Trouble Shooting

Error Messages

Frequently when window messages appear on the screen they are caused by insufficient memory in some way.

For various reasons computers sometimes do not execute correctly. Many problems can be cleared up by simply shutting the computer down and restarting it. Error messages may be fixed by one of the following solutions. Please carefully read the "Problem" in the following sections and try the procedures that seem applicable to your problem.

If you should encounter a problem that you are unable to solve, please make a photocopy of the *Information Required for Technical Support* form in Appendix C. Complete the photocopy and fax the completed form to us at 1-316-283-3635 and we will assist you as soon as possible. Please return the original to the manual should you need it in the future.

Error Message When Starting From a Desktop Icon

Problem: NDF encounters a runtime error immediately on startup, when started from a desktop icon.

Cause: Desktop icon may not have been created correctly.

Solution: Verify desktop icon.

Windows 95 and Windows 98

1. Right click on the NDF icon, select "Properties".
2. Click "Shortcut" tab. The shortcut target should resemble the illustration shown here, (drive letter may not be "C").

If the shortcut target does not resemble the illustration, delete the shortcut and follow correct instructions for creating desktop icon, as follows:

1. Right click on "Start", click on "Open",
2. Right click on "Programs", click on "Open",
3. Right click on "NDF Electronic Forms", click on "Open" (You are now in the NDF Electronic Forms Program Window.)
4. Right click on your program (County/District Attorney, Municipal, Civil, or whatever program you have), then click "Create Shortcut" and drag the shortcut icon to the desktop.

Error Message When Working in the Program (System Resources)

Problem: You get an error message when working in the program.

Cause: Computer does not have enough in System Resources (memory in Random Access Memory "RAM") available to handle the program.

Solution: Close programs that are not in use to make more RAM available for the use of the NDF Electronic Forms Program. Please note that the NDF Electronic Forms Program can require up to 24 mg's ofr RAM with Windows 95 and 32 mg's of RAM with Window 98 or higher.

How to Check System Resources

Windows 95 and Windows 98

1. Right click on the "My Computer" icon,
2. Select "Properties",
3. Click "Performance" tab,
4. Look at System Resources.   System Resources should not be less than 40% because the system may not be able to function properly, 85 percent is good. You can increase the system resources available by exiting any programs you are not using (everything but Windows) before going into the NDF Electronic Forms Program. Sometimes restarting your computer may clear up and make more resources available.

Error Message After Installation of Update

Problem: You get an error message when trying to get into new forms after installation of an update.

Cause: Original Program and Update have not been installed to the same location on your hard drive.

Solution: Locate the original program installation and reinstall the update to the same location.

How to Check Location of your Original NDF Software

Windows 3.1

1. In the "Program Manager" window, open "Main",
2. Then open "File Manager",
3. Locate the NDF folder on the hard drive. Double click on the NDF Program file. If the program that you get into is the original program with your data and print credit records, this is the location that you want to keep. Check other drives until you find the program that do not allow you access to the new forms. Delete improperly installed update files.
4. Record the correct location of your original NDF Software program in the installation pages of this manual for future reference. The drive letter is listed on the top of the "tree" usually the hard drive is "C", but you may have more than one hard drive. A Path Directory lists the drive letter first, followed by a colon and backslash, then the folder name (for example "C:\NDF"). Be sure to include any sub-folder names, when the NDF Program is listed in a sub-folder.

Windows 95

1. Right click on the "My Computer" icon on your desktop.
2. Then choose "Explore".
3. Check your different hard drives by clicking on the + sign in front of the folders until you find the NDF folder. Double click on the NDF Program file. If the program that you get into is the original program with your data and print credit records, this is the location that you want to keep. Check other drives until you find the program that does not allow you access to the new forms. Delete improperly installed update files..

4. Record the correct location of your original NDF Software program in the installation pages of this manual for future reference. You can figure out the path, by following the folders and names. A Path Directory lists the drive letter first, followed by a colon and backslash, then the folder name. Be sure to include any sub-folder names, when the NDF Program is listed in a sub-folder.

