

## **Troubleshooting**

If you are having problems using Hijaak PRO, or if you are getting unexpected results, you can find possible solutions in this help file. For troubleshooting help, click on one of the following topics:

[Basic Look of an Image](#)

[Colors](#)

[Conversions](#)

[DOS Capture](#)

[Hijaak Browser](#)

[Import into Other Applications](#)

[Networks](#)

[Printing](#)

[Scaling and Resizing](#)

[Text and Fonts](#)

[TWAIN](#)

[Windows Capture](#)

[It used to work, and now it doesn't?](#)

**Note:** This Troubleshooting help file is dated 6/11/93. An updated version may exist on the Inset Systems BBS. It can be reached 24 hours a day at 203-740-0063. You can also obtain an updated Troubleshooting file by logging on to CompuServe and typing GO INSET.

## Basic look of an image

### Problems with The Way Your Image Looks

If your opened, processed or converted image doesn't look the way you expect it to, there may be a way to fix it. Click on one of the following topics for more information.

[Parts of my image are missing](#)

[My rotated image doesn't look right](#)

[Undo doesn't undo all my changes](#)

[Every image I open looks bad](#)

**Note:** If your image looks bad after performing multiple processing operations on it, try saving and re-opening the image between each operation.

## **Parts of my image are missing**

### **Q. Why are some elements of my vector image missing?**

**A.** If elements (lines, arcs, etc.) the same color as the background are not visible, use **Reveal Background Color Objects** to restore the image. This option sets initially invisible objects to a color that contrasts with the background.

### **Q. Why does changing my color raster image to black and white result in the loss of part(s) of the image?**

**A.** If you try to force a raster image to black and white, it may appear to lose some part(s) of the image, or even result in an all black or an all white image. This may indicate that Hijaak PRO's selection for what colors to make black and what colors to make white is inappropriate for the image you are working with. Use the **Change a Color** option from the **Colors** menu to manually change your colors to the appropriate black and white output. Hijaak PRO remembers your color changes, and gives you the option to apply them in future similar conversions.

## **My rotated image doesn't look right**

### **Q. Why does my DOS text screen capture display incorrectly when I rotate it in Hijaak PRO?**

- A.** Hijaak PRO is capable of rotating text screen captures in increments of 90 degrees without distorting the images. Other rotation values could cause image quality to suffer.

### **Q. After I rotate my PCL file, why do my fonts change?**

- A.** The PCL4 used by Hijaak PRO in emulation of the LaserJet II does not provide for the rotation of fonts. Hijaak PRO substitutes an already-rotated font whenever text in a PCL file is rotated. That may cause the look of the PCL file to change. To avoid the change in font, convert the PCL file to PCX and then back to PCL. The conversion through PCX will cause text to become bitmapped representations of the original font. Subsequent rotation of the PCL file will not change the appearance of the text.

### **Q. Why does a colored background appear when I rotate an image after using the Optimize Palette option on it?**

- A.** When an image is rotated a number of degrees that is not an even multiple of 90, the resulting image will no longer fit into the rectangular window available for it. Hijaak PRO must pad the image with pixels of a certain color to fill out the rectangular window. Whenever possible, Hijaak PRO will fill out the image with the background color selected under Setup and Preferences. However, if palette optimization is used on an image before rotation, the optimization may, in fact, eliminate the background color from those available for the particular image. Another background color -- one that is available in the new optimized palette -- is selected to fill out the image window. To ensure that no color substitution takes place, rotate the image before selecting optimize palette. Performing the rotation first will introduce the background color into the image and it will be preserved as part of the palette through the optimization process.

## Undo doesn't undo all my changes

**Q. The Edit/Undo menu item appears to undo only the last change I have made to my raster image. Is there a way to undo all the changes I have made?**

**A.** The **Undo** option for raster images is limited. If you will be performing multiple processing options on a raster image, you may want to select **View/ Clone View** first (Alt+v, l). **Clone View** creates an on-screen copy of your active image. You can then process the clone and compare its quality to the original. If you wish to discard changes you have made to the clone, simply close the clone image.

## Every image I open looks bad

### Q. Why does every image I open look bad?

**A.** Hijaak PRO may be having difficulty determining the proper display card type. If you know your display mode, you can set Hijaak PRO manually by using a text editor (such as MS-DOS Edit or Windows Notepad) to open the HJPRO.SET file found in your Windows subdirectory and adding the following line:

**DISPTYPE=XX**

where XX is the display type number appropriate for your system.

You can also add the line by typing it in the **Command** dialog box (Alt+f, m). For example, if your display is a Diamond Viper in 16 million color mode, type the following:

**+DISPTYPE=10**

Valid display type values and their corresponding display modes are shown below:

2	BGR888	- 24-bit modes (16 million colors)
3	RGB888	
4	RGB555	- 15-bit modes (32 thousand colors)
5	BGR555	
6	RGB565	- 16-bit modes (64 thousand colors)
7	BGR565	
8	RGB655	
9	RGB664	
10	RGB8888	- 32-bit mode (16 million colors, Diamond Viper card)

## Colors

### Problems With the Colors in an Image

If the colors in your image do not look right, click on the problem below that most closely matches your situation:

[The colors in my images are all wrong!](#)

[The image has strange patterns throughout](#)

[The image is too light or too dark](#)

[The image looks like a photo negative](#)

[Invert colors doesn't seem to be working right](#)

[My black and white print-outs of color images look bad](#)

[My color changes don't appear correctly or colors seem to be changing for no reason](#)

[My grayscaled image looks bad](#)

[Palette Optimization seems to have no effect](#)

[Reverse Black and White seems to have no effect](#)

[When I reduce colors, the image looks bad](#)

## The colors in my images are all wrong!

### Q. Why does every image I open seem to have the wrong colors?

**A.** Hijaak PRO may be having difficulty determining the proper display card type. If you know your display mode, you can set Hijaak PRO manually by using a text editor (such as MS-DOS Edit or Windows Notepad) to open the HJPRO.SET file found in your Windows subdirectory and adding the following line:

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8	RGB655	
9	RGB664	
1	RGB8888	- 32-bit mode (16 million colors, Diamond Viper card)
0		

## The image has strange patterns throughout

### Q. Why is there a box-like pattern in my image?

**A.** Using **Dither** in Hijaak PRO not only "blends" colors from the Windows palette to approximate the colors of your original image, but it blends them in a distinct pattern. If this box-like pattern is very obvious, you may want to use **Diffuse**, which blends colors from the Windows palette in a more random pattern. Note that **Diffuse** takes longer.

### Q. Why is Hijaak PRO's default Reduction Method set to Dither?

**A.** Hijaak PRO uses **Dither** because it's the quickest way to get the best displays of images that contain more colors than are available in your Windows palette. **Snap** is faster than **Dither**, but the results aren't as good.

### Q. Why are there "worming" patterns in my image?

**A.** When using the **Diffuse** option, this is always a potential problem. Use the **Dither** option and see if you get better results. Colors in your image that are not available in your Windows palette must be approximated using either **Dither** or **Diffuse** patterns. Choose the one which gives you the best results.





## The image looks too light or too dark

### Q. How do I convert a captured screen with a dark-colored background to grayscale and get an image that is not too dark?

- A. Set **Brightness** up to +15 or +20 to lighten the image overall. If only the foreground is too dark, use **Contrast** at about +15 or +20 to lighten the foreground.

### Q. How can I lighten the middle-range of colors, while leaving extremely light and extremely dark areas alone?

- A. To lighten mid-range areas, increase the **Gamma Correction**. Pull down the **Colors** menu and select **Contrast and Brightness** (Alt+o, b). In the **Contrast and Brightness** dialog box, increase the **Gamma Correction** until the thumbnail looks as you want your image to look. Click on **OK**.

### Q. My image appears to be all approximately the same muddy color. How can I see the differences in the colors more clearly?

- A. When the tones represented in your image appear to be basically the same color or colors throughout the image, use **Histogram Equalization** to perform an analysis of the tones and separate them evenly to produce a clearer-looking image. Pull down the **Colors** menu and select **Contrast and Brightness** (Alt+o, b). In the **Contrast and Brightness** dialog box click on the **Histogram Equalization** check box (Alt+q). Note that this option will have little effect on images in which the tones are already spaced evenly.

### Q. Why does the color white sometimes appear as a light pattern in my printouts?

- A. What shows up on your monitor as white may, in fact, be slightly off-white or a light gray. Because it usually has just black ink or black toner to represent shades, your printer must show the light gray as a halftone pattern. The halftone patterns generated on high resolution output devices, such as image-setters, will produce good-looking, highly accurate results. On lesser resolution devices, it may be necessary to experiment with different brightness setting to produce the best printed results.

**The image looks like a photo negative**

**Q. Why does my displayed image appear as a photographic negative?**

**A.** In certain situations, the color palette is inverted producing the effect of a photographic negative. Pull down the **Colors** menu and select **Invert Colors** to restore the proper colors (Alt+o, i).

## **Invert Colors doesn't seem to be working right**

**Q. Why is the Invert option switching black and white to other colors instead of reversing them?**

**A.** Invert is used not to reverse black and white, but to invert the entire color palette. If you need to interchange black with white, pull down the **Colors** menu and select **Reverse Black and White** (Alt+o, r).

## **My black and white print-outs of color images look bad**

### **Q. How do I achieve the clearest possible black and white printout of a color line-drawn vector image?**

- A.** Pull down the **Colors** menu and select **All Colors to Black** (Alt+o, c); every non-white object in a vector image will become black. A printout will show solid black objects and lines.

### **Q. How do I get a clear black and white printout of my raster image?**

- A.** If you are printing to a dot matrix or LaserJet printer, select the **Grayscale** option and click on the **Reduce Colors** button. In the **Reduce/Expand Colors** dialog box, select **Number of Colors=2**, and a **Reduction Method** of **Snap**. Hijaak PRO will look at the colors in the file and determine whether they are closer to white or black and snap each color to either black or white. For instance, yellow is closer to white and will become white. Blue is closer to black and will become black. If you were to use **All Colors to Black** instead of the options listed above, you will most likely get an all black image.
- A.** If you are printing to a PostScript language printer, select the **Grayscale** option, but leave the **Number of Colors** the same using the **Snap Reduction Method**.

