-world scenes. It does not work so well on non-realistic images, such as cartoons or line drawings. JPEG does not handle compression of black-and-white (1-bit-per-pixel) images.

Lightness

In general, the relative position of a color between white and black. In SuperDriver Color Correction, a non-linear compensation curve that mainly affects mid-tone values of gray or color. See also Saturation

log

Record of computer activity used for statistical purposes. Logging is the act of creating a log or record of activity.

Luminosity

The brightness of a color on a scale from black to white. See also Hue , Lightness and Saturation.

Metafile

An intermediate file, the contents of which represent actual output. Typically used for graphics (as in Computer Graphics Metafile) or page descriptions (SuperMetafile).

Multitasking

Running two or more programs in one computer at the same time, controlled by the operating system. The number of programs that can be effectively multitasked depends on the amount of memory available, CPU speed, hard disk capacity and speed as well as the efficiency of the operating system.

Pattern fill

A bitmapped matrix used to fill an area.

Pattern scaling

The process of manipulating or re-sizing a given pattern fill to fill a particular area. See Pattern fill .

Pixel

Short for picture element. A pixel is one dot of a bitmap. See also Bitmap .

Plus fonts

A specific assortment of PostScript Type 1 typefaces that became popular after their introduction as resident fonts on the Apple LaserWriter Plus. The 35 typefaces consist of ITC Zapf Chancery Medium-Italic, ITC Zapf Dingbats, Symbol, and Regular, Italic, Bold, and Bold-italic variants of each of the following typeface families: ITC Avant Garde, ITC Bookman, Courier, Helvetica, Helvetica-Narrow, New Century Schoolbook, Palatino, and Times.

PostScript

A page description language from Adobe Systems, Inc. used in a wide variety of printers, imagesetters and display systems. Its primary application is to describe the appearance of text, graphical shapes and sampled images on printed or displayed pages.

PostScript commands do not drive the printer directly. They are language statements (ASCII text) that are translated into the printer's machine language by a PostScript interpreter. This interpreter can be built into the printer or can be a software application such as the ZScript filter.

PostScript Level 2 , downwardly compatible with the original PostScript (Level1), adds data compression and enhancements especially for color printing.

Preemptive multitasking

A feature of the hardware and operating system that allows the CPU to share processing time with all running programs. Preemptive multitasking gives the appearance that all programs are running simultaneously, as opposed to cooperative or “round robin” multitasking (used in older versions of Windows) in which each program can control the CPU for as long as it needs it.

Print processor

Software (DLL) that manages the process of sending spooled page descriptions of specific datatypes to the correct system level programs so they can prepare the data for the printer driver. System level programs include filters (such as Zenographics' ZScript filter), Windows Graphical Device Interface (GDI) and ZGDI32 (Zenographics' fully 32-bit version of GDI).

Queue

A list of stored data or programs awaiting processing.

Rasterize

To break down an image into individual scan lines. Nearly all modern graphics monitors and printers are raster-based

RAW

A Windows data type in the form of printer data, such as PCL (Printer Control Language). RAW data is device specific.

Resolution

The total number of pixels, both horizontally and vertically, of an image. For output devices such as a computer monitor or a printer, resolution is normally expressed as dots per inch (dpi).

RGB

Refers to the color model based on the additive colors Red, Green, and Blue. These colors are used in computer monitor phosphors and can be combined on the screen to provide nearly all visible colors. The internal Windows GDI color model and most continuous-tone color bitmaps store information in RGB space, using 8 bits of data for each of the three color planes (8 bits = 256 values for each color plane, 24 bits provide approximately 16.7 million colors). *See also* Additive primary colors.

Saturation

The purity of a color's hue, moving from gray to the pure color. In SuperDriver's Color Correction, the value in the **Saturation** box is a representation of the intensity of the color, from solid color (240) to absence of color or gray (0).

