

Microsoft Greetings Workshop, 2.0

Supplemental Information File

Thank you for purchasing Microsoft Greetings Workshop. This file will help you get the most out of Greetings Workshop.

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.

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The following are a few suggested solutions for problems encountered while using Greetings Workshop.

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.

Setup options

You have two choices when installing Greetings Workshop:

1. Typical Configuration – Recommended for best performance. This installation uses about 83MB of hard disk space.
2. Minimum Configuration – Installs a minimal amount of files onto your hard drive. Best used if you have a limited amount of hard disk space. This installation uses 39MB of hard disk space.

Free hard disk space on your computer

If the install program indicates that the drive you are installing Greetings Workshop onto does not have enough disk space, either make room on that drive (by deleting files), or choose another drive before attempting installation again. If you do not have enough space for a Typical Configuration than you will have to choose Minimal Configuration or free up more hard disk space.

If you've made the above change and you still cannot install Greetings Workshop, check to see if the following is the cause of your problem:

Verify disk space on the drive containing Windows

Even if there is enough disk space on the drive you want to install Greetings Workshop onto, there may not be enough disk space on the drive containing Windows. This is a problem because Greetings Workshop installs all of its utilities, fonts, graphic filters, and system files on the Windows drive. Therefore, you need at least 20MB of space on the drive containing Windows in order to install Greetings Workshop.

Online registration

Online registration requires that your computer has 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 Workshop does not work, the only way to try again is to rerun the setup program. If the problem continues, please use the postal registration card included in the Greetings Workshop box.

Log in as administrator on Windows NT 4.0

In some cases, Greetings Workshop will not install correctly on a Windows NT system when you are logged on as a user. To work around this, log in as an administrator before running Setup. Greetings Workshop runs on Windows NT, version 4.0 or higher.

Reinstall Greetings Workshop if you uninstall Office95

Uninstalling Office95 removes some shared components that are needed by Greetings Workshop. If you uninstall Office95 from your computer, be sure to re-install Greetings Workshop prior to using it again.

2. Upgrading from Greetings Workshop 1.0

NOTE: It is recommended that you install Greetings Workshop 2.0 into the same directory where Greetings Workshop 1.0 was installed. This way you will not have to copy your old projects into your new Greetings Workshop 2.0 Projects folder.

I added graphics to Art Gallery, where did they go?

If you have added your own pictures and graphics to Greetings Workshop's Art Gallery, the art will automatically get transferred over to Greetings Workshop 2.0. You will find it in the "My Art" category in the Art Gallery.

If you added a lot of art, Setup may take a while

If the setup process is taking a long time, it doesn't necessarily mean that there is a problem. As long as there is occasional movement on the setup progress bar, Setup is working correctly. It takes Greetings Workshop a long time to integrate all of the art that you added to Greetings Workshop's Art Gallery.

Reinstalling Greetings Workshop 1.0

If you wish to reinstall Greetings Workshop 1.0, we recommend that you first uninstall Greetings Workshop 2.0.

Once you have opened a Greetings Workshop 1.0 project in Greetings Workshop 2.0 you will not be able to open it again in Greetings Workshop 1.0

When you open a previously saved Greetings Workshop 1.0 project in Greetings Workshop 2.0 it will be converted to 2.0 format. Greetings Workshop 1.0 cannot open projects saved or created in Greetings Workshop 2.0.

WARNING! If you plan on reinstalling Greetings Workshop 1.0

If you plan to reinstall Greetings Workshop 1.0, we recommend that you make backup copies of your Greetings Workshop 1.0 projects before you open them in Greetings Workshop 2.0. Once you have reinstalled Greetings Workshop 1.0, move the backup copies of 1.0 projects into the Projects folder of Greetings Workshop.

3. Upgrading from Greetings Workshop 2.0 to Greetings Workshop Deluxe 2.0

We recommend that you install Greetings Workshop Deluxe 2.0 into the same directory as Greetings Workshop 2.0. We also recommend that you do not uninstall Greetings Workshop 2.0 before installing Greetings Workshop Deluxe 2.0.

4. Picture It! and working with photographs in Greetings Workshop

Greetings Workshop is designed to work with Microsoft Picture It!. If Microsoft Picture It! is installed on your computer, Greetings Workshop will look for photographs in the same folder that you use to save your Microsoft Picture It! photographs. Otherwise, Greetings Workshop will look for photographs in the last folder you were in.