### **Q. Why does the color white sometimes appear as a light pattern in my printouts?**

- A.** What shows up on your monitor as white may, in fact, be slightly off-white or a light gray. Because it usually has just black ink or black toner to represent shades, your printer must show the light gray as a halftone pattern. The halftone patterns generated on high resolution output devices, such as image-setters, will produce good-looking, highly accurate results. On lesser resolution devices, it may be necessary to experiment with different brightness setting to produce the best printed results.

**My color changes don't appear correctly, or colors seem to be changing for no reason**

**Q. Why does changing a color in my 24-bit raster image change other similar colors too?**

**A.** This is a feature of the **Change a Color** option which will change the color you select, as well as change similar colors within a certain tolerance. Because 24-bit images commonly have gradient fills that are nearly undetectable, this allows you to change the whole area with only one color change.

**Q. Why does Hijaak PRO appear to be changing the colors of some objects in my DXF file?**

**A.** DXF images will open with **Reveal Background Color Objects** selected as default, mimicking the behavior of AutoCAD. If there are objects the same color as your chosen background, Hijaak PRO will automatically change those objects to a contrasting color so they are visible.

**Q. Why do I get unexpected results when I change colors in my DXF file?**

**A.** Because Hijaak PRO mimics AutoCAD's default of **Reveal Background Color Objects**, when objects would otherwise blend into the background color, it will sometimes respond unexpectedly to a color change that is to be performed on an already changed object or line. Though an object may appear to be one color on-screen when performing a color change, the Hijaak PRO color selector is reporting the true object color as indicated in the image file.

**Q. Why aren't the colors in my 256 color image viewing properly?**

**A.** ATI Ultra graphics cards with Mach 32 drivers and chips have an option to turn off the 256 color palette. With the 256 color palette turned off, Hijaak PRO will not view the colors properly.

**A.** If you are using a standard Super VGA graphics card and you are not running Windows in a 256 color mode, you will not be able to view an image with 256 colors properly. Windows cannot supply enough colors from its palette for Hijaak PRO to view it properly.

Either select a graphics mode from Windows Setup that supports 256 colors (if your graphics card supports it), or display the image using the **Reduction Method** of **Dither** or **Diffuse** in Hijaak PRO. Reduction methods will not display exact colors, but will blend the colors available in the Windows palette to produce a more attractive image.

**Q. Why does a colored background appear when I rotate an image after using the Optimize Palette option on it?**

**A.** When an image is rotated a number of degrees that is not an even multiple of 90, the resulting image will no longer fit into the rectangular window available for it. Hijaak PRO must pad the image with pixels of a certain color to fill out the rectangular window. Whenever possible, Hijaak PRO will fill out the image with the background color selected under Setup and Preferences. However, if palette optimization is used on an image before rotation, the optimization may, in fact, eliminate the background color from those available for the particular image. Another background color -- one that is available in the new optimized palette --

is selected to fill out the image window. To ensure that no color substitution takes place, rotate the image before selecting optimize palette. Performing the rotation first will introduce the background color into the image and it will be preserved as part of the palette through the optimization process.

**Q. I've used Change a Color to change color A to color B but then decided to reverse the process by using Change a Color to set color B back to Color A. Now whenever I perform any processing on my image I see it repaint first in color A then Color B and then Color A again. How can I halt this process?**

**A.** Color changes in Hijaak PRO do build one upon another. To eliminate the repaints, you must also eliminate the color changes that are causing the repaints. Do this by selecting **List Color Changes** from the **Colors** selection on the Main menu.

**Palette Optimization seems to have no effect**

**Q. Why doesn't Palette Optimization improve the output image?**

**A.** Palette Optimization only has an effect if you reduce the number of colors in the output image.



## **Reverse Black and White seems to have no effect**

**Q. I selected Reverse Black and White and it did not have any effect on my image.**

**A.** Often colors that appear to be black or white are actually not true black and true white. **Reverse Black and White** only reverses true black and true white. If this option seems to have no effect on your image, you probably don't have any black or white in the image. The colors that appear as black and white probably do because your image has more colors than can be displayed; therefore, very dark colors will be represented on the display as black, and very light colors will be represented in the display as white.

**When I reduce the Number of Colors, the image looks bad**

**Q. How do I reduce the number of colors and still get an attractive image?**

**A.** If you wish to reduce a 16 million color image to 256 colors, you should use Hijaak PRO's different palette options to get the best results. Use the **Reduction Method** of **Dither** or **Diffuse**, and select the **Optimize Palette** option from your **Reduce/Expand Colors** dialog box for best results.

## **My grayscaled images look bad**

### **Q. Is one format better to use for grayscaling?**

- A.** The TIFF format supports entirely grayscale palettes, and so is much better to use when converting to grayscale images. Other formats such as PCX must use combinations of black and white to approximate grays.

### **Q. Why do I occasionally see strange colors appearing in my image when I make it grayscale?**

- A.** The presence of non-gray colors in a grayscale image will occur most often when dealing with 16-color images or running Windows in a 16-color graphics mode. There may be no grays or few grays in the palette available to Hijaak PRO in those circumstances. Hijaak PRO is forced to substitute another available color for the unavailable gray or grays.

## **Conversions**

For help with conversions, click on the format below that you are converting to or from:

[BMP](#)

[CGM](#)

[GEM](#)

[IGF](#)

[JPEG](#)

[PCL](#)

[TXI](#)

If none of the above topics apply, click on the following:

[General conversion problems](#)

## **BMP**

### **Q. Why have I noticed the file sizes of some BMP files increasing when I use Hijaak PRO's RLE compression for that format?**

**A.** The RLE compression type is effective only when a BMP image has a large number of similarly colored dots (or pixels) in close proximity to each other. Other types of BMP files may not be compressed at all when the RLE flavor of BMP is selected, and some may actually grow in size.

### **Q. Why do I occasionally see a black line across the top of DOS text screen captures that have been converted to BMP?**

**A.** A typical DOS text screen capture will show gray text on a black background. In converting this screen to BMP and processing it to a black text on white background (using the **Reverse Black and White** option), a black bar may be introduced across the top of the image. To achieve the same clean black on white appearance without the line, you may choose to use the **Change a Color** selection under the **Colors** selection from the main menu to map the black background to white. The gray text may then be mapped to black by the same process.

## CGM

**Q. Conversions of Text files to CGM result in a zero-length file or an empty image. What can I do to get a successful conversion of TXT to CGM?**

**A.** Text to CGM conversions produce blank images or zero-length files when the conversion is done with the **Stroke Fonts** option set to on. To correct the problem, de-select the **Stroke Fonts** option.

## **GEM**

### **Q. Why does my conversion to GEM create an image with incorrect colors?**

**A.** The GEM format uses a fixed color palette, so conversions from formats without the same palette limitation may produce undesired color changes in GEM. To remedy this problem, use Hijaak PRO's **Change A Color** option under the **Colors** menu to remap colors in the source image to the desired colors in the fixed GEM palette.

## **IGF**

### **Q. How might I speed up the conversion of text screen capture IGF files to other formats?**

- A.** The conversion of text screen capture IGF files to other formats will be particularly time-consuming when the captured screen includes the dotted text characters often used in screen backgrounds and shading. Each dot in those characters must be mathematically calculated and positioned by Hijaak PRO during a conversion. To speed the conversion, select **Rasterize Text** from the **DOS Capture Options** screen accessed through the **Capture** menu selection. This will cause DOSCAP to take a bitmapped picture of the objects on your DOS text screen and will eliminate the need for much of Hijaak PRO's conversion calculations.

### **Q. My DOS text screen capture does not include any peculiar shading characters or anything that should hold up the conversion process. Why else might conversions from text IGF files take too long?**

- A.** Through the course of revising the text IGF format for this release of Hijaak PRO, two separate fonts were created by Inset Systems. The first, IBMPCMED, was made available to users of Hijaak for Windows 1.0 to remedy some text screen capture problems that had been encountered and was also included in some pre-release testing of Hijaak PRO Version 2. That font was later replaced by IBMPCDOS, a TrueType font. If you are among those users who received IBMPCMED, it is possible that the presence of that font is slowing down IGF conversions and hurting the quality of those conversions. Check for the presence of the font using the Fonts selection under the Windows Control Panel. If you find IBMPCMED, remove it using the appropriate Control Panel button. Control Panel also provides you the option of deleting the font from your hard drive. We suggest you do so. The installation of Hijaak PRO should place the newer IBMPCDOS.TTF into your list of available fonts. Using this font, Hijaak PRO will be able to give you the best quality conversions of your DOS text screen captures in the least time.

### **Q. How can I avoid a Font File Not Found error message when converting from a text screen capture IGF file?**

- A.** That error message should only occur if the font IBMPCDOS.TTF was not properly installed into Windows during the Hijaak PRO Setup process. Hijaak PRO uses that font to depict the characters present in your DOS text screen capture. Reinstalling the Hijaak PRO product should make the font available to Windows.



## **JPEG**

### **Q. Why is there a width limitation when converting to the JPEG format?**

- A.** The Lead DLL used in conversions to JPEG may generate an error message if the image being produced is greater than 1,365 pixels in width. The conversion will work properly if sizing values, set on the Options menu, are kept to a width less than 1,365 pixels. Lead has a revised DLL that does not have the same limitation on image width. Information on obtaining that DLL, which runs only in Windows Enhanced Mode, can be obtained through Inset Systems technical support.

## **PCL**

### **Q. Why does my PCL image have incorrect fonts? What does the Font File Not Found error message mean?**

- A.** PCL 4 files, such as those supported by Hijaak PRO, generally contain all information that a LaserJet II compatible printer will require for accurate printing and will show up with correct fonts in Hijaak PRO. However, some applications keep important font information separate from the document information. Those applications will produce incomplete PCL files that will probably not function as expected in Hijaak PRO and may cause a Font File Not Found error message during conversion. For these PCL files to function properly, it is important to enter the **Source PCL Options** screen at the beginning of a PCL conversion and download the appropriate font files into Hijaak PRO. Downloading of fonts into Hijaak PRO will usually not be required for a successful PCL conversion as fonts are typically included in the PCL file itself.

