

# Trouble Shooting

## Problems When Working in Program

### Need to Alter Normal Pay Period End Date

**Problem:** Because of a holiday or shut down, you need to use a end of pay period date other than normal date and the program will not allow you to use a different date.

**Cause:** Program is set to process paydays that are on a regular schedule.

**Solution:** Process payday with normal end of pay period date, since you will be going back to the same schedule after the holiday or shut down. If for some reason you need to change the base date or alter pay period on a permanent basis, see Special Situations “Change Pay Schedule” in this manual.

If the holiday, vacation or shut down is prepaid, you may want to review Special Situations “Prepaying a Payday” section in this manual.

### Negative Amount Appears in “Withheld for Garnishment”

**Problem:** You are entering Payroll data for the third, fourth or fifth pay period of the month and a negative amount appears in the “Withheld for Garnishment” field.

**Cause:** The employee had more earnings for earlier pay periods of the month and the current earnings were much less, dropping the monthly total, enough that money that was withheld for garnishment during earlier pay periods is now to be returned to the employee. Garnished amounts must be figured on the total month, rather than on the per pay period basis, when an employee’s earnings change during the course of a month, there will be occasions when previously withheld amounts will be returned to the employee.

**Solution:** Use the “Net Pay” amount to cut the check for the employee. *The “Net Pay” takes the “Disposable Earnings” subtracts “Support Withholding” and “Prior Liens” and adds the amount to be returned to the employee in “Withheld for Garnishment” and gives you the total net to pay employee.*

When final worksheets are printed the negative amount withheld will be calculated in the total withheld for the garnishment month. Since you have not yet paid out the previously withheld amounts to the creditors, you are returning money to the employee from the funds that you are holding for the creditors.

### “Preliminary” Prints on Final Worksheet

**Problem:** You are trying to print the final worksheet of the month, but the word “Preliminary” appears in a box on the worksheet.

**Cause:** A Preliminary Worksheet is any worksheet that is printed before all pay data is locked. Most likely one or more pay periods have not been locked.

**Solution:** Go to “Employee Information” in the Task Center, then choose “Enter Employee Status Change”. Select employee, then click on the “Worksheet” button. Choose the month you are trying to process and click on the “Worksheet” button. Look at each pay period and the totals to see if “Data Locked” box is X’ed. Go back into “Process Garnishment Payday” and lock the pay roll data that is not locked. Then reprint the Worksheets.

### **“You must enter a valid date” Message**

**Problem:** You are trying to process a payday, answer or distribution and get the message that “You must enter a valid date”.

**Cause:** The date you have typed in is inappropriate.

**Solution:** Look at the date that you have entered for processing. Check to make sure that there are no extra numbers, letters, dashes or slashes. Re-enter appropriate date and choose “Next”.

### **“You have not entered a valid pay date” Message**

**Problem:** You are trying to process a payday, answer or distribution and get the message that “You have not entered a valid pay date”.

**Cause:** The date you have typed in is inappropriate.

**Solution:** Look at the date that you have entered for processing. Check to make sure that there are no extra numbers, letters, dashes or slashes. Re-enter appropriate date and choose “Next”.

### **“Error #” Prints on Report**

**Problem:** You are printing reports and “Error #” appears in the totals column.

**Cause:** This message appears when the total of several numbers equals 0. Programming problem with Microsoft Access, for some reason  $0 + 0$  does not equal 0, but Error #.

**Solution:** Before printing reports, “Preview” them to see if you get the “Error #” message. If you do, the totals are 0, and it is not necessary to print the reports.

### **“It appears that payday processing for (date) has not yet been completed. Do you wish to proceed?” Message**

**Problem:** You are beginning to proceed a new pay period, having locked the previous pay period and get the message: “It appears that payday processing for (date) has not yet been completed. Do you wish to proceed? ”

**Cause:** You have processed and locked the payday and gone back into the payday to print out reports or worksheets, without following through to step seven to lock the payday. The program thinks that the pay period is not locked, however it is.

**Solution:** You can choose “Yes” when you get the above message and proceed, ignoring the message or when you go back into a locked pay period to print reports or worksheets, simply go through all the steps and “re-lock” the pay period.

### **“No income withholding or garnishment is required for this pay date” Message**

**Problem:** You are trying to process a payday and get the message that “No income withholding or garnishment is required for this pay date”.

**Cause:** The date you have typed in does not fall in line with the base date entered in the pay schedule information.

**Solution:** Check the pay schedule information by going to “Maintenance” in the Task Center and choosing “View Pay Schedule List”. The base date listing must fall consistent with the pay schedule checked above it.

*For example:* the end pay period date for monthly and semi-monthly are going to fall on the same day of each month, for example the 1<sup>st</sup>, 15<sup>th</sup>, 30<sup>th</sup> or 31<sup>st</sup>. The weekly and bi-weekly pay periods are processed on a set day of each week or every other week, such as Friday or Saturday.