<u>Windows 98</u>

1. Right click on the "My Computer" icon on your desktop.
2. Then choose "Explore".
3. Check your different hard drives by clicking on the + sign in front of the folders until you find the NDF folder. Double click on the NDF Program file. If the program that you get into is the original program with your data and print credit records, this is the location that you want to keep. Check other drives until you find the program that does not allow you access to the new forms. Delete improperly installed update files.
4. Record the correct location of your original NDF Software program in the installation pages of this manual for future reference. Once you have opened the folders, the "Address" line at the top of the window will give you the directory path, for example "C:\NDF". The drive letter is listed first, followed by a colon and backslash, then the folder name. Be sure to include any sub-folder names, when the NDF Program is listed in a sub-folder.

Installation Incomplete

Problem: Message "Installation was not successful" or transferred data files do not appear in the Record Identifier Box and Print Credit does not appear when transferring to a new computer.

Cause: The computer was not able to install all of the NDF files on one drive (usually because drive C was too full) and some of the files were installed on a different drive. NDF transfer files were not copied to the correct file folders. ***All NDF files must be on the same drive.***

Solution: Delete NDF files from the various drives they were installed on and make sure that there is enough room on the drive that you are installing to before beginning installation. Reinstall the NDF Program from the original disks and the latest update that you may have, being sure that all the files go onto the same drive including the transferred data and print credit files.

Repair NDF Data Program

Problem: On occasion the program does not appear to function properly.

Cause: Information on databases is subject to minor corruption.

Solution: The Repair NDF Data program will usually fix the problem. Close the NDF Electronic Forms program. Then double click on the "Repair NDF Data" icon that was installed when you installed the NDF program. The NDF Electronic Forms screen will appear, and the cursor will become an hourglass. When the hourglass disappears, the repair is complete.

    If for some unforeseen reason your database gets corrupted, NDF.mdb will try to repair itself. Data stored within the program will <u>not</u> try to repair itself.

NDF Runtime Error While Working in the Program

Problem: NDF Runtime errors occur while working in the program.

Cause: NDF Runtime files have become corrupted.

Solution: Install "Repair the NDF Runtime Files" program. Follow the appropriate method below.

3.5" Diskettes

  Please complete a copy of the "Information Required for Technical Support" form in Appendix C.   Fax this information to us. It may be necessary for us to send you a "Repair the NDF Runtime Files" program on a separate set of diskettes. We will work with you to get the problem solved.

CD-ROM Disk

  To fix runtime errors insert the last CD-ROM that you received into your CD-ROM drive. Follow general installation instructions to install "Repair". "Repair the NDF Runtime Files" installation will replace the runtime files in the NDF software program and will not affect the data or print credit files.

  If "Repair" does not fix the Runtime error, please complete a copy of the "Information Required for Technical Support" form in Appendix C.   Fax this information to us. We will work with you to get the problem solved.

NDF Runtime Error During Update Installation

Problem: NDF Runtime errors occur while installing an update.

Cause: NDF Installation Program cannot locate the data and print credit files from the original installation.

Solution: Install the update to the same location as the original program.

Windows 3.1

  Check the location of your original program that you are working in (see Update Installation, Page 21 of this manual). Reinstall the update to the correct location.

  It may be helpful to run the <u>Disk</u> <u>Defragment</u> <u>Program</u>, if you have not done so in a while. See your Windows manual or help menu for directions, or refer to "Printing Problems: Improper Printout or Not Printing Form Correctly" in this manual to find directions on the Disk Defragment program.

Windows 95, Windows 98 or Windows NT

  Check the location of your original program that you are working in (see Update Installation, Page 21 of this manual). Reinstall the update to the correct location.

  Sometimes Windows will move files to another drive, if the designated drive is too full. You may need to move the original NDF Program files to another drive and reinstall the update to that location.