### **Q. What can I do to avoid conversion failures and missing characters when converting from a PCL file?**

- A.** Previously stored font information may prevent Hijaak PRO from successfully converting a source PCL file. A RESETPCL.BAT utility, installed in the HJPRO directory, allows for the clearing of old font information. To use the utility, exit Hijaak PRO and go to a DOS prompt. Type **RESETPCL** with the path to your Windows directory (typically, C:\WINDOWS) as the command line parameter.

## TXT

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**A.** Text to CGM conversions produce blank images or zero-length files when the conversion is done with the **Stroke Fonts** option set to on. To correct the problem, de-select the **Stroke Fonts** option.

## General conversion problems

### Q. Why does my image file become corrupted when I am doing a conversion from that source to an identically named file in the same format?

- A. During conversion, Hijaak PRO reads image information from the source file, processes it and then saves it to the destination file. If the source and destination files have the same path and name, Hijaak PRO will be forced to save information into a file from which it still needs to read information. This activity will corrupt the file. Selecting the **Overwrite Notification** check box in the **Save As** and **Convert To** screens will provide a warning when existing files are about to be overwritten. Changing the path and/or filename of the destination will prevent the corruption of the source file.

### Q. Why doesn't my image rotate when I select Rotate from the Save As... Options dialog box?

- A. This is a known problem area in Hijaak PRO. We will have a patch to fix the problem in the near future. The best workaround is to use the **Edit** menu's **Rotate** item before you save the image in the format of your choice.

## **DOS Capture**

### **Problems when trying to use DOSCAP**

Certain system configurations and applications may interfere with the operation of Hijaak PRO's DOSCAP utility. For advice on dealing with problems, click on one of the following topics:

[DOSCAP's limitations](#)

[DOS screen captures don't look right](#)

[General problems capturing DOS screens](#)

[Problems converting DOS screen captures](#)

[If all else fails...](#)

## **DOSCAP's Limitations**

### **Q. On what networks does DOSCAP run?**

**A.** Hijaak PRO and DOSCAP support Novell Netware up to and including V3.12. Other networks have not been tested, therefore, use of Hijaak PRO with other networks may not be supported.

The only known limitation with the Novell network is an incompatibility between DOSCAP and the Token Ring driver. Using the Token Ring driver, you may be allowed to capture from and save to local drives, but not to network drives.

### **Q. Does DOSCAP run with DCA Irma boards?**

**A.** DOSCAP is not compatible with DCA Irma boards.

### **Q. Can I capture screens with DOSCAP while connected to another computer?**

**A.** Using DOSCAP to capture screens from remote control or communications software, while you have an established connection, may result in a disconnection. If this is the case, set the modem so that the Carrier Detect is HIGH, and try again.

## **DOS screen captures don't look right**

### **Q. Why does my DOS text screen capture display incorrectly when I rotate it in Hijaak PRO?**

- A.** Hijaak PRO is capable of rotating text screen captures in increments of 90 degrees without distorting the images. Other rotation values could cause image quality to suffer.

### **Q. Why do the characters in the DOS text screen I captured show up differently in Hijaak PRO?**

- A.** Hijaak PRO internally maps the captured on-screen characters to a special font. If the font used by Hijaak PRO does not contain appropriate characters for your screen capture, the image generated will be inaccurate. In order to produce a more accurate image of your screen, pull down the **Capture** menu and select **DOS Capture Options** (Alt+c, d) Click on the **Rasterize Text** check box (Alt+r) in the **DOS Capture Options** dialog box. With this option selected, DOSCAP will take a graphical picture of the characters on the DOS text screen you are capturing. That will eliminate the need for the internal font mapping usually performed within Hijaak PRO.

### **Q. How can I change fonts in a DOS text screen capture?**

- A.** Hijaak PRO does not currently permit the changing of fonts in a DOS text screen capture. In order to change the font, convert the image to the TXT format first. You can then change the fonts in the converted file.

### **Q. Screen captures brought into PageMaker as TIFF images sometimes come in with black and white reversed. What can I do to fix the image?**

- A.** Selecting **Image Control** under PageMaker's **Element** menu will allow for brightness and contrast and other adjustments to your placed image. Selecting a contrast of -50 will reverse black and white in your image.

### **Q. Why do the scaling options "Page in Width" and "Scale to Window" not work with DOS text screen captured IGF images?**

- A.** Due to limitations inherent in the rendering of Windows TrueType fonts, Hijaak PRO does not support the use of those scaling options for text screen IGF files.

## General problems capturing DOS screens.

### Q. Why doesn't DOSCAP load when I double-click on the DOS Capture icon in the Hijaak PRO program group?

- A. This might happen if you are running Windows in 386 Enhanced Mode using "Stealth Mode" of Quarterdeck's QEMM memory manager. Testing has revealed an incompatibility between DOSCAP and the "Stealth Mode." To eliminate the compatibility problem, you must disable "Stealth Mode." Open your CONFIG.SYS file in a text editor and remove the "ST:M" or the "ST:F" portion of the device line calling QEMM386.SYS. If you do not want to modify your CONFIG.SYS file, you can run DOSCAP by double-clicking on the MSDOS icon in the Windows Main program group. Change to the HJPRO subdirectory and type **DOSCAP**.

### Q. Why doesn't DOSCAP capture the screen from my application when I press the hotkeys?

- A. DOSCAP may be unable to capture screens from DOS applications running in "protected mode." AutoCAD typically runs in protected mode. A similar mode is used by Lotus 1-2-3 WYSIWYG. In many cases, it is possible to disable protected mode. (AutoDesk technical support may have advice on running AutoCAD in "real mode.") Inset Systems provides an alternate DOS screen capture utility for use when protected mode cannot be disabled. For more information, click on the following:

#### If all else fails...

DOSCAP will also be unable to capture from graphics mode programs compiled with Borland Turbo Pascal v5 and higher, because those programs bypass the capturing mechanism used by DOSCAP.

- A. This may also happen if you are running a terminal emulation application. Try running a Windows-based terminal emulator and capture that screen using Hijaak PRO's Windows Capture. This should work when the DOS capture fails.
- A. This may also happen if you are communicating by modem. Try using a different communications package, which may not experience the same interrupt conflicts. Telix, a shareware terminal package by Exis, Inc., is available on our BBS and has tested successfully with DOSCAP.

### Q. How can I use Hijaak PRO to capture a screen from a DOS application that is incompatible with DOSCAP?

- A. If you can't use DOSCAP with your DOS application, but you can run the application under Windows in full screen mode, press the **Print Screen** key to copy the image to the Windows Clipboard. You can then paste the image into Hijaak PRO for conversion. Text screens will be black and white. Use the "OEM TEXT" option in the Clipboard Viewer to display the text properly.

### Q. Why don't my capture hotkeys work?

- A. If you are running a terminal emulation program, and DOSCAP does not pop-up when the hotkeys are pressed, it usually means that the emulation program has the keyboard interrupts and has remapped the keys; DOSCAP does not have access to them.
- A. If you are running a Terminate Stay Resident program (TSR), your hotkeys may not activate DOSCAP. A TSR is a program that runs in memory, waiting for you to



signal it to start by pressing a certain combination of keys or by running a command. Many screen capture and file finding programs are TSRs. If you are running a TSR, unload it and try your DOSCAP hotkeys again.

**Q. What should I do when DOSCAP locks up my applications?**

- A.** DOSCAP might lock up your applications if you are running DOSCAP with another Terminate and Stay Resident program (TSR) or another program that uses EMS. A TSR is a program that runs in memory, waiting for you to signal it to start by pressing a certain combination of keys or by running a command. To stop your applications from locking up, change your Maximum EMS Usage setting: pull down the Hijaak PRO **Capture** menu and select **DOS Capture Options** (Alt+c, d). You will see the **DOS Capture Options** dialog box. In the **Max EMS** field, type **0** (zero) (Alt+m, 0). Zero is the default setting.

**Q. Why do I get the error message "Card Undefined" when using the DOSCAP utility?**

- A.** You will get the "Card Undefined" error when you have not set up DOSCAP in Hijaak PRO. Pull down the **Capture** menu and select **DOS Capture Options** (Alt+c, d). From the **Graphics Card** area, select the appropriate card type (Alt+g, arrow), and try DOSCAP again.

**Q. My graphics card is not listed in DOS Capture Options in Hijaak PRO. What graphics card type should I select?**

- A.** If you do not find your graphics card listed in the **DOS Capture Options** dialog box, in the **DOS Capture Options** dialog box, select **IBM-VGA**. This should work in most cases, except when running a DOS application that runs in a high resolution mode.
- A.** If you do not find your graphics card listed in the interface, find out what chipset it uses and select a driver that uses the same chipset. If you are unsure of which available driver to select, call Inset Systems Technical Support at 800-374-6738.

## Problems converting DOS screen captures

### Q. How might I speed up the conversion of text screen capture IGF files to other formats?

- A. The conversion of text screen capture IGF files to other formats will be particularly time-consuming when the captured screen includes the dotted text characters often used in screen backgrounds and shading. Each dot in those characters must be mathematically calculated and positioned by Hijaak PRO during a conversion. To speed the conversion, select **Rasterize Text** from the **DOS Capture Options** dialog box. This will cause DOSCAP to take a bitmapped picture of the objects on your DOS text screen and will eliminate the need for much of Hijaak PRO's conversion calculations.

### Q. My DOS text screen capture does not include any peculiar shading characters or anything that should hold up the conversion process. Why else might conversions from text IGF files take too long?