Make sure that the date you have entered falls in line with these parameters.

Make sure employees are entered and listed as currently employed, by choosing “Employee Information” and “Enter Employee Status Change” select employee that you know has a current garnishment or income withholding and “Edit”. Look at the bottom of the Employee Information window. It should say, “Currently Employed”.

Make sure that Garnishments are entered and the date the Garnishment was received falls into the Garnishment period and has not been released.

Make sure that the Income Withholding Orders are entered and the date the Order was received falls into the withholding period and has not been terminated.

### **Work Around for Locked Worksheets and Answers**

**Problem:** You have accidentally locked a Pay Day Worksheet and/or Garnishment Answer, with incorrect pay information and cannot go back in and unlock that Pay Day.

**Cause:** Legally we cannot allow the unlocking of Worksheets and Answers, once they have been printed, because it would be too easy to falsify records. You need to be very sure that your figures are complete and correct before you lock the Worksheets or Answers.

**Solution:** You need to print the Garnished Employee Pay Report after you have entered the payroll data and **carefully check** the figures before proceeding to lock the data in. You must however lock the data before printing the Answers.

There is no easy way to work around an incorrect entry that is locked, however, if you must revise your figures there is a way as follows:

#### **Step One – Have Records Available**

Before you begin, make sure that you have a copy of **the printed Answer from the last correct month**. You will need to have the Answer Page Two for the “Amount of Judgment after this payment”. You will also need to have the **original Order for Garnishment** and any **changes or revisions in address** that you may have received from the Judgment Creditor.

#### **Step Two – Change Employee Name**

1. Go to “Employee Information” in the Task Center and choose “Edit Employee Information”.
2. Left mouse click once on employee.
3. Click on the “Edit” button.
4. Change the Employee Name to read their name followed by (old). For example: Joe Doe (old). This is so that you will know which entry is corrected.
5. Then “Close”. Closing saves changes.

#### **Step Three – Release Garnishments**

1. You must manually release all Garnishments for the employee that you need to rework.
2. Choose “Garnishment” from the Task Center and “Update or Release Garnishment”.
3. You will then need to select the desired employee.
4. Click on the “Garnishment” button.
5. Then you will need to select each Garnishment that needs to be released.
6. Click on the “Release” button and enter the date that the last correct Answer was processed. This date should be the end of the previous month.
7. Then “Close” the window to save the entry.
8. Repeat for each Garnishment for the employee that you need to rework.

#### **Step Four – Re-Enter Employee**

1. Next you need to set up the Employee information as if he/she is a new employee.
2. Choose “Employee Information” from the Task Center, and then choose “Edit Employee Information”.
3. Click on the “Add” button.
4. Complete the Employee Information.
5. Click on the “Close” button when the employee information is completed to save.

#### **Step Five – Re-Enter Garnishment**

1. In “Employee Information” from the Task Center, choose “Edit Employee Information”.
2. Select the Employee [be sure to get the one that does not say (old)].
3. Click on “Garnishment” button.
4. Then the “Add” button.
5. Complete the Garnishment Information. The creditor should already be in the drop-in database. You will need to make any revisions that have come to you since the original Order for Garnishment was sent. Enter the Date that you were originally served with the Garnishment as the “Date Garnishment Served”. The “Current Judgment Amount” should be the Amount of judgment after this payment from the last correct month that the Answer was sent out, unless you have received a revised amount from the Judgment Creditor since then.

#### **Step Six – Process Payday**

1. Beginning with the first pay period after the last correct Answer, enter the pay roll data.
2. Choose “Periodic Processing” from the Task Center and then “Process Garnishment Payday”.
3. Enter payroll data, using the Pay Day Processing Wizard.
4. Before you lock each pay period, you should print a “Pay Day Report “after you have entered the payroll data. Check the data you have entered very carefully to make sure figures are correct. Then proceed to “Lock Now”.
5. Repeat procedure for each pay period since the last correct Answer.

#### **Step Seven – Print Worksheet**

1. If there is more than one pay period, you do not need to print each preliminary Worksheet for each pay period. You will want to print Worksheets for each individual employee, since printing the batch will give you Worksheets for both the incorrect (old) and corrected employee.
2. From the Task Center, choose “Employee Information”.
3. Choose “Add or Edit Employee Information”.
4. Select the employee you need to print a Worksheet for.
5. Then choose the “Worksheet” button.
6. Select the month that you need to print.
7. From the “File” pull down menu select “Print”.
8. Set number of copies to print.
9. Push the “Print” button.

### **Step Eight – Prepare Answer**

1. Choose “Periodic Processing” from the Task Center and then “Prepare Garnishment Answer”.
2. Enter the Month that you need to prepare the Answer for and click “Next”.
3. Make sure that the “☑ Do you want to print Answers?” box is not marked. You will want to print Answers for each individual employee, since printing the batch will give you Answers for both the incorrect (old) and corrected employee.

