



# Tech Info Library

## AppleWorks: Problems Loading, Uploading, or Saving

Three of the most common questions about AppleWorks deal with files not loading, saving, or uploading properly to a base for electronic mail or messages. The solution is often simple. Before panicking, consider the following solutions.

File won't load - file not found  
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First, be sure you're not be trying to open more files than AppleWorks allows. AppleWorks allows no more than twelve files on the desktop at any one time -- less in the case of large files or limited memory.

If the file name appears in the directory, but AppleWorks can't access it, the file or the subdirectory may be damaged. To logically isolate the problem, use a copy utility (System Utilities 2.1.1 or the GS System Utilities 1.1) and move the suspect file to another directory and attempt to load it from there. If it will not load from the new directory, then the file itself is corrupted and the data is lost -- unless it has been backed up.

If the file is moved to a subdirectory, and it loads correctly from there, the original subdirectory is damaged. Copy all files in the subdirectory to another area, then delete the damaged subdirectory.

If you are using a floppy drive, check the disk and make sure it isn't damaged: it's far less expensive to discard a disk and use a new one than to continue losing data! If you are using a hard disk, and you discover a problem, you will want to back up the drive and reformat it.

File won't save - diskette is full  
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The most common reason for a file not saving is the tendency to overfill subdirectories. While ProDOS allows 51 files on the Root Directory, and an unlimited number in subdirectories, AppleWorks permits only 130 files in a directory. Veteran AppleWorks experts limit subdirectory entries to 30 or less. While this is not a major problem for 5.25" drive users, it can become a problem with larger-capacity drives.

Make sure that you are not saving all your files in one area. Subdirectories can be used effectively to organize and catalog your files.

AppleWorks text file won't upload

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Some systems, such as CompuServe(tm), require both a Carriage Return AND a Linefeed at the end of each line in order to upload files correctly.

In AppleWorks, Version 1.3 or earlier, writing an AppleWorks document out as text (ASCII) file, or using the AppleWorks option of "Printing to a Text (ASCII) File" will result in:

- A carriage return in the text file wherever there is a Carriage Return in a word processor document.
- A carriage return following each entry in a data base report.
- A carriage return following each cell when working with a spreadsheet document.

To get that elusive Line Feed, the work-around is to configure a Custom Printer using the "Add a Printer" option in AppleWorks. Name it "Upload" or some other appropriate name that will remind you of its purpose. Choose the SilentType printer. Change the specifications to add a Line Feed after each RETURN, [1. Needs line feed after each RETURN], and save this printer configuration to disk.

To convert an AppleWorks file to an ASCII file with the required Carriage Return/Line Feed line termination, simply print your document to "Upload." The resulting file will then upload properly.

AppleWorks 2.0 AUTOMATICALLY adds Carriage Returns at the end of each line, but you will still have to add Line Feeds with the above procedure.

#### Summary

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Remember the three rules that will keep you out of trouble:

1. Back up your files frequently.
2. Back up your files FREQUENTLY.
3. BACK UP YOUR FILES FREQUENTLY.

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