- A. Through the course of revising the text IGF format for this release of Hijaak PRO, two separate fonts were created by Inset Systems. The first, IBMPCMED, was made available to users of Hijaak for Windows 1.0 to remedy some text screen capture problems that had been encountered and was also included in some pre-release testing of Hijaak PRO Version 2. That font was later replaced by IBMPCDOS, a TrueType font. If you are among those users who received IBMPCMED, it is possible that the presence of that font is slowing down IGF conversions and hurting the quality of those conversions. Check for the presence of the font using the Fonts selection under the Windows Control Panel. If you find IBMPCMED, remove it using the appropriate Control Panel button. Control Panel also provides you the option of deleting the font from your hard drive. We suggest you do so. The installation of Hijaak PRO should place the newer IBMPCDOS.TTF into your list of available fonts. Using this font, Hijaak PRO will be able to give you the best quality conversions of your DOS text screen captures in the least time.

### Q. How can I avoid a Font File Not Found error message when converting from a text screen capture IGF file?

- A. That error message should only occur if the font IBMPCDOS.TTF was not properly installed into Windows during the Hijaak PRO Setup process. Hijaak PRO uses that font to depict the characters present in your DOS text screen capture. Using the HJSetup icon to run a Workstation install of Hijaak PRO should make the font available to Windows. If this doesn't work, re-install Hijaak PRO.

### Q. Why do I occasionally see a black line across the top of DOS text screen captures that have been converted to BMP?

- A. A typical DOS text screen capture will show gray text on a black background. In converting this screen to BMP and processing it to a black text on white background (using the **Reverse Black and White** option), a black bar may be introduced across the top of the image. To achieve the same clean black on white appearance without the line, you may choose to use the **Change a Color** selection under the **Colors** selection from the main menu to map the black background to white. The gray text may then be mapped to black by the same

process.

## If all else fails...

...you can use ALTCAP, an alternate DOS capture utility. This utility only works if you have a VGA monitor.

### Use ALTCAP as follows:

1. At the HJPRO DOS prompt, type ALTCAP.EXE. ALTCAP will "expand" into the following files:  
CAPTURE.EXE  
HJ02.EXE  
VGA.EXE  
HJ.SET  
FREEALT.COM  
ALTCAP.TXT
2. When you want to capture a DOS screen, either shell out to DOS or exit out of Windows. Switch to the HJPRO directory.
3. At the DOS prompt, type CAPTURE. You will see a simple instruction screen. Note that the default hotkeys are Left Shift-Left Ctrl.

**WARNING:** Do not run DOSCAP at the same time as you run this alternate capture procedure.

4. Run the application that has the screen you want to capture, and bring up that screen. Press the Left Shift-Left Ctrl keys at the same time.
5. You will see a menu prompting you to select either **Screen**, or **Printer**. Use the arrow keys to select, and press **Enter**.
6. You will hear a beep indicating that the Screen has been captured. At the Save prompt, type the path and filename where you wish the captured file to be saved. Press **Enter**.
7. You will return to the **Screen** or **Printer** menu. When you are through capturing, press **Esc**. Your captured screens will be saved in PIX format in the directory that you selected.
8. Use Hijaak PRO to convert the \*.PIX file to another format.

## **Hijaak Browser**

If you are having problems with Hijaak Browser, click on one of the following for more information:

[General problems running Hijaak Browser](#)

[I can't start Hijaak Browser](#)

[Problems copying or moving thumbnails](#)

[Thumbnail images do not look right](#)

[There's a problem updating some thumbnails](#)

## General problems running Hijaak Browser

### Q. Why does Hijaak Browser crash as soon as my screen saver kicks in?

**A.** Hijaak Browser has been tested with the screen saver included with the Windows 3.1 environment. That screen saver may be accessed through the **Desktop** selection of **Windows Control Panel**. However, testing has shown that other screen savers, such as some modules of the popular After Dark program, will cause a corruption of data that may crash Hijaak Browser. When using Hijaak Browser for an extended update period, it is recommended that only the Windows screen saver be used.

### Q. Why does Hijaak Browser stall or "hang" during an update of image thumbnails?

**A.** It is likely that Hijaak Browser has encountered a problem file. To avoid future stalls during thumbnail updates, select the image tile that has been causing Browser to hang. Pull down the **File** menu and select **Properties** (Alt+f, r). In the **Properties** dialog box, click on the **Skip Update** check box (Alt+s). If it is not clear which file is causing the problem, check the HJBROWSE.LOG file found in your Windows subdirectory. That log file contains a record of all Browser activity.

## I can't start Hijaak Browser

### Q. What should I do if Hijaak Browser causes a GPF immediately upon startup?

- A.** Hijaak Browser may cause a General Protection Fault as soon as it is launched if it does not fully support your graphics card or display mode. A remedy to this problem is to adjust the Browser settings so that it will not rely on device specific drawing routines. You can do that by using a text editor, such as Windows Notepad, to open the HJBROWSE.SET file found in your Windows subdirectory and add the following line: **DIBONLY=ON**

## Problems copying or moving thumbnails

**Q. When I use the File menu to copy or move thumbnails or folders, why do the files move but not the thumbnails?**

**A.** When you use the **File** menu for these operations, you are copying and moving only the actual image files. The thumbnails representing those files remain where they are until you perform an **Update** on the folder. To move a thumbnail image, click on it and drag-drop to the appropriate folder. For more information, click on the following:



## Thumbnail Images do not look right

### Q. Why do thumbnail images appear skewed within Hijaak Browser?

- A.** Hijaak Browser may not fully support your graphics card or display mode. A remedy to this problem is to adjust the Browser settings so that it will not rely on device specific drawing routines. You can do that by using a text editor, such as Windows Notepad, to open the HJBROWSE.SET file found in your Windows subdirectory and add the following line: **DIBONLY=ON**

## There's a problem updating some thumbnails

### **Q. When I select update, Hijaak Browser seems to ignore certain images. How can I update those image thumbnails?**

**A.** If Hijaak Browser is unable to read a file during an update, it will skip that particular file during subsequent updates. Trying to update just that file will cause Browser to start the update procedure and then immediately return to the main screen. To enable updates of these files, select the image title that has not been updated. Pull down the **F**ile menu and select **P**roperties (Alt+f, r). In the **P**roperties dialog box, click on the **S**kip Update check box (Alt+s) to de-select it.

### **Q. Why does Hijaak Browser stall or "hang" during an update of image thumbnails?**

**A.** It is likely that Hijaak Browser has encountered a problem file. To avoid future stalls during thumbnail updates, select the image tile that has been causing Browser to hang. Pull down the **F**ile menu and select **P**roperties (Alt+f, r). In the **P**roperties dialog box, click on the **S**kip Update check box (Alt+s). If it is not clear which file is causing the problem, check the HJBROWSE.LOG file found in your Windows subdirectory. That log file contains a record of all Browser activity.

## **Import into Other Applications**

The topics below gives information on troubleshooting when you are using Hijaak PRO with other applications through the application's **Place** or **Insert** command, Hijaak import filters or OLE. Click on the application below for which you want troubleshooting help or tips:

[Ami Pro](#)

[MS Draw](#)

[FreeHand](#)

[PageMaker 4.0 and 5.0](#)

[Persuasion](#)

[PowerPoint](#)

[MS Publisher](#)

[MS Word for Windows](#)

[WordPerfect](#)

[Ventura Publisher for Windows](#)

Some problems are not specific to any application, rather, they are related to the Hijaak import filter. For help with this, click on the following:

[The Hijaak Import Filter](#)

**Note** If you are running Windows in standard mode, you will not be able to import image files larger than one megabyte. If you need to import a larger image, try running Windows in enhanced mode.

## Ami Pro

### Q. Why don't Hijaak PRO's import filters come up when I try to insert an image into Ami Pro?

- A. The import filters will not work properly immediately after installation of the Hijaak PRO package. In order for the import filters to function, Hijaak PRO must be run at least once and Windows must be restarted.

If the import filters still do not function, check the Ami Pro directory to ensure that the HJIMP1.FLT file has been placed there by the Hijaak PRO install program.

Next, check to see that the AMIPRO.INI file, found in the Windows subdirectory, contains the following lines. If these lines are missing, the Hijaak PRO has not been properly installed. See Chapter 1 of the Hijaak PRO User's Guide for instructions on running a Workstation install.

```
Application43=HJ Amiga ILBM,B,.IFF,hjimp1.fl
Application44=HJ ASCII Text,B,.TXT,hjimp1.fl
Application45=HJ AT&T Group 4,B,.ATT,hjimp1.fl
Application46=HJ AutoCad DXF,B,.DXF,hjimp1.fl
Application47=HJ CALS Raster,B,.CAL,hjimp1.fl
Application48=HJ Compuserve GIF,B,.GIF,hjimp1.fl
Application49=HJ HJ CGM,B,.CGM,hjimp1.fl
Application50=HJ DataBeam,B,.DBX,hjimp1.fl
Application51=HJ Dr. Halo,B,.CUT,hjimp1.fl
Application52=HJ EDMICS,B,.ED5,hjimp1.fl
Application53=HJ GEM MetaFile,B,.GEM,hjimp1.fl
Application54=HJ GEM Paint,B,.IMG,hjimp1.fl
Application55=HJ HP Plotter,B,.PGL,hjimp1.fl
Application56=HJ HP LaserJetII,B,.PCL,hjimp1.fl
Application57=HJ IBM GOCA,B,.GCA,hjimp1.fl
Application58=HJ IBM IOCA,B,.ICA,hjimp1.fl
Application59=HJ Inset IGF,B,.IGF,hjimp1.fl
Application60=HJ Inset PIX,B,.PIX,hjimp1.fl
Application61=HJ JPEG,B,.JPG,hjimp1.fl
Application62=HJ Kofax Group 4,B,.KFX,hjimp1.fl
Application63=HJ Lotus,B,.PIC,hjimp1.fl
Application64=HJ Macintosh PICT,B,.PCT,hjimp1.fl
Application65=HJ MacPaint,B,.MAC,hjimp1.fl
Application66=HJ MicroGraphix,B,.DRW,hjimp1.fl
Application67=HJ Microsoft MSP,B,.MSP,hjimp1.fl
Application68=HJ PC Paintbrush,B,.PCX,hjimp1.fl
Application69=HJ PhotoCD,B,.PCD,hjimp1.fl
Application70=HJ StoryBoard PIC,B,.PCB,hjimp1.fl
Application71=HJ Sun Raster,B,.RAS,hjimp1.fl
Application72=HJ TIFF,B,.TIF,hjimp1.fl
Application73=HJ Targa,B,.TGA,hjimp1.fl
Application74=HJ Wicat,B,.GED,hjimp1.fl
Application75=HJ Windows Icon,B,.ICO,hjimp1.fl
```

