

# Microsoft Greetings 99

## *Supplemental Information*

Thank you for purchasing Microsoft Greetings. This file contains suggestions for how to handle common problems and other late-breaking news that will help you get the most out of Greetings.

You can print this file by opening it in any Windows word processing program and choosing the Print command from the File menu. To read this file on-screen, use the Page Down and Page Up keys on your keyboard to scroll.

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### **1. Installation tips**

#### **Shut down other applications.**

It is best to shut down other applications, including virus checkers running in the background, before running Setup. Setup installs system files that may be shared with other applications.

#### **Choose the appropriate Setup options.**

When you start Setup, you are given the option to install Greetings and Picture It! Express, an image-editing tool. Picture It! Express uses 19MB of hard disk space.

You must have Internet Explorer (IE) 4.01 SP1 or later installed on your machine to run Greetings successfully. You are given these installation optionsf:

1. IE Standard Install -- Uses 72MB of hard-disk space.
2. IE Full Install -- Uses 247MB of hard-disk space.

You have two choices when installing Greetings:

1. Minimum Installation -- Installs the most common components. Recommended for most users.
2. Full Installation -- Only installs the files you specify. Recommended for advanced users who want faster clip art browsing. You can choose among these installation options:
  - A. Greetings -- Installs the files needed to run Greetings.
  - B. Graphics Filters -- Installs the files needed to insert graphics from other programs.
  - C. Clip Art Catalogs -- Installs the media catalogs.

#### **Free hard-disk space on your computer.**

If Setup indicates that your drive doesn't have enough room, you can make room on this drive by deleting files or choose another drive.

If you've tried the solutions above and still cannot install Greetings, check the following problem and its solution to see whether it applies to you.

#### **Verify hard-disk space on the drive containing Windows.**

You can install Microsoft Greetings on more than one drive. However, to complete the installation and run the program, one of the drives must have Windows installed and have at least 16 MB of hard-disk space available. (Microsoft Greetings must install all of its utilities, fonts, graphic filters, and system files on the

Windows drive.) The other drive must also have 16 MB of free hard-disk space for installing the other program files.

### **Register your product online.**

Online registration requires that your computer have a correctly installed modem. Please refer to Windows documentation on how to check for and install a modem on your computer.

If the online registration for Greetings does not work, the only way to try registering online again is to rerun Setup. If the problem continues, please register by mail using the registration card included in the Greetings box.

### **Log in as administrator on Windows NT Ver 4.0 SP3 or higher.**

Greetings will not install correctly on a Windows NT system when you are logged on as a user without administrator privileges. To work around this, log in as an administrator before running Setup. Greetings runs on Windows NT, version 4.0 SP 3 or higher.

### **Reinstall Greetings if you uninstall Microsoft Office 95 or higher.**

Uninstalling Office 95 removes some shared components that Greetings requires. If you uninstall Office 95, be sure to remove and then reinstall Greetings before using it again.

### **Reinstall IE 4.01 SP1 or higher if you install IE 3.x over it.**

If you install IE 3.x over IE 4.01 SP1 or higher, some components of Greetings will not work. Please reinstall IE 4.01 SP1 or later from the Greetings Setup CD or download the latest version from the Internet (<http://www.microsoft.com/ie/download>).

## ***2. Uninstall notes***

### **Uninstall Home Publishing beta before installing final retail version of Greetings 99**

If you participated in the beta program for Home Publishing 99, please uninstall the beta before you install the final retail release of Greetings 99.

## ***3. Opening Greetings Workshop 2.0 paper projects***

Greetings Workshop and Greetings can co-exist on the same computer. However, once you have opened and edited a Greetings Workshop project in Greetings, you will not be able to open it again in Greetings Workshop. (Greetings Workshop cannot open projects saved or created in Greetings.)

To open Greetings Workshop paper projects, click "My Projects" on the Greetings startup screen. Select "Greetings Workshop (\*.gwp)" for File Type, and then locate the Greetings Workshop files you want to open.

NOTE: You cannot open multimedia Projects from Greetings Workshop Deluxe 2.0 in Greetings.

## ***4. Graphics and layout problems***

### **Install Picture It! Express to use FPX or MIX images in your Greetings projects.**

If you wish to work with Kodak FlashPix (FPX) or Picture It! (MIX) images, you must have Picture It! Express installed on your machine. You can install Picture It! Express from your Greetings Setup CD.

### **Favor small fonts over large fonts for on-screen display.**

The templates in Greetings have been designed to look best with small fonts. Using large fonts may change how text and graphics appear in relation to each other. As a rule, use small fonts for optimal appearance.