Server

In strict computer terms, a server is a powerful computer that provides resources such as programs and data, and services such as printing for less-powerful network client workstations. For purposes of SuperPrint printing, the server is a computer that's physically attached to a printer and accepts print jobs from other computers on the network.

SCSI

Small Computer System Interface.

A standard interface board that can greatly increase the transfer of data from your computer to devices that have a SCSI port.

Smart drivers

Smart drivers are printer drivers that are capable of performing additional processing on data. A smart printer driver, such as a SuperDriver, provides improved functionality such as color-to-grayscale mapping, dithering, and anti-aliasing, as well as selectable levels of such features.

SMF

SMF stands for Super Metafile (or colloquially "smurf"). The SuperPrint metafile consists of a number of elements such as bitmaps , vectors and font descriptors. It also contains explicit data for the intended output device (or target printer).

SMF's are generally much more compact than conventional printer data. They provide a simple, convenient and efficient method to describe the printable elements of single or multiple pages. Furthermore, the structure of these SMFs allow for an easy regional analysis of the page contents to optimize the speed of printing. See also SMF server .

SMF server

A SMF server is a term generally applied to the PC or workstation that automatically processes the Super Metafile (SMF) and provides output to a target printer. In a network configuration, it is a dedicated server (or workstation) that processes the SMF printing remotely from the originating workstation.

Spooler

Software that accepts print jobs and manages the queue to provide orderly sequential access to the printer. A spooler allows printing to take place in the background while other tasks are being performed in the foreground.

Stochastic Process

A process dealing with events that develop in time or space and that cannot be described precisely except in terms of probability theory. SuperPrint's SuperScreen threshold arrays were created using a stochastic process, distributing tonal values within a group of pixels in an apparently random (yet carefully controlled) way.

SuperRIP

A software rasterizer produced by Zenographics and used by SuperDrivers to send complex graphics, bitmaps and scalable fonts to your output device.

Subtractive primary colors

The colors cyan, magenta, and yellow (CMY), most often used in printing inks. In theory, black is produced when C=M=Y=100%. In real-world printing applications, black ink (K) is added to: (a) achieve true black, since CMY inks generally do not produce true black, (b) to substitute for areas where C=M=Y, which produces shades of gray, and (c) to replace portions of CMY combinations where all three inks are present (known as the gray component). To obtain lighter shades of colors, the amount of each color is reduced using halftoning. *See also* CMYK.

Target printer

The destination print device set up by the user through an application to print a file. Some applications automatically choose the default printer as the target printer, while others retain the selected printer that was in effect when a file is created and saved.

TIFF

Tagged Image File Format

Widely used raster graphics file format developed by Aldus and Microsoft that handles monochrome, gray scale, 8- and 24-bit color.

TEMP Directory

The directory that Windows and some DOS programs use for storage of temporary files. It is usually designated by the line SET TEMP=*[path]* in your AUTOEXEC.BAT file.

Threshold array

A bitmap file used as an electronic version of a graphic arts halftone screen during printing. When the threshold array is applied to the page's underlying tones of gray or color, only pixels that meet or exceed the value of the matching pixel in the threshold array are printed; others are filtered out and do not print.

Utility

A program that typically requires minimal or no user interaction and performs an ancillary or supporting function. See also Application .

Virtual page size

Refers to the arbitrary page size that is used by an application when printing to a film recorder or other device. In such cases, the physical page size is different from the application's defined page size. See also Aspect ratio .

Win32

A programming specification (API) for Windows' 32-bit mode (uses Intel 80386 and later microprocessors). The WIN32 API surpasses the WIN16 API in features and complexity. It is implemented fully in Windows NT, and partially implemented in Windows 95 and Windows 3.1x with the Win32S option.

WYSIWYG

Acronym for "What You See Is What You Get." The ability to display on a computer monitor an accurate representation of the final, printed output.

ZInquiry

ZInquiry is a Zenographics program that polls the SCSI card for any devices attached.