Application76=HJ WMF,B,.WMF,hjimp1.fl  
Application77=HJ Windows OS2,B,.BMP,hjimp1.fl  
Application78=HJ Windows OS2,B,.RLE,hjimp1.fl  
Application79=HJ WordPerfect,B,.WPG,hjimp1.fl  
Application80=HJ Windows CLP,B,.CLP,hjimp1.fl  
Application81=HJ Knowledge CPR,B,.CPR,hjimp1.fl  
Application82=HJ Viewable EPS,B,.EPS,hjimp1.fl  
Application83=HJ Tektronix P10,B,.P10,hjimp1.fl  
Application84=HJ Fax Type,B,.FAX,hjimp1.fl

If the lines are correct and the Hijaak import still won't function properly, try adding the path to the Hijaak PRO filter to each of the application lines in the AMIPRO.INI file. For example:

Change        Application43=HJ Amiga ILBM,B,.IFF,hjimp1.fl  
To             Application43=HJ Amiga ILBM,B,.IFF,c:\amipro=hjimp1.fl

## **Microsoft Draw**

### **Q. Why has the install of Hijaak PRO caused me to be unable to access Microsoft Draw?**

- A.** Early versions of Microsoft Draw, a drawing/painting package that is part of Microsoft Publisher and Microsoft Word for Windows, have a fixed limit on the number of graphics import filters they may support. After installing Hijaak PRO's import filters for Microsoft Publisher and/or Word for Windows, there will be more filters than Draw can handle. Deleting Hijaak import filters from the MS Import section of the WIN.INI file in your Windows directory will resolve the problem. This difficulty should not occur with the more recent version of Draw packaged with the Microsoft Word for Windows 2.0a.

## FreeHand

### Q. Why don't Hijaak PRO's import filters come up when I try to place an image into FreeHand?

- A.** The import filters will not work properly immediately after installation of the Hijaak PRO package. In order for the import filters to function, Hijaak PRO must be run at least once and Windows must be restarted. If the import filters are still not functioning, check the **[Aldus Imports]** section of your ALDUS.INI file to see if the appropriate lines have been placed there by the import filter install. To see the full list, click on the following:  
[Aldus Imports](#)

If the lines are all present, but the import filter still will not work, add the path to your Hijaak import filter onto the filter statements in your ALDUS.INI file. For example:

Change: HJ Amiga ILBM=hjimp2.flr,IFF  
To: HJ Amiga ILBM=c:\aldus\usenglsh\filters\hjimp2.flr,IFF

The location of the Aldus files can be determined by reading the [Aldus] section of the WIN.INI file in your Windows subdirectory.

### Q. After the Hijaak import filters are installed, I have more import filters than FreeHand can use. How can I remove the filters that I will not be using?

- A.** To remove some of the import filters available to FreeHand, run the ALDSETUP program and select **FH3720.CTL**. Choose **Aldus Product Filters** and click on the **Setup** button. At the error message, click on **Continue**. You will then be able to select the filters you wish to remove. Pressing **OK** will exit the setup program.

### Q. What is the cause of a blank image produced by using Hijaak's import filters?

- A.** If the import seems to be progressing normally but results in a blank box being imported into your application, the cause may be a memory limitation in Windows' standard mode. Larger images may require more memory than standard mode Windows can allocate at one time and so may come in blank. Run Windows in enhanced mode to resolve this problem.

## PageMaker 4.0 and 5.0

### Q. Why have I noticed a reduction in the quality of the 24-bit color images that I have brought into PageMaker 4.0 through the Hijaak Import Filters?

- A.** Placing 24-bit color images into PageMaker 4 through an import filter is a very time-consuming process. To get the best quality within a reasonable amount of time, Hijaak PRO has been designed to reduce 24-bit images to 8-bit with the Diffuse color reduction method during import into PageMaker. This will produce excellent results in most cases. Where genuine 24-bit images are desired, it is suggested that a Hijaak PRO conversion of the source image to a 24-bit TIFF be performed with that image subsequently being placed into PageMaker 4. Hijaak PRO import filters are bypassed during placement of TIFF images, as that format is supported internally within PageMaker.

### Q. Screen captures brought into PageMaker as TIFF images sometimes come in with black and white reversed. What can I do to fix the image?

- A.** Selecting Image Control under PageMaker's Element menu will allow for brightness and contrast and other adjustments to your placed image. Selecting a contrast of -50 will reverse black and white in your image.

### Q. Why do my images look bad when brought into PageMaker 4.0?

- A.** On-screen image quality is controlled in PageMaker through the **Edit** menu's **Preferences** selection. The best on-screen quality will be achieved when the **Detailed Graphics** option is set to **High Resolution**. Still, images may appear to be missing details when viewed from within PageMaker. However, this is merely the result of PageMaker's on-screen presentation of an image rather than a deficiency in the image itself. All details should be seen when the image is finally printed from PageMaker.

### Q. Why don't Hijaak PRO's import filters come up when I try to place an image into PageMaker 4.0?

- A.** The import filters will not work properly immediately after installation of the Hijaak PRO program. In order for the import filters to function, Hijaak PRO must be run at least once and Windows must be restarted. If the import filters are still not functioning, check the **[Aldus Imports]** section of your ALDUS.INI file to see if the appropriate lines have been placed there by the import filter install. To see the full list, click on the following:  
[Aldus Imports](#)

If the lines are all present, but the import filter still will not work, add the path to your Hijaak import filter onto the filter statements in your ALDUS.INI file. For example:

Change: HJ Amiga ILBM=hjimp2.flr,IFF  
To: HJ Amiga ILBM=c:\aldus\usenglsh\filters\hjimp2.flr,IFF

The location of the Aldus files can be determined by reading the [Aldus] section of the WIN.INI file in your Windows subdirectory.



**Q. Why won't PageMaker 4.0 use Hijaak's import filters when placing an image?**

- A.** Both PageMaker 4.0 and Persuasion will use external import filters in the order they are listed in the ALDUS.INI file. If there were previous filters installed for certain formats -- CGM, for example -- and Hijaak PRO's import filters are then installed, those applications will continue to use the previous import filters because they are placed earlier in the ALDUS.INI file. To ensure that the Hijaak import filters are used, the other filters must be de-installed using the ALDSETUP utility or the lines referring to those filters must be removed from the ALDUS.INI file.

**Q. Why don't Hijaak PRO's import filters come up when I try to place an image into PageMaker 5.0?**

- A.** The import filters will not work properly immediately after installation of the Hijaak PRO package. In order for the import filters to function, Hijaak PRO must be run at least once and Windows must be restarted. If the import filters for PageMaker 5.0 are still not functioning, check the filters subdirectory (typically it would be C:\ALDEO\USEENGLSH\FILTERS) to see if the HJIMP2.P5F has been placed there by the Hijaak PRO install. If the file cannot be found in that subdirectory, re-run the Hijaak PRO install program to install import filters and select PageMaker 5.0 from the list of applications.

**Q. I've copied or cut an image from Hijaak PRO into the Windows Clipboard. Now, how do I paste that image into PageMaker 5.0?**

- A.** The Beta version of PageMaker 5.0 that was tested with this release of Hijaak PRO would only properly paste vector graphics if **Paste Special** was selected from under the **Edit** menu. Raster images would paste properly only when the **Paste Link** option was selected.

## Persuasion

### **Q. Why don't Hijaak PRO's import filters come up when I try to place an image into Persuasion?**

- A.** The import filters will not work properly immediately after installation of the Hijaak PRO program. In order for the import filters to function, Hijaak PRO must be run at least once and Windows must be restarted. If the import filters are still not functioning, check the **[Aldus Imports]** section of your ALDUS.INI file to see if the appropriate lines have been placed there by the import filter install. To see the full list, click on the following:  
[Aldus Imports](#)

If the lines are all present, but the import filter still will not work, add the path to your Hijaak import filter onto the filter statements in your ALDUS.INI file. For example:

Change: HJ Amiga ILBM=hjimp2.flr,IFF  
To: HJ Amiga ILBM=c:\aldus\usenglsh\filters\hjimp2.flr,IFF

The location of the Aldus files can be determined by reading the [Aldus] section of the WIN.INI file in your Windows subdirectory.

### **Q. Why won't Persuasion use Hijaak's import filters when placing an image?**

- A.** Both PageMaker 4.0 and Persuasion will use external import filters in the order they are listed in the ALDUS.INI file. If there were previous filters installed for certain formats -- CGM, for example -- and Hijaak PRO's import filters are then installed, those applications will continue to use the previous import filters because they are placed earlier in the ALDUS.INI file. To ensure that the Hijaak import filters are used, the other filters must be de-installed using the ALDSETUP utility or the lines referring to those filters must be removed from the ALDUS.INI file.