Launching Greetings Workshop from Picture It! 2.0

You can launch Greetings Workshop from Picture It! 2.0 by opening a photo and selecting Greetings Workshop in the Fun Stuff drop-down in the Projects tab of Picture It!. Make sure that you have the Greetings Workshop CD inserted into your CD-ROM drive. Also, make sure that Greetings Workshop is not already running when you select the icon in the Fun Stuff drop-down.

Double-clicking on Picture It! photo to launch Picture It!

If you double-click on a Picture It! photo in a Greetings Workshop project, Picture It! will be launched and you can edit the photo and then return to Greetings Workshop. If Picture It! is already running, then please close Picture It! before double-clicking on the photo. If the photo was inserted from the Greetings Workshop Art Gallery, then double-clicking on it will bring up the Art Gallery.

Server Busy message

If you get a 'Server Busy' message while inserting or editing a Picture It! photograph in Greetings Workshop, click Retry to continue with inserting or editing the photograph.

WARNING! Uninstalling Picture It! 1.0

Uninstalling Picture It! 1.0 will remove the MIX and FPX graphics filters from your system. Greetings Workshop will not be able to open images of this format without these filters. Please reinstall Picture It! 1.0 or reinstall Greetings Workshop if you need to use these filters.

5. Video cards and display problems

Greetings Workshop will not run in 16 color mode. However, if you have a VGA-only video card or monitor, you can change to a higher color mode, such as 256 colors, which is the minimum requirement to run Greetings Workshop. Refer to your Windows documentation for instructions on changing to a higher color mode.

Your system may already have a driver installed that displays 256 colors or more. For instructions on how to determine what video driver you have installed, or how to install or change drivers, refer to the Windows documentation.

If you are having additional 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 or Windows NT 4.0, or better.
- 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 640x480 resolution with 256 colors.
- 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.

6. CD-ROM problems

NOTE: Make sure that the Greetings Workshop CD is in your CD-ROM drive when you are running Greetings Workshop.

Verify that the CD-ROM drive is working

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

- Check for conflicts with your CD-ROM by clicking on the My Computer icon on the Windows desktop with the right mouse button and selecting Properties. On the System Properties screen select 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, and 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 a CD-ROM, or contact the company that supplied the CD-ROM drive.

Verify that the CD is working

If other CDs work, check the following:

- Make sure that the Greetings Workshop compact disc is correctly inserted into the CD-ROM drive.
- Ensure that the CD is clean 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 Workshop CD are visible in Windows Explorer by doing the following:
 1. Insert the Greetings Workshop CD
 2. Click on the Start button, select Programs, then click on Windows Explorer.
 3. Click the plus symbol (+) next to the CD-ROM drive containing the Greetings Workshop CD. It will be listed as "GreetingsW2."
 4. Locate and open the Clipart folder.
 5. Locate the file named "ZZZZZ.wmf."

If you cannot see this file on the Greetings Workshop 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 Workshop 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.

If you have determined that the CD-ROM drive is working and that the CD is not, then return the product to the retail store where it was purchased and exchange it.

7. Audio problems

If 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 (from the Start menu item on the taskbar, select Programs, 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 on the speaker icon on the bottom right corner of 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.

To find out if you have a sound card

1. Right click on My Computer.
2. Click Properties, then click the Device Manager tab. If you have a sound card, it will be listed in the Device Manager box. If you do not have one, it will not be listed.

If sound plays but is distorted or "fuzzy"

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

- Turn 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 on the speaker icon on the bottom right corner of the Windows taskbar.

If sounds are cut off

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

Error Message: "Sound is not available on your machine."

Another thing to try: On the Start menu select Settings. Open the Control Panel and double-click on Add/Remove Programs. Select the Windows Setup tab and click on Multimedia. Click Details, and check to see if Audio Compression is checked in the Multimedia dialog. If it is not checked, check it and click OK.

8. Printing problems

Printers differ in their ability to print fonts, colors, graphics, spacing, alignment, and character formats; thus, the appearance of your printed project may vary greatly from printer to printer. If you encounter problems while printing from Greetings Workshop, 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.

When 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 the 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 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.
- Check to ensure that you are using the correct printer driver. 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 on the *General* tab and try printing a test page from this dialog. Click on 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.