It may be helpful to run the <u>Disk</u> <u>Defragment</u> <u>Program</u>, if you have not done so in a while. See your Windows manual or help menu for directions, or refer to "Printing Problems: Improper Printout or Not Printing Form Correctly" in this manual to find directions on the Disk Defragment program.

Hang Ups or Freezes

Problem: The program hangs up or freezes while in use.

Cause: You may have accumulated a longer list of forms in the Record Identifier Box than the memory settings of the program can accommodate.

Solution: You will probably have to get out of the program by holding down "Control" and "Alt" and then push the "Delete" key on the keyboard. When the window comes up asking you to confirm, repeat "Control", "Alt" and "Delete" and the computer will reboot. (This is the standard method for getting out of a Windows freeze.) Restart the Windows program, restart NDF Forms, then delete from your Record Identifier Box the files you no longer need.

Sometimes simply restarting the program will solve the problem. The program may not have loaded correctly the first time.

Network Trouble Shooting
(proceed in the following order)

1. It is possible that the problem may not lie in the network. First check to be sure the program is running properly on the primary station. If not, the problem is not in your network. Run the NDF Repair program on the primary computer and the problem should be resolved.

2. If the program runs properly on the primary station, but not on the network, you should next check all sharing designations both on the primary computer and each secondary computer to be sure all sharing is properly set up as described below.

To Check the Sharing:

Windows 3.1 - Primary Station

1. Open "Main",   2. Go to "File Manager",   3. Click once on the NDF folder to highlight it,   4. Then go up to "Disk" on the tool bar, and come down to "Share As".   5. Make sure the "Reshare at startup" box is checked on the primary computer, and that the allowed access type is "Full."

Windows 3.1 - Secondary Station

Then use File Manager at *each* secondary station to check to be sure that the shared directory on the primary station is properly connected at each secondary station.

1. Open "Main",   2. Go to "File Manager",   3. Click once on NDF to highlight it,   4. Then go up to "Disk" on the tool bar, and come down to "Share As".   5. Make sure the "Reconnect at startup" box is checked.

Windows 95, Windows 98 or Windows NT - Primary Station

1. Open the folder that contains the NDF folder (for example, open "My Computer", then open "C").   2. Right click on "NDF",   3. Click on "Properties",   4. Click on the "Sharing" tab. 5. Make sure the buttons next to "Shared As" and "Full" are both filled in. You can use any name as a share name.

Windows 95, Windows 98 or Windows NT - Secondary Station

1. Open "Network Neighborhood",   2. Open the "Primary Station", (If the primary station is not in the same workgroup, open entire network and then the workgroup that contains the primary station).   3. Right click on the share name representing the NDF folder,   4. Click "Map Network Drive".   5. Make sure "Reconnect at startup" is checked.

3. Make sure the NDF Forms programs are not running on any computer on your network. Then run NDF Setup from each secondary computer. (You may have installed another NDF Program, or you may have changed drive letter designations, but omitted running NDF setup), then start NDF Forms on all stations.

4. Reinstall the network program on *each* secondary station. It installs right over the original program. Follow the routine described in 2 and 3 above. Then restart NDF Forms.

5. If you are using a Netware (Novell) network and are having trouble with a part of the form printing (such as text) on one page and part on another (such as lines), your "Time Out" in the Captive Command may be set too short. Try increasing the length of the "Time Out."

6. You may need to ask your network administrator for help.

Print Credit Order Form Problems

Credit Card
Be sure to check which type of credit card you are using. You need to be sure there are not any blanks, or dashes in the card number there should be four numbers, slash, four numbers, slash, four numbers, slash, four numbers (####/####/####/####), or four numbers, slash, three numbers, slash, three numbers, slash, three numbers (####/###/###/###).

You need to be sure that you have entered an appropriate <u>two</u> digit month and a <u>four</u> digit year on the expiration date.

"The value you entered isn't appropriate for this field"
If you get the message "The value you entered isn't appropriate for this field". Check for:

1. Two $ signs entered, in the amount box.
2. Too many periods in the amount box.
3. Too many 00's (zeros) after period in the amount box.