## Aldus Imports

The following is a list of lines that should appear in the [Aldus Imports] section of your ALDUS.INI in order for the Hijaak import filters to work properly with PageMaker, FreeHand and Persuasion.

```
HJ Amiga ILBM=hjimp2.flr,IFF
HJ ASCII Text=hjimp2.flr,TXT
HJ AT&T Group 4=hjimp2.flr,ATT
HJ AutoCad DXF=hjimp2.flr,DXF
HJ CALS Raster=hjimp2.flr,CAL
HJ Compuserve GIF=hjimp2.flr,GIF
HJ HJ CGM=hjimp2.flr,CGM
HJ DataBeam=hjimp2.flr,DBX
HJ Dr. Halo=hjimp2.flr,CUT
HJ EDMICS=hjimp2.flr,ED5
HJ GEM MetaFile=hjimp2.flr,GEM
HJ GEM Paint=hjimp2.flr,IMG
HJ HP Plotter=hjimp2.flr,PGL
HJ HP LaserJetII=hjimp2.flr,PCL
HJ IBM GOCA=hjimp2.flr,GCA
HJ IBM IOCA=hjimp2.flr,ICA
HJ Inset IGF=hjimp2.flr,IGF
HJ Inset PIX=hjimp2.flr,PIX
HJ JPEG=hjimp2.flr,JPG
HJ Kofax Group 4=hjimp2.flr,KFX
HJ Lotus=hjimp2.flr,PIC
HJ Macintosh PICT=hjimp2.flr,PCT
HJ MacPaint=hjimp2.flr,MAC
HJ MicroGraphix=hjimp2.flr,DRW
HJ Microsoft MSP=hjimp2.flr,MSP
HJ PC Paintbrush=hjimp2.flr,PCX
HJ PhotoCD=hjimp2.flr,PCD
HJ StoryBoard PIC=hjimp2.flr,PCB
HJ Sun Raster=hjimp2.flr,RAS
HJ Targa=hjimp2.flr,TGA
HJ Wicat=hjimp2.flr,GED
HJ Windows Icon=hjimp2.flr,ICO
HJ WMF=hjimp2.flr,WMF
HJ Windows OS2=hjimp2.flr,DIB
HJ WordPerfect=hjimp2.flr,WPG
HJ Windows CLP=hjimp2.flr,CLP
HJ Knowledge CPR=hjimp2.flr,CPR
HJ Tektronix P10=hjimp2.flr,P10
HJ Fax Type=hjimp2.flr,FAX
```

## **PowerPoint**

### **Q. Why don't Hijaak PRO's import filters come up when I try to place an image into PowerPoint?**

- A.** The import filters will not work properly immediately after installation of the Hijaak PRO program. In order for the import filters to function, Hijaak PRO must be run at least once and Windows must be restarted.
- If the import filters still do not function, check the Hijaak PRO directory (typically C:\HJPRO) to ensure that the HJIMP1.FLT file has been placed there by the Hijaak PRO install program.
- Next, check to see if the appropriate lines have been added to the POWERPNT.INI file, found in the PowerPoint subdirectory. To see the full list, click on the following:
- [MS Graphic Import Filters](#)

## **MS Publisher**

### **Q. Why has the install of Hijaak PRO caused me to be unable to access Microsoft Draw?**

- A.** Early versions of Microsoft Draw, a drawing/painting package that is part of Microsoft Publisher and Microsoft Word for Windows, have a fixed limit on the number of graphics import filters they may support. After installing Hijaak PRO's import filters for Microsoft Publisher and/or Word for Windows, there will be more filters than Draw can handle. Deleting Hijaak import filters from the MS Import section of the WIN.INI file in your Windows directory will resolve the problem. This difficulty should not occur with the more recent version of Draw packaged with the Microsoft Word for Windows 2.0a.

## Word for Windows

### **Q. Why has the install of Hijaak PRO caused me to be unable to access Microsoft Draw?**

- A.** Early versions of Microsoft Draw, a drawing/painting package that is part of Microsoft Publisher and Microsoft Word for Windows, have a fixed limit on the number of graphics import filters they may support. After installing Hijaak PRO's import filters for Microsoft Publisher and/or Word for Windows, there will be more filters than Draw can handle. Deleting Hijaak import filters from the MS Import section of the WIN.INI file in your Windows directory will resolve the problem. This difficulty should not occur with the more recent version of Draw packaged with the Microsoft Word for Windows 2.0a.

### **Q. What raster format will give me the best results in Word for Windows?**

- A.** The best raster format to use with Word for Windows is TIFF. Generally, to find the format that will work best in a particular application just click on the **Applications** button in the **Save As...** or **Convert To...** dialog box. Select the appropriate destination application from the applications list, and Hijaak PRO will automatically select the best format for that application.

### **Q. Why has the install of Hijaak PRO caused me to be unable to access Microsoft Draw?**

- A.** Early versions of Microsoft Draw, a drawing/painting package that is part of Microsoft Publisher and Microsoft Word for Windows, have a fixed limit on the number of graphics import filters they may support. After installing Hijaak PRO's import filters for Microsoft Publisher and/or Word for Windows, there will be more filters than Draw can handle. Deleting Hijaak import filters from the MS Import section of the WIN.INI file in your Windows directory will resolve the problem. This difficulty should not occur with the more recent version of Draw packaged with the Microsoft Word for Windows 2.0a.

### **Q. Why does Word for Windows use its own graphics import filters instead of the Hijaak import filters I have installed?**

- A.** In cases where Word for Windows and Hijaak PRO support the import of the same file formats, Word for Windows prefers to use its own filters. To force Word for Windows to use the Hijaak import filters instead, you must edit the WIN.INI file in your Windows subdirectory and remove or "comment out" the appropriate Microsoft graphics import lines. You can comment out these lines by adding a semi-colon ; or a pound sign to # to the beginning of the line.

### **Q. Why don't Hijaak PRO's import filters come up when I try to place an image into Word for Windows?**

- A.** The import filters will not work properly immediately after installation of the Hijaak PRO program. In order for the import filters to function, Hijaak PRO must be run at least once and Windows must be restarted.  
If the import filters still do not function, check the Hijaak PRO directory (typically C:\HJPRO) to ensure that the HJIMP1.FLT file has been placed there by the Hijaak PRO install program.  
Next, check to see if the appropriate lines have been added to the [MS Graphic

Import Filters] section of the WIN.INI file, found in the Windows subdirectory. To see the full list, click on the following:  
[MS Graphic Import Filters](#)

## MS Graphic Import Filters

The following is a list of lines that should appear in your WIN.INI and POWERPNT.INI files in order for the Hijaak import filters to work properly with Word for Windows and PowerPoint. This list assumes Hijaak PRO was installed in C:\HJPRO. If you installed in another directory, replace this path with your path.

```
HJ Amiga ILBM=C:\hjpro\hjimp1.flr,IFF
HJ ASCII Text=C:\hjpro\hjimp1.flr,TXT
HJ AT&T Group 4=C:\hjpro\hjimp1.flr,ATT
HJ AutoCad DXF=C:\hjpro\hjimp1.flr,DXF
HJ CALS Raster=C:\hjpro\hjimp1.flr,CAL
HJ Compuserve GIF=C:\hjpro\hjimp1.flr,GIF
HJ HJ CGM=C:\hjpro\hjimp1.flr,CGM
HJ DataBeam=C:\hjpro\hjimp1.flr,DBX
HJ Dr. Halo=C:\hjpro\hjimp1.flr,CUT
HJ EDMICS=C:\hjpro\hjimp1.flr,ED5
HJ GEM MetaFile=C:\hjpro\hjimp1.flr,GEM
HJ GEM Paint=C:\hjpro\hjimp1.flr,IMG
HJ HP Plotter=C:\hjpro\hjimp1.flr,PGL
HJ HP LaserJetII=C:\hjpro\hjimp1.flr,PCL
HJ IBM GOCA=C:\hjpro\hjimp1.flr,GCA
HJ IBM IOCA=C:\hjpro\hjimp1.flr,ICA
HJ Inset IGF=C:\hjpro\hjimp1.flr,IGF
HJ Inset PIX=C:\hjpro\hjimp1.flr,PIX
HJ JPEG=C:\hjpro\hjimp1.flr,JPG
HJ Kofax Group 4=C:\hjpro\hjimp1.flr,KFX
HJ Lotus=C:\hjpro\hjimp1.flr,PIC
HJ Macintosh PICT=C:\hjpro\hjimp1.flr,PCT
HJ MacPaint=C:\hjpro\hjimp1.flr,MAC
HJ MicroGraphix=C:\hjpro\hjimp1.flr,DRW
HJ Microsoft MSP=C:\hjpro\hjimp1.flr,MSP
HJ PC Paintbrush=C:\hjpro\hjimp1.flr,PCX
HJ PhotoCD=C:\hjpro\hjimp1.flr,PCD
HJ StoryBoard PIC=C:\hjpro\hjimp1.flr,PCB
HJ Sun Raster=C:\hjpro\hjimp1.flr,RAS
HJ TIFF=C:\hjpro\hjimp1.flr,TIF
HJ Targa=C:\hjpro\hjimp1.flr,TGA
HJ Wicat=C:\hjpro\hjimp1.flr,GED
HJ Windows Icon=C:\hjpro\hjimp1.flr,ICO
HJ WMF=C:\hjpro\hjimp1.flr,WMF
HJ Windows OS2=C:\hjpro\hjimp1.flr,DIB
HJ WordPerfect=C:\hjpro\hjimp1.flr,WPG
HJ Windows CLP=c:\hjpro\hjimp1.flr,CLP
HJ Knowledge CPR=c:\hjpro\hjimp1.flr,CPR
HJ Viewable EPS=c:\hjpro\hjimp1.flr,EPS
HJ Tektronix P10=c:\hjpro\hjimp1.flr,P10
HJ Fax Type=c:\hjpro\hjimp1.flr,FAQ
```



## WordPerfect

### **Q. How can I get the best grayscale printed output of my images from within WordPerfect?**

- A.** On a 300 dpi printer, the best output will be achieved from WordPerfect by using Hijaak PRO to convert the source file to TIFF/WordPerfect flavor with the following options: horizontal and vertical resolutions of 300; width and/or height equal to the desired dimensions of the printed image; **Number of Colors** set to **Black and White**; **Reduction Method** set to **Halftone**; **Screen Frequency** set between **75** and **90**. The TIFF image should then be brought into WordPerfect at precisely the width and/or height indicated in the Hijaak PRO options. The image may display poorly in WordPerfect due to the patterns present in the halftone, but it will print well.

### **Q. How can I achieve the best black and white printed output of my text screen captures in WordPerfect?**

- A.** The best results will be achieved by converting your text screen capture to the WPG vector format with the **All Colors to Black** option. No sizing options need to be selected for this vector conversion. The image may be scaled to the appropriate size within WordPerfect.