Or, reformat the text in the templates to look good with large fonts.

### **Set a default printer to avoid graphics and layout problems.**

If you do not have a default printer selected, you may encounter problems with graphics and layouts. To add a new printer, click the Start Menu, , and then click Settings and Printers. Double-click Add Printers, and follow the on-screen instructions.

### **Note playback differences between Internet Explorer and Netscape Navigator.**

When playing back your multimedia projects, you may see differences between how Internet Explorer plays back a project and how Netscape Navigator handles it.

**If necessary, install tools to view graphics in the Greetings startup screen.**

Greetings was designed to show project samples in the area between the project categories on the startup screen (Paper Projects, E-mail Projects, and Occasions tabs only). As your mouse moves over different categories, the graphic updates to show you the type of projects you can create. If no graphics appear and you're running Windows 95, you may not have Active Movie installed, or you may not have Video Compression installed. To install Video Compression, click Start, click Settings, and click Control Panel. Then double-click Add/Remove Programs, and click the Windows Setup tab. Select Multimedia, and click the Details button. Make sure that a checkmark appears next to Video Compression, and click OK.

**Install TWAIN drivers to make Smart Scan work with Windows 98.**

Smart Scan may not function correctly with Windows 98. To resolve this problem, please install the TWAIN drivers that came with your peripheral.

**Use specific techniques to scale line thickness as you resize rotated shapes.**

Resizing a rotated shape using your mouse to drag the resize handle inwards may cause the shape border to thicken. To avoid this problem, please resize your object by holding down the SHIFT key while dragging the corner resize handle.

**Run Clip Gallery if you get a Missing Component error message.**

If you get a Missing Component error message while using Greetings, click on the More Details button on the error message to see which component is missing. If Clipart Gallery 9 is listed as the missing component, then exit Greetings, and launch Microsoft Clip Gallery from the Start menu. Exit Microsoft Clip Gallery after it launches, and try launching Greetings again. If you still get an error message, then try uninstalling Greetings and run Greetings Setup again.

## ***5. Video cards and display problems***

Microsoft Greetings requires you to set your display to 256 colors (minimum) to run. If you have a VGA card running in 16-color mode, you may be able to change it to a higher color mode, such 256 colors with a resolution of 800x600. If your video driver supports it, you may even want to set your display to 16-bit or 24-bit color for optimal on-screen display of the color templates and other content. Please refer to your Windows documentation for instructions on setting your display to a higher color mode.

If you are having display problems, try doing the following:

- Close down other applications to ensure there is enough memory.
- Switch to the Super-VGA driver supplied by Windows 95, Windows NT 4.0, or higher.
- Obtain updated drivers from your video card manufacturer. Most problems can be fixed by obtaining new drivers. Contact the manufacturer of your video card to determine if there are newer versions available. The phone number should be in the manuals that came with the video card or with your personal computer. Another option for obtaining updated drivers is the Microsoft Download Service, an electronic bulletin board that can be accessed via a modem at (425) 936-MSDL (425-936-6735).
- Change to a different display mode. An alternative to using a different driver is to change your video mode to a standard video mode such as 800x600 resolution with 256 colors.

## ***6. CD-ROM problems***

**Always keep a Greetings CD in your CD-ROM drive when running the program.**

To access the templates and other content for your Greetings projects, you must keep a Greetings CD in the CD-ROM drive while running the program. The program will tell you if you need to switch among the three Greetings CDs to locate different content.

**Verify that the CD-ROM drive is working.**

If you encounter a CD problem, first make sure that the CD-ROM drive is working. Insert a different CD that you have used before in the drive and make sure that it works. If other CDs also do not work in your CD-ROM drive, then try the following:

- Check for conflicts with your CD-ROM by right-clicking the My Computer icon on the Windows desktop, and selecting Properties. In the System Properties dialog box, click the Device Manager tab and look for the CD-ROM in the list. If it appears with an exclamation point to the right of it, there is a conflict with the hardware setup. You should check the manuals that came with the CD-ROM drive for information on setting it up correctly.

- If you still see an error message after checking the points above, check the manuals that came with the CD-ROM drive for information on how to set up the drive, or contact the company that supplied the CD-ROM drive.

### **Verify that the CD is working.**

If your CD-ROM drive works, check the following:

- Make sure that the Greetings CD is correctly inserted into the CD-ROM drive.
- Ensure that the CD is free of dust or marks. Clean the CD with a dry cloth.
- Try the CD in a different computer's CD-ROM drive.
- Make sure all the files on the Greetings CD are visible in Windows Explorer by doing the following:
  1. Insert the Greetings CD.
  2. Click the Start menu, click Programs, and then click Windows Explorer.
  3. Click the plus symbol (+) next to the CD-ROM drive containing the Greetings CD. It will be listed as "StdHpub1" or "DesHpub2" or "ArHPub3."
  4. Locate and open the PSS folder.
  5. Locate and open the Printers folder
  6. Locate and open the Panasoni folder.
  7. Locate the file named "WWWHOME.URL."