The total amount of the order has to be appropriate, no letters, one dollar sign, no commas, extra periods, or too many zeros.

Printing Problems

Improper Printout or Printing Blank Pages
Problem: You have problems with improper printout, blank pages usually, especially when using Windows NT.
Cause: You may be using an incompatible driver or the wrong driver for the hardware that you have.
Solution: We recommend the printer use the generic NT driver from Microsoft. If you have an Hewlett Packard Printer chances are you are using the printer driver from Hewlett Packard and it causes problems. Experience has shown that the generic Hewlett Packard driver usually works. Try different drivers. There usually is a whole list of drivers available to choose from. Print Drivers can be changed by using one of the following methods:

<u>Windows 3.11</u>

You can install a printer driver provided with Windows for Workgroups or Windows printer driver supplied by a printer manufacturer or computer dealer.

1. Go to "Main". Open the "Control Panel" window, choose the "Printers" icon.
2. Choose the "Add" button. If you have not installed a printer, "Control Panel" chooses the Add button for you.
3. In the "List of Printers" box, select the printer you want to install. If your printer is not listed or does not emulate a printer that Windows supports, but you have a printer driver for it, select "Install Unlisted or Updated Printer".
4. Choose the "Install" button. Go to step 7 if the printer you are installing uses the same printer driver as another printer already installed on your system.
5. Insert in drive "A" the disk containing the printer driver (should come with the printer), or type "A" drive letter and directory path in the text box. You can also use the "Browse" button to find and select the drive and directory where the printer driver is located. When you finish using the dialog box, choose the "OK" button.
6. In the "Install Printer" dialog box, choose the "OK" button. If you are installing a driver not included with Windows for Workgroups, a dialog box appears, listing several printers. Select the printer you want, and then choose the "Install" button.
7. If "Control Panel" prompts you for font files, insert the disk that contains font files. Then choose the "OK" button. The printers name appears in the list of installed printers.

<u>Windows 95, Windows 98 and Windows NT</u>

1. From "Start" go up to "Settings".
2. Choose "Printers".
3. Click once on your printer icon, go up to "File" on the toolbar and come down to "Properties".

4. Click on "Details". In the middle of the window that comes up is the print driver information. You can choose another driver by clicking on the down arrow button and scrolling through the drivers and printers available. When you have chosen the new driver, click the "OK" button.

Improper Printout or Printing Blank Forms from HP Printers

Problem: You have problems with improper printout, the form prints, but data is missing when printed from an HP Printer.

Cause: Meta files are not handled as transparent on all HP Printer drivers, they are programmed to appear transparent with the data entry file located underneath, printing at the same time.

Solution: We recommend the printer use the generic HP driver (not the print driver for your specific printer model). If you have an Hewlett Packard Printer chances are you are using the printer driver from Hewlett Packard that is specifically for your printer model and it causes problems. Experience has shown that the generic Hewlett Packard driver usually works. You can do this one of two ways.

First, you can change the print driver so that all printing uses the generic print driver. Sometimes this can cause problems with printing from other programs.

The alternative is to add a printer to your list of printers and modify that particular printer for use with the NDF Program. You would need to be sure to designate it as the NDF printer and also to *choose the NDF printer as the default printer before you go into the NDF Program.* **The Electronic Forms Program always prints to the default printer.**

To make switching back and forth from one driver to another, you can create shortcut icons for each printer for your desktop (see section below Creating Printer Shortcut Icon).

Change your Print Driver

Windows 95, Windows 98 and Windows NT

1. From "Start" go up to "Settings".
2. Choose "Printers".
3. Click once on your printer icon, go up to "File" on the toolbar and come down to "Properties".

4. Click on "Details". In the middle of the window that comes up is the print driver information. You can choose another driver by clicking on the down arrow button and scrolling through the drivers and printers available. When you have chosen the generic HP Print driver, click the "OK" button.