### **Q. Why do my image colors or tones appear incorrect when my image is viewed in WordPerfect?**

- A.** WordPerfect has the ability to invert image palettes. When correct palettes are inverted, image colors and tones will be wrong. To correct the problem, view the image in WordPerfect's **Edit** mode and select **4** for **Invert On/Off**.

### **Q. Hijaak PRO does not properly import an image into WordPerfect for Windows using the Hijaak Retrieve Macro. What should I do?**

- A.** Check to see that the Hijaak Import lines shown below have been added to the [MacroMenuList] section of the WPWP.INI file found in the Windows subdirectory.

**Hijaak Import (FILE)=c:\hjpro\hjimport.wcm**  
**Hijaak Import (CLIPBOARD)=c:\hjpro\hjimport.wcm**

Note that WordPerfect for Windows may have a maximum of 10 installed macros in the WPWP.INI file.

## Ventura Publisher for Windows

### Q. How can I achieve the best results printing DOS screen captures from Ventura Publisher to my PostScript language printer?

- A. Whenever possible, changing colors from dithered colors to solids will improve the quality of an image. Then, a conversion to EPS with **Brightness** set to **15** should produce the best printed output from Ventura to your PostScript language printer.

### Q. Why does Hijaak PRO produce only a grayscale flavor of TIFF for Ventura Publisher?

- A. Grayscale TIFF generally produces better results in Ventura Publisher. For that reason the selection of the Ventura flavor in the **TIFF Options** dialog box produces only grayscale TIFF. Ventura Publisher is capable of displaying and printing up to 24-bit color TIFF files, however, the display may not look as you expect it to even though it should print correctly. You can use Hijaak PRO to create a color TIFF that will work in Ventura, by setting the TIFF **Flavor** option to **PC Paintbrush**.

## The Hijaak import filters

### Q. Why do the images I place in my applications through Hijaak's import filters always look the same size?

- A.** Hijaak PRO does allow for scaling of images brought through the import filters. However, a set frame size is usually assigned for images brought through the filters. To get the best printed results, it is important to stretch the image frame to be the same size as the dimensions given to Hijaak PRO during the import process. For example, if a JPG image was sized to 5 inches wide and a resolution of 300 dots per inch when it was imported into Pagemaker, it might show up in Pagemaker as only a 2-inch-wide image. Click on the image to produce frame "handles," and drag the handles until the image is exactly 5 inches in width to produce the best print quality.

### Q. What is the cause of a blank image produced by using Hijaak's import filters?

- A.** If the import seems to be progressing normally but results in a blank box being imported into your application, the cause may be a memory limitation in Windows' standard mode. Larger images may require more memory than standard mode Windows can allocate at one time and so may come in blank. Run Windows in enhanced mode to resolve this problem.

### Q. How can I use the Hijaak import filters to bring a fax file into my application?

- A.** In order to import fax files through the Hijaak import filters, the appropriate INI file for the receiving application must be edited in a text editor (MS-DOS Edit program or Windows Notepad).  
(For Aldus PageMaker 4.0, FreeHand and Persuasion, the appropriate INI file is the ALDUS.INI file in the \ALDUS\USEENGLISH subdirectory. For Microsoft PowerPoint, the appropriate INI file is the POWERPNT.INI file in the PowerPoint subdirectory. For Word for Windows, the appropriate INI file is the WIN.INI file in the Windows subdirectory. For Lotus Ami Pro, the appropriate INI file is the AMIPRO.INI file in the Windows subdirectory.)

Locate the HJ Fax Type filter line in the INI file and change that according to the fax card used. See the table below for the correct fax name and file extension:

<b>Fax Card</b>	<b>Ext.</b>	<b>Fax Card</b>	<b>Ext.</b>
AdTech	F01	Hayes JT Fax	001
Brooktrout Fax-Mail	301	JetFax	FFF
Calculus EZ-Fax	001	Intel	DCX
Complete FAX Portable	001	Net Fax Manager	OAZ
Complete FAX	001	Product R&D Fax Modem	F01
Everex EFAX 2	FAX	Relisys TEFAX	FAX
Everex EFAX 3	FAX	Ricoh	001
Faxable PCX	FCX	SciFAX	SCI
Faxable TIFF	FTF	SMARTFAX	001

Frecom FAX96	FAX	SpectraFAX	DCX
Fujitsu dexNET	001	TriGem	F01
GammaLink	TIF	WorldPort	001
Generic Fax	FAX	Xerox MicroFax	FAX

Substitute the fax card name for "Fax Type" in the Hijaak import line, and substitute the correct extension (shown above) for the "FAX" at the end of the Hijaak import line as shown:

Change: HJ Fax Type=c:\hjpro\hjimp1.ft,FAX  
To: HJ Intel Fax=c:\hjpro\hjimp1.ft,DCX

## **Networks**

### **Q. How can I get Hijaak PRO to work properly with Novell Netware 4.0?**

**A.** Hijaak PRO's network installation is currently incompatible with Novell Netware 4.0. Contact Inset Systems technical support for a resolution to this problem.

## **Printing**

For tips on getting better results printing, click on one of the following:

[Black and white print-outs of color images](#)

[General printing tips](#)

[Printing from your applications](#)

## General printing tips

### Q. What can I do about problems that surface when printing from Hijaak PRO to an HP DeskJet 500C?

- A.** The version 2.1 printer driver that was shipped with many DeskJet 500C printers may run into some problems. According to Hewlett Packard technical support, the 2.1 driver has had some problems clearing memory after it is used. That presents problems for subsequent uses of the driver. The most common instance of that driver defect interfering with Hijaak PRO print jobs occurs when a Hijaak PRO print is canceled. After canceling the print job, the 2.1 driver does not clear itself from memory and additional printing to the DeskJet 500C during that Windows session is impossible. HP does now provide a new driver -- Version 3 -- that does not have the same problems as its predecessor. That driver is available through CompuServe or direct from HP.

### Q. How can I improve the print quality of vector images that contain rotated text?

- A.** Rotated text within vector images is sometimes placed incorrectly in Hijaak PRO printouts. To ensure that the text will print properly, select **Print TrueType Fonts as Graphics** in the setup screen for your printer.

### Q. What scaling options should be used on my image to ensure the best quality printing?

- A.** When scaling an image for printing, select horizontal and vertical resolutions that match those of your print device. If the image was to be printed on a typical laser printer, for example, the resolutions should be set to 300. After setting the appropriate resolutions, the width and height fields should be filled in with the dimensions desired in the printed output. Selecting **Maintain Aspect Ratio** will ensure that the proportions of the original image are preserved while the image is being scaled.

## Printing from your applications

### WORDPERFECT:

#### Q. How can I get the best grayscale printed output of my images from within WordPerfect?

- A. On a 300 dpi printer, the best output will be achieved from WordPerfect by using Hijaak PRO to convert the source file to TIFF/WordPerfect flavor with the following options: horizontal and vertical resolutions of 300; width and/or height equal to the desired dimensions of the printed image; **Number of Colors** set to **Black and White**; **Reduction Method** set to **Halftone**; **Screen Frequency** set between **75** and **90**. The TIFF image should then be brought into WordPerfect at precisely the width and/or height indicated in the Hijaak PRO options. The image may display poorly in WordPerfect due to the patterns present in the halftone, but it will print out well.

#### Q. How can I achieve the best black and white printed output of my text screen captures in WordPerfect?

- A. The best results will be achieved by converting your text screen capture to the WPG vector format with the **All Colors to Black** option. No sizing options need to be selected for this vector conversion. The image may be scaled to the appropriate size within WordPerfect.

### VENTURA PUBLISHER:

#### Q. How can I achieve the best results printing DOS screen captures from Ventura Publisher to my PostScript language printer?

- A. Whenever possible, changing colors from dithered colors to solids will improve the quality of an image. Then, a conversion to EPS with **Brightness** set to **15** should produce the best printed output from Ventura to your PostScript language printer.



## **Scaling and Resizing**

For tips on scaling and resizing your images, click on one of the following:

[Changing the size of an image](#)

[Preventing distortion while scaling or resizing](#)

[Getting the best print-outs when scaling](#)

[Scaling the view](#)

## Changing the size of an image

### Q. How can I scale an image to be two or three times the size of the original?

A. Hijaak PRO allows for this type of scaling through the **Multiples** selection under **Units** in the **Resize** dialog box. Once **Multiples** is set as the unit of scaling, the image will be scaled a number of times equal to the values placed in the width and height fields. For example, entering 2 in the width field and 2 in the height field will produce an image that is double the size of the original.

### Q. How can I size an image to match the dimensions of my screen?

A. Selecting **Fit in Display Width** from the **Resize** dialog box will scale your image to be precisely as wide as your display screen. It will preserve the proportions of your original image. Selecting **Fit in Display** will scale your image to be precisely as wide and as tall as your display screen. If necessary, this scaling option will distort the width to height proportion of the original image.

## **Preventing distortion while scaling or resizing**

### **Q. How can I prevent stretching or squashing of my image when I resize it?**

- A.** Stretching or squashing of an image may occur when the height and width values entered by the user are not in the same proportion as the width and height of the original. The **Maintain Aspect Ratio** selection on Hijaak PRO's Resize dialog box ensures that the proportions of the original image are preserved during scaling.

## Getting the best print-outs when scaling

### Q. What scaling options should be used on my image to ensure the best quality printing?

- A.** When scaling an image for printing, select horizontal and vertical resolutions that match those of your print device. If the image was to be printed on a typical laser printer, for example, the resolutions should be set to 300. After setting the appropriate resolutions, the width and height fields should be filled in with the dimensions desired in the printed output. Selecting **Maintain Aspect Ratio** will ensure that the proportions of the original image are preserved while the image is being scaled.

## **Scaling the view**

**Q. Why do the scaling options "Page in Width" and "Scale to Window" not work with DOS text screen captured IGF images?**

**A.** Due to limitations inherent in the rendering of Windows TrueType fonts, Hijaak PRO does not support the use of those scaling options for text screen IGF files.