If you cannot see this file on the Greetings CD, you may be using an older version of the CD-ROM driver. Contact the CD-ROM drive manufacturer for an updated driver.

If you can see this file on the Greetings CD, try to copy this file from the CD to a location on your hard drive. If the file does not copy successfully, you may be using an older version of the CD-ROM driver. Contact the CD-ROM drive manufacturer for an updated driver.

## **7. Audio problems**

### **Sound does not play at all.**

If the volume is turned up and you do not hear sound, something may be wrong with your audio card installation. Check to see that the audio card drivers are installed correctly and reinstall them if necessary. You can do this by running Media Player from the Accessories group and playing a .WAV file (click the Start menu, click Programs, and then click on Accessories). You should also try to play a .MID (midi) file.

In addition, check the following:

- Are the speakers plugged in to the computer and connected to the batteries or to the power outlet?
- Check the volume control on the speaker itself.
- Check the volume control in Windows by clicking the speaker icon on the Windows taskbar.
- Do you hear sounds in other programs? If not, make sure you have a properly installed sound card by checking the sound card manual or by calling the sound card manufacturer for help. If yes, then contact Microsoft Technical Support (MTS) using the contact information in the Greetings companion booklet.

*To find out if you have a sound card*

1. Right-click the My Computer icon, and select Properties.
2. Click Properties, and then click the Device Manager tab. If you have a sound card, it will appear in the Device Manager list. If you do not have one, it will not be listed.

*This error message appears: "Sound is not available on your machine."*

Click the Start menu, click Settings, and click Control Panels. Double-click Add/Remove Programs. Click the Windows Setup tab, and click Multimedia. Click Details, and see whether Audio Compression is checked. If it is not checked, check it, and click OK.

### **Sound plays but is distorted or "fuzzy."**

Playing sounds at a higher volume than your speakers can handle often causes sound distortion. You can adjust the volume in one of two ways:

- Turn down the volume dial on the back of the sound card (in the rear of the computer where the speakers plug in.)
- Change the volume control in Windows by clicking the speaker icon on the Windows taskbar, and adjusting the controls.

### **Sounds are cut off.**

Most audio cards play one sound at a time; therefore, other sound-producing programs could interrupt the sounds from Greetings. If you suspect you have such a program, do not run it at the same time as Greetings.

**Sound files only play one at a time.**

If you set up multiple sound files to play simultaneously in an e-mail project, only the file you inserted first will play.

**Sound (WAV) files do not play in Netscape Navigator.**

If you create an HTML page with a WAV file and then open it in Netscape Navigator 4.05 Standard Edition, the sound will not play back. (The Standard Edition does not include the necessary Sound Player Java applet.) To play back a sound, you must use Netscape Navigator 4.05 Professional Edition or later.

**Sound (MIDI) does not stop playing at end of scene, or plays on wrong scene(s).**

You may experience MIDI sound files playing out of sequence or starting and stopping at incorrect times. You may experience better results by saving your file as MHTML. However, beyond this, there is no workaround for this behavior.

## **8. Printing problems**

Printers differ in their ability to print fonts, colors, graphics, and various text attributes, such as spacing, alignment, and character formats. Therefore, the appearance of your printed project may vary from printer to printer. If you encounter problems while printing from Greetings, such as no printout, low print quality, or missing text, there are several ways to troubleshoot the problem.

**Note:** If the printer displays a message or an error indicator, see the printer manual for information on how to correct the problem.

**The printer does not print at all.**

When a printer does not print at all, the cause is often mechanical:

- Check that the printer is plugged in and turned on.
- Check that the correct port is specified for the printer. Most printers are connected to the LPT1 port on a computer.
- Make sure that you have the correct cable for your printer and that the cable is connected properly.
- Try printing from another application, such as Microsoft Word. If you are not able to print, and the printer is turned on and correctly connected, refer to the printer manual for further assistance. If you are able to print, then the problem may be specific to Greetings. Contact a support person by opening the online Help system in Greetings, clicking the Index tab, entering support, and clicking the support topic that appears. Follow the contact instructions.
- Check to ensure that you are using the correct printer driver. For more details, refer to the documentation that came with the printer or contact the printer manufacturer.
- Check the printer setup: click Start, Settings, and then Printers. Verify the printer information displayed. Click the General tab and try printing a test page from this dialog. Click the Details tab and verify port and driver settings.