Create Printer Shortcut Icon

Windows 95, Windows 98 and Windows NT

1. From "Start" go up to "Settings".
2. Choose "Printers".
3. Right mouse click on the printer you want to create the shortcut icon for and choose "Create Shortcut". It will tell you that it cannot create a shortcut, click on "OK". Then it will ask you if you want to place a shortcut to the printer on your desktop and click on "Yes".

Improper Printout or Not Printing Form Correctly

Problem: You have problems with improper printout, only part of a page prints or not all pages from a form set print.

Cause: Your hard drive may need to be checked for problems with the drive or you may need to defragment your hard drive.

Solution: Run the scan disk program to see if there are any errors and then run the disk defragmenter program to reorganize the hard drive so that all of each program will be on the same place in the hard drive. If you have more than one hard drive you should perform scan disk and disk defragmentaion on each drive.

Windows 3.11

Scan Disk

1. Exit "Windows" by choosing "File" and "Exit Windows" from the "Program Manager" window.
2. When the DOS prompt comes up (C:\>) enter "scandisk" and push "Enter".
3. Follow the instructions of the scan disk program. It will tell you if there are errors and if it can fix them. You may be given the opportunity to create an "Undo Disk", it is always wise to create an undo disk. If your computer works fine and you are not missing any files you can always reformat the floppy disk.
4. Get back to Windows by entering "win" and pushing "Enter" at the DOS Prompt (C:\>).

Disk Defragment

1. Exit "Windows" by choosing "File" and "Exit Windows" from the "Program Manager" window.
2. When the DOS prompt comes up (C:\>) enter "defrag" and push "Enter".
3. Follow the instructions of the disk defragmentation program.
4. Get back to Windows by entering "win" and pushing "Enter" at the DOS Prompt (C:\>).

Scan Disk

1. From "Start" go up to "Accessories".
2. Choose "System Tools".
3. Then choose "Scan Disk"
4. Then highlight the hard drive you are needing to scan and click on the "Start" button.
5. Follow the instructions of the scan disk program. It will tell you if there are errors and if it can fix them. You may be given the opportunity to create an "Undo Disk", it is always wise to create an undo disk. If your computer works fine and you are not missing any files you can always reformat the floppy disk.

Disk Defragment

1. From "Start" go up to "Accessories".
2. Choose "System Tools".
3. Then choose "Disk Defragmenter"

Improper Printout or Not Printing Form Correctly

Problem: You have problems with improper printout, only part of a page prints or not all pages from a form set print.

Cause: Your printer may not have enough memory.

Solution: Check the information that came with your printer and make sure that there is adequate memory to handle printing the forms. A 300 dpi printer needs 1.5 mg's of memory, a 600 dpi printer needs 4 mg's of memory and a 1200 dpi printer needs 12 mg's of memory.

Printing Too Many Copies

Problem: You request one copy of a form, but more print out.

Cause: Printer copies may be set to a number other than 1.

Solution: Check the printer setting by using the appropriate method for your operating system.

Windows 3.11

1. From "Program Manager" open "Main",
2. Then "Control Panels",
3. Then "Printers",
4. Then "Setup", this window will show Copies and should be set to 1. If not, change it to 1 and click on the "OK" button.

Windows 95 and Windows 98

Method A -

1. From "Start" select "Settings",
2. Then "Printers",
3. Then click on the Printer Icon,
4. Then select the Printer you are wanting to use,
5. In the pull down menu select "Properties",
6. Then select "Paper", this window will show Copies and should be set to 1. If not, change it to 1 and click on the "OK" button.

If you cannot get into Properties as described above, try Method B -

1. From "Start" select "Settings",
2. Then "Control Panel",

3. Then "Printers",
4. Then click once to highlight the Printer Icon,
5. Then go up to the "File" menu, pull down the menu and select "Properties",
6. Then select "Paper", this window will show Copies and should be set to <u>1</u>.   If not, change it to 1 and click on the "OK" button.