Partial Printing – Graphics get clipped

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:

- On the Windows taskbar select Start, Settings, then Printers. You will see the Printers folder.
- Select the icon of the printer you want to print to, then click the Right button on the mouse. Select Properties on the displayed menu. The Properties dialog for the printer is displayed.
- Click on the *Details* tab. Then select the *Spool Settings* button near the bottom of the dialog. The Spool Settings dialog will come up.
- In the drop-down list next to *Spool data format*, select RAW. Click the OK button then click the OK button again to exit from the Properties dialog.
- Restart your computer. Start Greetings Workshop and print your project again.

This change will reduce the occurrence 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 may further reduce the chance of a spooler crash.

Lighter color text, lines, and shapes might not print with some printers

Some printers print lighter color text, lines, and shapes as white, thus causing the objects to “disappear.” If this is the case, try to use a darker color in your project and print again.

Borders might be clipped with some printers

Greetings Workshop 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 its unprintable region. As a result, portions of the border may not be printed correctly, or at all. Should 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 HP DeskJet660C printer, you must have the latest printer driver from Hewlett Packard to correctly print projects containing rotated text.

One-pixel gap between the border and background

Greetings Workshop paints any borders in your project after painting the background. There is 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.

Canon BJC-610 printers may print banners differently

When banners are printed on Canon BJC-610 printers, a smaller area of the page may be used for printing. The layout of the banner may have changed after you choose to print. (See *Define your printer setup before designing a banner* below.) To print banners correctly, change the page orientation settings of your printer to portrait instead of landscape.

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 also be clipped or significantly shrunken in size. If you can change your printer's resolution to square pixel resolution, this should fix the printing and display problems.

9. Printing tips

Double-sided printing

Greetings Workshop 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 hold your project so that the front page is on top and then follow the animation.

You may have to run a print test if Greetings Workshop is not familiar with your printer. Once you have followed all of the instructions, Greetings Workshop 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 Workshop can update the information it has about your printer in order to show you the correct double-sided printing instructions. If Greetings Workshop 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.

Printing labels 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.

Printing on Label Paper and Special Paper

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

Use Raster Graphics 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 the raster graphics mode, from the Start menu, click Settings, then Printers. Right click on the printer icon and then select Properties. Look through the dialog box to get to the tab for setting Raster Graphics Mode.

10. Saving your projects

If you intend to save your project to a floppy disk, make sure that there is sufficient disk space available. If Greetings Workshop does not allow you to save your project to disk, you should obtain a floppy disk with larger available free space.

11. Internet and e-mail issues

If you encounter problems while accessing the Greetings Workshop Web Site or Greetings Workshop Web Post Office using a modem, you should use the Modem Troubleshooter in Windows help. It provides you with step-by-step instructions about how to resolve modem problems.

Can't connect to Greetings Workshop Web Post Office or Greetings Workshop 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 Workshop Web sites again at a later time.

Recipient can't view greeting sent by e-mail or on diskette

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 "Sending Projects and Greetings" section of the Greetings Workshop Help file.

Launching Netscape Navigator to post a greeting

When you post a greeting to the Greetings Workshop Web Post Office, Greetings Workshop launches your Web browser. However, if you are using Netscape Navigator on Windows 95, the browser window may be hidden behind Greetings Workshop after it is launched. If the browser window is hidden, you will need to manually bring the browser window to the front to proceed with posting your greeting. You can bring the browser window to the front either by holding down the Alt key and hitting Tab until the icon for Netscape Navigator is selected or by clicking the button for Netscape Navigator on your Windows 95 taskbar.

12. Making Projects with Hallmark Connections special paper

Hallmark Connections Home Computer Papers can be used for creating greeting cards, invitations, announcements, stationery, labels, flyers and awards that you design on your own. Either select "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 special paper.

13. Product Support folder on the CD

The Greetings Workshop Product 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 in your Greetings Workshop CD. The PSS folder contains the following:

- Articles on frequently asked questions and issues are contained in the sub-folder "Articles". It is likely that the question you have has already been answered by one of the articles.
- The Printers sub-folder contains links to the World Wide Web sites of popular printer manufacturers. Using the latest printer driver for your printer can solve most printing problems. These Web sites are a great way to download the printer drivers if you have a modem and Internet connection.

14. GWNetCD: Installing onto a network

Greetings Workshop comes with a utility that will make installing onto a network much easier. This utility is located in the PSS folder on the CD. Double-click on GWNetCD.exe to start this utility and follow the instructions. GWNetCD will allow you to easily change the registry entries that point to the path for the CD.