**Graphics could be clipped or may not print on some printers.**

Some printer drivers have difficulty printing some graphics. An updated printer driver often corrects the problem. Contact the printer manufacturer to obtain the latest printer drivers for your printer.

In addition, Canon printers may 'clip' graphics (part of the graphic does not print). If you are using a Canon printer, using the latest printer driver may help correct the problem.

**Graphics are clipped (only print partially).**

If you have a problem with graphics getting clipped or if the spooler crashes when you try to print, try changing the settings of your printer by doing the following:

1. Click the Start menu, and then click Settings and Printers. The Printers folder appears.
2. Right-click the printer icon you want, and select Properties.
3. Click the Details tab. Then click the Spool Settings button near the bottom of the dialog box.
4. In the Spool Settings dialog box, select RAW from the Spool data format drop-down list.
5. Click OK, and then click OK again to close the Properties dialog box.
6. Restart your computer.
7. Start Greetings, and print your project again.

This change reduces the chance of a spooler crash. If you encounter this crash even after making these changes, switch off your computer and restart the computer again. Doing so should further reduce the chance of a spooler crash.

**Light-colored text, lines, and shapes might not print with some printers.**

Some printers print light-colored text, lines, and shapes as white, thus causing the objects to "disappear." If this happens, try to using a darker color in your project and print again.

**Borders might be clipped with some printers.**

Greetings will alert you about a border (or any other item) that is in the unprintable area of the paper. However, some printer drivers provide misinformation about the printer's unprintable region. As a result, portions of the border may not print correctly, or at all. If you encounter this problem, reduce the border's size and print again.

**HP DeskJet 660C printers do not print rotated text correctly.**

This problem occurs specifically with the version 7.0 printer driver. If you are using an HP DeskJet660C printer, you must have the latest printer driver from Hewlett Packard to correctly print projects containing rotated text.

**A one-pixel gap appears between the border and the background.**

Greetings paints any borders in your project after painting the background, leaving a one-pixel gap between the interior edge of the border and the outer edge of the background. With most projects, this gap is not noticeable. If this gap is noticeable, you can reduce the visual effect of the gap by selecting backgrounds and borders that are similar in color.

**A gap may appear when printing a three page landscape banner with a WordArt item on Epson Stylus 400 printers.**

If you create a three-page landscape banner with a WordArt item spanning all the pages and then print your project on an Epson Stylus 400 printer using Printer Driver version 2.22, you may see a small gap at the beginning of page two and three. As a result, the end of page two prints on an extra sheet. To resolve this problem, use Partial Printing to print pages two and three individually.

**Rotated text & graphics may be clipped on some dot matrix printers.**

Some older dot matrix printers with non-square pixels (e.g. Epson FX-80, Panasonic KX-P2180) will cause printing and display problems with rotated text and graphics. Text may be clipped by the frame edges. Pictures may be clipped or significantly reduced in size. If you can change your printer's resolution to a square pixel resolution, this should fix the printing and display problems.

**Some graphics may not print on Epson Stylus Color ESC/P2 printers**

Some image formats (e.g. JPEG, GIF, BMP, and PCX) may not print properly on Epson Stylus Color ESC/P2 printers, especially if they are rotated or flipped. If this happens, try converting the images to another format such as WMF and reinserting them in your project.

**White text on a black background may not print as expected.**

If you are printing white text on an object with a black background to a PCL printer in vector graphics mode, the text may not appear in your printout. If this problem occurs, try switching to Raster Graphics mode in your printer's Properties dialog box, or change your background or text to a different color.

**Colors may dither when printing to Lexmark 5700 and 7000 printers from Windows 95 and Windows 98.**

If you are using a Lexmark 5700 or 7000 printer, and you are using printer driver 1.0.1.3, you may get discoloring around text boxes in some projects. To resolve this problem, please download the latest drivers for your printer from the Lexmark Web site (<http://www.lexmark.com>).

## **9. Printing tips**

***Important: You cannot print e-mail projects. E-mail projects should be sent through e-mail or as an executable on a floppy disk.***

**Let Greetings show you how to print double-sided.**

Greetings demonstrates how to print on both sides of the paper, even if your printer does not support duplex printing. The instructions for double-sided printing vary depending on the project type and type of printer; therefore, be sure to follow the instructions carefully each time you print a double-sided project.

The animation demonstrating the process of printing on both sides of the paper displays a graphic at the top of the diagram-this represents the front page of your project. Always follow the animation to get the optimal printed results.