Slow Printing or Not Printing the Form Correctly

Problem: Slow printing or the form does not print correctly.

Cause: Installed printer memory is set incorrectly. Your computer may not be set to recognize all of the memory available in your printer or it may attempt to recognize more memory than is present in the printer

Solution: Change the installed printer memory setting by using one of the following methods.

Your computer should usually be set to recognize all of the memory in your printer, but not more. If you have a 300 dpi laser printer you need 1 1/2 MB of printer memory. A 600 dpi laser printer needs 4 MB.

Setting Memory for Printer

<u>Windows 3.1 or 3.11</u>

1. From "Program Manager",
2. Open "Main",
3. Then "Control Panels",
4. Then "Printers",
5. Then "Setup",
6. Then click on "Options",
7. Then click on "Advanced". Here you will see the amount of printer memory your computer is set to recognize. Virtual Memory can be changed to match the printer memory. The information on your printer memory should come with your printer.

<u>Windows 95</u>

1. From the "Start" button go up to "Settings",
2. Choose "Printers",
3. Double click on your printer,
4. Select the "Printer" menu,
5. Go down to "Properties",
6. Choose "Device Option". Here you will see the amount of printer memory your computer is set to recognize. The Printer memory has a bar with a pull down menu, click on the arrow and choose the correct amount of memory for your printer. The information on your printer memory should come with your printer.

<u>Windows 98 or Windows NT 4.0</u>

1. From the "Start" button go up to "Settings",
2. Choose "Printers",
3. Double click on your printer,
4. Select the "File" on the toolbar,
5. Go down to "Properties",
6. Choose "Device Option". Here you will see the amount of printer memory your computer is set to recognize.   Printer memory has a bar with a pull down menu, click on the arrow and choose the correct amount of memory for your printer. The information on your printer memory should come with your printer.

    Try different settings if you do not know the amount of your printer memory.

    You can also try changing the screen display. Coloring and screen resolution can use a lot of memory and there may not be enough memory to handle it. See Screen Display.

Will Not Print - Wrong Paper Size Indicated

Problem: Printer indicates that it needs legal sized paper and will not print.

Cause: Computer settings may be set to wrong sized paper.

Solution: Check the printer settings by using the appropriate method for your operating system.

<u>Windows 3.11</u>

1. From "Program Manager" open "Main",
2. Then "Control Panels",
3. Then "Printers",
4. Then "Setup", this window will show Paper size and should be set to 8 1/2" X 11". If not, change it to 8 1/2" X 11" and click on the "OK" button.

<u>Windows 95 and Windows 98</u>

Method A -

1. From "Start" select "Settings",
2. Then "Printers",
3. Then click on the Printer Icon,
4. Then select the Printer you are wanting to use,
5. In the pull down menu select "Properties",
6. Then select "Paper", this window will show paper size set to 8 1/2" X 11". If not, change it to 8 1/2" X 11" and click on the "OK" button.

If you cannot get into Properties as described above, try Method B -

1. From "Start" select "Settings",
2. Then "Control Panel",
3. Then "Printers",
4. Then click once to highlight the Printer Icon,
5. Then go up to the "File" menu, pull down the menu and select "Properties",
6. Then select "Paper", this window will show paper size set to 8 1/2" X 11". If not, change it to 8 1/2" X 11" and click on the "OK" button.

Screen Display

Incomplete Form

Problem: Form appears in an incomplete form. For example words or lines or parts of them are missing.

Cause: Insufficient memory for screen display in the number of colors and resolution specified in your Windows program.

Solution: Try changing colors and resolution settings from 800 x 600 to 640 x 480, by using one of the following methods. This may also resolve an associated printing problem.

Windows 95 and Windows 98

1. From "Start" go up to "Settings", choose "Control Panel".
2. Double click on "Display". Choose the "Settings" file tab. Adjust color and screen area (Pixels) to less.
3. Click on "OK".

