



Tech Info Library

System 7.5: The Print Shop ATM Errors and ATM GX (1/95)

Article Created: 26 January 1995

TOPIC -----

Customers may call experiencing an Adobe Type Manager (ATM) error when using Broderbund's The Print Shop with System 7.5.

DISCUSSION -----

According to Broderbund tech support, customers using The Print Shop 1.0 and 1.1 may get an ATM error indicating that a certain font cannot be found, at which point the Macintosh may crash. This occurs when ATM is not installed.

Recently Broderbund tech support has erroneously been recommending that customers run a Custom Install of QuickDraw GX and install only ATM GX, without the other QuickDraw GX software.

However, QuickDraw GX enables fonts upon installation. Font enabling still occurs with the custom install of ATM GX making Type 1 fonts unusable if the customer does not have QuickDraw GX installed, thus creating other problems for the customer.

Broderbund tech support has been made aware of the issues involved with a QuickDraw GX installation and should be modifying their tech database and no longer instructing customers to perform a QuickDraw GX custom install.

The recently released Print Shop Deluxe CD Ensemble includes The Print Shop 1.1.1 and does not appear to exhibit this problem. The Print Shop Companion 1.0 (included on floppies with the CD Ensemble) also does not seem to exhibit this problem. The Print Shop 1.1.1 is not currently available on floppies for customers already owning 1.0 or 1.1. They do, however, have an upgrade path available to the CD Ensemble.

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Keywords: kcompat, ksts

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19960215 11:05:19.00

Tech Info Library Article Number: 17067