You may have to run a print test if Greetings is not familiar with your printer. Once you have followed all of the instructions, Greetings will know which set of double-sided printing instructions to show you. If you follow the instructions and get incorrect results, click on the Fix Printing Problems button displayed at the end of printing each project. Then click on the Printing Test button. This will start the print test again so that Greetings can update the information it has about your printer and to show you the correct double-sided printing instructions.

**Note:** If Greetings did not ask you to run a print test the first time it showed you instructions on double-sided or label printing, then you will not see the Printing Test option if you select Fix Printing Problems.

#### **Use the right kind of labels to print on a laser printer.**

Before you print labels using a laser printer, be sure to check that the labels are designed for laser printers. Using non-laser printable labels in a laser printer may cause damage to the printer. Please read your laser printer's documentation on label printing carefully. Be certain that you do not feed the same sheet of label paper into a laser printer more than once or you may void your printer's warranty.

#### **Test labels and Hallmark Connections Computer Papers before you print in quantity.**

Be careful to place labels and Hallmark Connections Computer Papers in the printer tray facing the right direction and with the right side up. Greetings provides directions on how to place labels and Hallmark Connections Computer Papers in the printer tray. To avoid wasting label paper or special paper, try printing your project on a blank sheet of paper first to test the orientation of your inserted paper.

#### **Use the Raster Graphics mode for better printing on laser printers.**

Printers using HP PCL language will print graphics better if you set the printer to "Raster graphics mode. To set this mode, click the Start menu, click Settings, and click Printers. Right-click the appropriate printer icon, and select Properties. Locate the Raster Graphics mode option, and select it.

## **10. Saving your projects**

If you intend to save your project to a floppy disk, make sure that there is sufficient space available on it. If Greetings does not allow you to save your project to a floppy disk, locate another one with more available space.

## **11. Internet and e-mail issues**

#### **You can't connect to the Greetings Web site.**

You may be experiencing network connectivity problems. If you experience such problems, continue trying to connect. If you are able to connect to other sites, try connecting to the Greetings site again at a later time.

If you encounter problems connecting to the Greetings Web site using a modem, try using the Modem Troubleshooter in Windows online Help. It provides step-by-step instructions about how to resolve modem problems.

#### **Recipient can't view greeting sent by e-mail or on floppy disk.**

Try viewing the greeting yourself before you send it to others. If you continue to have problems, try repackaging it by opening up your saved greeting or project and selecting Send on the toolbar. For further information, see the "Send a Greeting" section of online Help for Greetings.

#### **You want to change your default browser to Netscape Navigator.**

After installing Greetings, your default browser will be set to Internet Explorer. To change your default browser to Netscape Navigator, launch Netscape and click "Yes" when asked "Would you like to register Navigator as your default browser?" or reinstall Netscape Navigator.

#### **Problem with AOL 4.0 Client**

If you have installed AOL 4.0 Client that shipped with Windows 98, you may encounter problems running it after you install Greetings. For details about how to handle this issue, visit the AOL Web site on the Internet, contact AOL technical support, or review Article 19 in the PSS folder on your Greetings Setup CD.

#### **Position pointer completely over the buttons.**

When you view an e-mail greeting in Netscape Navigator and click the Replay, Pause, Back, Forward, or About buttons, the buttons may not always respond. The Replay, Pause, Back, Forward, or About buttons are fully functional. However, you may have to position your pointer completely over the buttons in order to make them respond to your click.

### ***12. Making projects with Hallmark Connections Computer Papers***

Hallmark Connections Computer Papers can be used for creating greeting cards, invitations, announcements, stationery, labels, flyers and awards that you design on your own. To use these special papers, click Hallmark Papers on the start-up screen, or choose the project type you want to create. Then click on Start with a blank project. Select the blank project that has the same paper number as your Hallmark Connections Computer Paper. Then design your paper and print it on your special paper.

### ***13. Microsoft Technical Support folder on the Greetings CD***

The Microsoft Greetings Technical Support team has provided additional information and tools to help you resolve problems that you might encounter. This information is contained in the PSS folder on your Greetings CD. The PSS folder contains the following:

- Articles on frequently asked questions and issues. These articles are stored in a subfolder Articles. Please check this folder before calling Product Support. You will likely find the answer to your question here.
- A Printers subfolder with links to Web sites for many popular printer manufacturers. Using the latest printer driver for your printer can solve many printing problems. These Web sites are a great way to download the printer drivers if you have a modem and Internet connection.

### ***14. Installing onto a network***

Greetings can easily be installed on a network. To install it, copy the contents of the CD into a network folder. Greetings should be installed onto computers using Setup.exe on this network share, not from the CD.