Windows 3.11

1. From the "Program Manager" go to "Main", choose "Windows setup".
2. Choose "Options". Click on "Display" by using the down arrow, choose 640 x 480 and try.
3. Click on "OK".

Incomplete Form (additional possible solution for Windows 98 & NT)

Problem: Form appears in an incomplete manner.

Cause: Screen oddities can be caused by problems with video optimization.

Solution: Reduce hardware acceleration.

Windows 98 and Windows NT

1. From "Start" go up to "Settings", choose "Control Panel".
2. Double click on "Display". Choose the "Settings" file tab. If you have an "Advanced" button click on it.
3. Then if you have a "Performance" tab click on it and reduce the "Hardware Acceleration".
4. Click on "OK".
5. Then click on "OK" again.

Improper Screen Display

Problem: You have problems with improper screen display such as part of a form disappears when scrolling down a form.

Cause: You may be using an incompatible video driver.

Solution: Change to a compatible video driver.

Video Drivers can be changed by your system administrator or computer technician. ***You must be very careful if you attempt to change video drivers or you can mess up your entire system.*** Usually the video driver is chosen when installing Windows. You may need to reinstall Windows.

Improper Screen Display

Problem: You have problems with improper screen display such as part of a form disappears when scrolling down a form.

Cause: Your hard drive may need to be checked for problems with the drive or you may need to defragment your hard drive.

Solution: Run the scan disk program to see if there are any errors and then run the disk defragmenter program to reorganize the hard drive so that all of each program will be on the same place in the hard drive. If you have more than one hard drive you should perform scan disk and disk defragmentaion on each drive.

Windows 3.11

Scan Disk

1. Exit "Windows" by choosing "File" and "Exit Windows" from the "Program Manager" window.
2. When the DOS prompt comes up (C:\>) enter "scandisk" and push "Enter".
3. Follow the instructions of the scan disk program. It will tell you if there are errors and if it can fix them. You may be given the opportunity to create an "Undo Disk", it is always wise to create an undo disk. If your computer works fine and you are not missing any files you can always reformat the Floppy disk.
4. Get back to Windows by entering "win" and pushing "Enter" at the DOS Prompt (C:\>).

Disk Defragment

1. Exit "Windows" by choosing "File" and "Exit Windows" from the "Program Manager" window.
2. When the DOS prompt comes up (C:\>) enter "defrag" and push "Enter".
3. Follow the instructions of the disk defragmentation program.
4. Get back to Windows by entering "win" and pushing "Enter" at the DOS Prompt (C:\>).

Windows 95, Windows 98 and Windows NT

Scan Disk

1. From "Start" go up to "Accessories".
2. Choose "System Tools".
3. Then choose "Scan Disk"
4. Then highlight the hard drive you are needing to scan and click on the "Start" button.
5. Follow the instructions of the scan disk program. It will tell you if there are errors and if it can fix them. You may be given the opportunity to create an "Undo Disk", it is always wise to create an undo disk. If your computer works fine and you are not missing any files you can always reformat the disk.

Disk Defragmenter

1. From "Start" go up to "Accessories".
2. Choose "System Tools".
3. Then choose "Disk Defragmenter"

Occasional Screen Flashing

Problem: An occasional "flash" on the screen, which may be annoying or which may cause operational problems.

Cause: The Record Identifier Box in the Form Set Selector Window is updated periodically to reflect any changes that may have been made at other stations. (By default, this update occurs at 15 second intervals.) This results in an occasional flash.

Solution: If it should prove necessary to modify the refresh interval, please call NDF Co. we will assist you.

Small Screen

Problem: Screen display appears in reduced screen size and windows appear in an incomplete manner.

Cause: This program is designed to function on a <u>maximized</u> screen display, you may have inadvertently reduced the screen display and exited.

Solution: To restore the screen size:

1. Click on the maximize button in the extreme upper right hand corner of the screen.

2. Then exit NDF Electronic Forms and reopen. The program will open showing your screen maximized.