## **Text and Fonts**

For advice on dealing with known problem areas related to text and fonts, click on one of the following:

[Change a Font is not working properly](#)

[How can I change text and fonts in DOS text screen captures](#)

[I'm having problems with fonts in my PCL files](#)

[Text in my ASCII TXT file looks wrong](#)

## **Change a Font is not working properly**

### **Q. Why is my text not resizing to where I drag the selected text handles when using the Change a Font option from the Edit menu?**

**A.** In order to maintain readability, Windows 3.1 snaps the font size to a given size closest to your specification. This is primarily a function of Windows 3.1 and will be only slightly larger or smaller than your specification. Note that if you change font size in CGM files, only height is taken into account. That is, if you change height of the font, the width will change to maintain aspect ratio; if you change the width, nothing will happen.

### **Q. Why isn't my text file viewing properly in Hijaak PRO?**

**A.** When viewing a 132 column mode text file, you must use the **Change a Font** option from the **Edit** menu to select the text and scale it down to fit on the screen.

## **How can I change text and fonts in my DOS text screen capture?**

### **Q. How can I change fonts in a DOS text screen capture?**

- A.** Hijaak PRO does not currently permit the changing of fonts in a DOS text screen capture. In order to change the font, convert the image to the TXT format first. Font changes will be possible for the converted image file.



## I'm having problems with fonts in my PCL files

### Q. Why does my PCL image have incorrect fonts? What does the Font File Not Found error message mean?

- A.** A PCL 4 file, such as those supported by Hijaak PRO, generally contains all information that a LaserJet II compatible printer will require for accurate printing and will show up with correct fonts in Hijaak PRO. However, some applications keep important font information separate from the document information. Those applications will produce incomplete PCL files that will probably not function as expected in Hijaak PRO and may cause a Font File Not Found error message during conversion. For these PCL files to function properly, it is important to enter the **Source PCL Options** screen at the beginning of a PCL conversion and download the appropriate font files into Hijaak PRO. It is important to note that downloading of fonts into Hijaak PRO will usually not be required for a successful PCL conversion as fonts are typically included in the PCL file itself.

### Q. Why does a "Font File Not Found" error message appear when I attempt to open a valid PCL 4 file into Hijaak PRO?

- A.** Even when the PCL file is valid and contains all necessary font information, Hijaak PRO may generate a font error message if the PCL interpreter files were not installed with the rest of the product. This would most likely be the result of a **Custom Install**, in which the **HP PCL 4 Interpretation** option was not selected. To enable conversion of PCL files, reinstall Hijaak PRO using **Full Install** or be certain to select the **HP PCL 4 Interpretation** option in the **Custom Install**.

### Q. What can I do to avoid conversion failures and missing characters when converting from a PCL file?

- A.** Previously stored font information may prevent Hijaak PRO from successfully converting a source PCL file. A RESETPCL.BAT utility, installed in the HJPRO directory, allows for the clearing of old font information. To use the utility, exit Hijaak PRO and run RESETPCL with the path to your Windows directory (typically, C:\WINDOWS) as the command line parameter.
- You can also fix this problem by opening the Printers selection in the Windows Control Panel. Click on the **Use Print Manager** check box (Alt+u) to disable the Windows Print Manager.

### Q. How can I avoid the change in font that occurs when I rotate my PCL file?

- A.** The PCL4 used by Hijaak PRO in emulation of the LaserJet II does not provide for the rotation of fonts. Hijaak PRO substitutes an already-rotated font whenever text in a PCL file is rotated. That may cause the look of the PCL file to change. To avoid the change in font, convert the PCL file to PCX and then back to PCL. The conversion through PCX will cause text to become bitmapped representations of the original font. Subsequent rotation of the PCL file will not change the appearance of the text.

## **Text in my ASCII TXT file looks wrong**

**Q. When I am viewing an ASCII TXT file, the font in my TXT file is incorrect and extends beyond the border of the window. How do I correct this?**

**A.** Your set file has probably been corrupted. Pull down the **S**etup menu and select **L**oad **S**ettings. In the **L**oad **S**ettings dialog box, click on **D**efaults. Click on **O**K. Re-start Hijaak PRO and open your TXT file again.

If this doesn't work, check in the Windows Control Panel Font utility to make sure you have TrueType fonts enabled. If they were not, enable them and try again.

If this doesn't work, then the IBMPCDOS font that Hijaak PRO expects to read has probably been deleted from your HJPRO directory. Double-click on the HJSetup icon and run a Workstation install to re-add that font, and try again. If that doesn't work, you will have to re-install Hijaak PRO.

## **TWAIN**

For advice on problems with Hijaak PRO's TWAIN support, click on one of the following:

[TWAIN doesn't work at all](#)

[I can't get TWAIN to work with my Nisca Spectra scanner](#)

## **TWAIN doesn't work at all**

### **Q. Why are Hijaak PRO's TWAIN Select Source and Acquire options grayed out?**

- A.** Those options, found under the **File** menu selection, will be grayed out if you do not have any TWAIN devices (scanners supporting the TWAIN protocol) installed. The installation procedure for TWAIN devices make certain device drivers, files with .DS extensions, available to Windows and enable the selection of the Select Source and Acquire options.

### **Q. Why doesn't TWAIN work on my computer system?**

- A.** Some TWAIN device drivers will make use only of conventional memory. If there is not enough conventional memory available, TWAIN will not function. Eliminating other device drivers and TSRs, programs that load into memory and stay there waiting to be activated, will free up some additional conventional memory.

## I can't get TWAIN to work with my Nisca Spectra scanner

### Q. How can I troubleshoot TWAIN problems that I am having with my Nisca Spectra scanner?

A. In general, it would be best to refer all difficulties related to the scanner to its manufacturer. However, during testing of Hijaak PRO the answers to some common problems were discovered:

**"Cannot read from device HH\$SCAN"** indicates that the device driver for your scanner has not been loaded or that you have configured it for a serial port that is not available on your computer system. This error message may also be the result of setting the device driver to run at too high a baud rate.

**"Can't get data from scanner: couldn't allocate secondary scan buffer"** indicates that there is insufficient conventional memory available. Free additional memory by eliminating running programs, other device drivers or TSRs, programs that load into memory and stay there waiting to be activated.

**"Couldn't initiate scan. Reduce scanning speed"** indicates that the scan dimensions are in an indeterminate state. To correct the problem, set the dimensions to 4.0 inches by 6.0 inches in the **Nisca Acquire Source** dialog box. Use the mouse to drag the image display frame to those exact dimensions. After initializing the scan image display frame in this manner, the frame can be successfully adjusted to the size you wish.

## **Windows Capture**

For advice on problems with Windows Capture, see below:

[I can't capture it...](#)

[My Windows capture doesn't look right](#)

## I can't capture it...

**Q. Why am I unable to capture my application's pull-down menu with Hijaak PRO? Every time I hit the hot-keys to capture an area, the menu goes away.**

**A.** When capturing a pull-down menu with Hijaak PRO, make sure that you DO NOT select **Prompt for Options** in the **Windows Capture Options** dialog box. The **Windows Capture Options** prompt closes the pull-down menu because Windows may have only one menu open at a time. Deselect **Prompt for Options** and use the Hotkey method to capture the pull-down menu.

**Q. Why can't I capture an icon in one of my Windows program groups using Hijaak PRO's Window/Object capture method?**

**A.** Microsoft Windows 3.1 does not treat icons within program groups as separate entities, therefore, the **Window/Object** option will not outline a single icon, but only the entire program group. You may use Hijaak PRO's **Area** capture method to capture an icon, or you may capture the group and use Hijaak PRO's cropping feature to trim down the icon.

**Q. Why can't I capture information from Hewlett-Packard's Dashboard using Hijaak PRO's Window/Object or Area capture methods.**

**A.** Hijaak PRO will only capture an Area or Window/Object if your application is running in Dashboard's far left Extended Screen. It will, however capture any entire screen. To remedy this problem, either capture the entire screen using the **Screen** capture method and crop the excess information away, or move the application to the Far Left extended screen, change the view focus to that area, and try the capture again.

**Q. Why can't use Windows capture to capture screens from a DOS application running in full-screen mode under Windows?**

**A.** You may be running into memory problems or compatibility issues by capturing this way. If you need to capture screens from DOS applications, you should use Hijaak PRO's DOSCAP utility. DOSCAP can be run by clicking on the DOSCAP icon in your Hijaak PRO program group. For instructions on how to use this procedure, click on the following:

[Method 2: Exiting to DOS](#)

Also, make sure you are using DOSCAP's hotkeys (the default is Alt-Ctrl) and not Windows Capture hotkeys (the default is Ctrl-Shift-C).

## **My Windows capture doesn't look right**

### **Q. Why do I lose the outline around my captured window?**

- A.** Hijaak PRO gives you the choice of whether or not to add an outline border to your captured window. If you would like to include this border, then select **Border** in the **Windows Capture Options** dialog box.

### **Q. What should I do if my captured screen, area or window/object doesn't look the way it originally did?**

- A.** If your captured image is completely black, has the wrong colors or just looks "funny," it could be related to your Windows video driver. If you experience these problems with Hijaak PRO's Windows capture, try using the regular VGA or the generic 800x600x16 color video driver in your Windows Setup.



### **It used to work, and now it doesn't?**

If you are trying to perform an operation that has worked properly in the past, but doesn't seem to be working now, the most probable cause is that your HJPRO.SET set file has been corrupted. To fix this problem, pull down the Hijaak PRO **S**etup menu and select **L**oad **S**ettings (Alt+s, l). In the **L**oad **S**ettings dialog box, click on **D**efaults (Alt+f). Click on **O**K. Restart Hijaak PRO and try the operation again.

If you are working with PCL files, run the RESETPCL.BAT utility, installed in the HJPRO directory, which allows for the clearing of old font information. To use the utility, exit Hijaak PRO and go to a DOS prompt. Type **R**ES**E**T**P**CL with the path to your Windows directory (typically, C:\WINDOWS) as the command line parameter.

If this does not work, other important program files may have been corrupted or deleted. Try re-installing Hijaak PRO.

