



# Tech Info Library

## System 7.5: QuickDraw GX software ReadMe (2/95)

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TOPIC -----

The following article is the ReadMe document for QuickDraw GX.

DISCUSSION -----

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Tips

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Restoring Type 1 Fonts to Their Original State

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If you remove QuickDraw GX from your system, you need to restore your Type 1 Fonts. To restore Type 1 fonts, follow these steps:

1. Open the System Folder.
2. Open the Fonts folder.
3. Drag any suitcases that have been enabled to the Trash.
4. Open the •Archived Type 1 Fonts• folder.
5. Move the contents of the •Archived Type 1 Fonts• folder to the Fonts folder.
6. Drag the •Archived Type 1 Fonts• folder to the Trash.

Tekton Plus RegularSC Prints as Courier From Some Applications

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In application programs which do not take advantage of QuickDraw GX, Tekton Plus appears as two fonts: Tekton Plus Regular and Tekton Plus RegularSC. Applications such as Adobe Illustrator, QuarkXPress, and Aldus PageMaker print characters from Tekton Plus RegularSC as Courier on PostScript printers.

## Troubleshooting

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### QuickDraw GX and Memory

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- On a Macintosh with 8 MB of available memory with Macintosh system software version 7.5, QuickDraw GX, and PowerTalk, you can enable only a limited number of printing extensions and desktop printers. More than 7 of each at the same time may cause a low-memory alert to appear. If you want to have more than 7 desktop printers, removing a printing extension will help alleviate memory difficulties and vice-versa. If a low-memory alert does appear, try deactivating printing extensions or removing desktop printers. For more information about desktop printers and printing extensions, see the Macintosh System 7.5 Upgrade Guide.
- The presence of several inactive desktop printers (with Xs through the icon) on the desktop or on disks other than the startup disk can cause low-memory alerts to appear. They may also cause your computer to be unable to start up. To solve the problem, hold down the Shift key as you start up your computer. When the computer is ready, drag the inactive desktop printers to the Trash.

### Printing Problems

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- Occasionally, jobs waiting in a desktop printer queue may not be printed. Be sure to check the status of the document in the desktop printer to ensure it is not on hold. If the status of the document is normal and your document is not printing, restart your Macintosh.
- If you set up "client" desktop printers (created in Chooser with the Servers pop-up menu), keep these client desktop printer windows closed. Leaving these windows open causes extra network traffic and may cause your system to crash.
- Once QuickDraw GX is installed, do not lock the System file. Locking the System file may cause your system to crash, especially if you drag the default desktop printer icon to the Trash. The reason is that QuickDraw GX software stores the name of the default desktop printer (and the name of its Chooser extension) in the System file. To unlock the System file, select the System file's icon, choose Get Info from the File menu, then click the Locked checkbox to remove the X.
- Occasionally, your system may not respond when you choose Shut Down while printing. If you choose Shut Down repeatedly, the correct message will appear (asking whether you want to shut down after printing or shut down immediately). If you try to cancel the shutdown at this point, the

computer may still shut down. If this happens, no print jobs are lost. The document currently being printed will finish and any other print jobs will show up in the print queue when you start up your computer again. If a print job is on Hold after you start up again, select it and click Resume.

#### QuickDraw GX and Application Programs

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- If possible, do not use the QuickDraw GX Helper (to turn off desktop printing) with WordPerfect. In WordPerfect, when you turn desktop printing off, the third item on the Apple Menu (which corresponds to the first alphabetic item in the Apple Items folder) opens.
- In PageMaker version 5.0, documents containing PICTs will print without the PICTs and an extra blank page may be printed at the end of some documents. To print correctly, hold down the Option key when you choose Print from the File menu.
- Adobe Illustrator version 5.5 incorrectly installs ATM 3.6.1 alongside ATM 3.7 (ATM GX) when ATM 3.7 is already installed. ATM will not run when two versions of ATM are installed at the same time. To remove ATM 3.6.1 after installing Adobe Illustrator 5.5, follow these steps:
  1. Open the System Folder.
  2. Drag the ~ATM 68020/030/040 file onto your desktop.
  3. Open the Control Panels folder in the System Folder.
  4. Drag the ATM 3.6.1 control panel (named ~ATM™) onto your desktop.
  5. Restart your Macintosh.
  6. Drag the ~ATM™ and ~ATM 68020/030/040 files to the Trash.
- To print on a PostScript printer using Insignia Solutions' SoftPC and SoftWindows products, you must turn off desktop printing or use the Epson LQ-2500 output option. To turn off desktop printing, use the QuickDraw GX Helper (one of the QuickDraw GX Utilities). To install the QuickDraw GX Utilities, see the instructions in Chapter 3 ("Installing QuickDraw GX") of the Macintosh System 7.5 Upgrade Guide.
- You should print documents that use the Al-Nashir Al-Sahafi font (Arabic Design Studio) on raster (non-PostScript) printers. If you try to print an Al-Nashir Al-Sahafi document on a PostScript printers, no document will print.
- When you open Adobe Acrobat Reader or Adobe Acrobat Exchange with QuickDraw GX or ATM 3.7 installed, the following message appears: "The ATM Font Database must be installed to use Acrobat. The program will now quit." This error message is displayed (even if the ATM Font Database is present) because ATM 3.7 does not have font substitution capability, which is a requirement for Acrobat products.

#### If your Macintosh Fails to Restart

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Occasionally, your Macintosh may fail to restart when you choose Restart from the Special menu.

If this occurs, follow these steps:

1. Open the Special menu and choose Restart.
2. Hold down the Shift key as the computer starts up.
3. When the computer is ready, open the System Folder.
4. Open the Preferences folder (inside the System Folder).
5. Drag the Finder Preferences file from the Preferences folder into the Trash.
6. Open the Special menu and choose Restart again.

#### Installing QuickDraw GX with the Power Macintosh Upgrade Card

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When you install QuickDraw GX on a Macintosh with the Power Macintosh Upgrade Card, make sure that the upgrade card is enabled before installing QuickDraw GX.

#### The Tray Mismatch Alert Scaling Option

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The Tray Mismatch Alert scaling option is not completely implemented for QuickDraw GX 1.0.1. Under certain circumstances, the pages will not be properly scaled even if you select the Scale option. To avoid this problem, format the pages from within the application program to match the output device tray.

#### QuickDraw GX with the Vector Imaging System on the Power Macintosh

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There is a problem with the Vector Imaging System and Power Macintosh. If you have problems plotting, turn off Modern Memory in the Memory control panel.

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#### Support Information Services

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