### **Step Nine – Print Answer**

1. From the Task Center, choose “Employee Information”.
2. Choose “Add or Edit Employee Information”.
3. Select the employee you need to print a Answer for.
4. Then choose the “Answer” button.
5. Select the month that you need to print.
6. From the “File” pull down menu select “Print”.
7. Set number of copies to print.
8. Push the “Print” button.

Once you have completed the Distribution process, including “Lock and Release”, the incorrect (old) garnishments will be released, since you have manually released them during the month. When you do the payday processing, after that, the (old) employees will not appear in the “Pay Day Worksheet Data Entry” employee list.

## **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.

### **Error Message When Starting From a Desktop Icon**

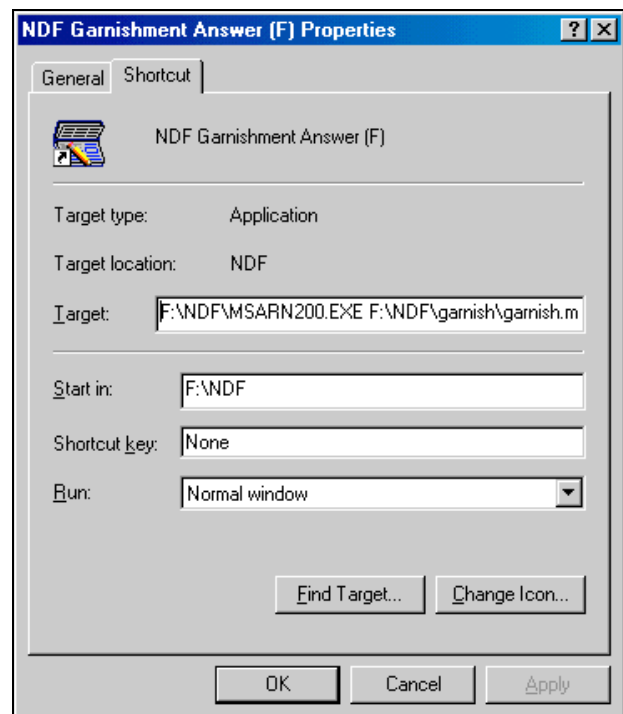
**Problem:** NDF encounters a runtime error immediately on startup, when started from a desktop icon.

**Cause:** Desktop icon may not have been created correctly.

**Solution:** Verify desktop icon.

### **Windows 95, 98, NT, ME, 2000 or XP**

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:

#### Windows 95, 98, NT, ME or 2000

1. Right click on “Start”, click on “Open”.
2. Right click on “Programs”, click on “Open” (Windows 2000 use “Open All Users”).
3. Right click on “NDF Withholding”, click on “Open”. (You are now in the NDF Withholding Program Window.)
4. Right click on the main “NDF Withholding” program, then click “Create Shortcut” and drag the shortcut icon to the desktop.

#### Windows XP

1. From “Start”, choose “All Programs”,
2. Then choose “NDF Withholding”,
3. Right click on NDF Withholding, then click “Create Shortcut”.
4. Then click on “NDF Withholding (2)” and drag it 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 Garnishment Program. Please note that the NDF Program requires 24 MB of RAM with Windows 95, 32 MB of RAM with Windows 98 and 64 MB of RAM with Windows 2000, ME or NT.

#### **How to check System Resources**

##### Windows 95, 98, NT or ME

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 Program. Sometimes restarting your computer may clear up and make more resources available.

##### Windows 2000 or XP

Windows 2000 and XP are set up a little different from other Windows programs, in that you can use some of your hard drive when you do not have enough RAM for the programs that you are running. For best performance, do not set the initial size to less than the minimum recommended size under “Total paging file size for all drives”. The recommended size is equivalent to 1.5 times the amount of RAM on your system. Usually, you should leave the paging file at its recommended size, although you might increase its size if you routinely use programs that require a lot of memory.

*If you decrease the size of either the initial or maximum page file settings, you must restart your computer to see the effects of those changes. Increases typically do not require a restart.*

## Windows 2000

1. Right click on the “My Computer” icon and select “Properties”.
2. Click the “Advanced” file tab and select “Performance Options”.
3. Under “Virtual Memory” click “Change”.
4. Under “Drive [Volume Label]” click the drive that contains the paging file you want to change.
5. Under “Paging File Size for selected drive” type a new paging file size in megabytes in the “Initial size(MB)” or “Maximum size (MB)” box, and then click “Set”

## Windows XP

1. From “Start”, choose “Control Panels”,
2. Then choose “Performance and Maintenance”,
3. Then click “System”.
4. On the “Advanced” file tab, under “Performance”, click “Settings”.
5. On the “Advanced” file tab, under “Virtual memory”, click “Change”.
6. Under “Drive [Volume Label]” click the drive that contains the paging file you want to change.
7. Under “Paging file size for selected drive”, click “Custom Size”, and type a new paging file size in megabytes in the “Initial size (MB)” or “Maximum size (MB)” box, and then click “Set”.

### **Error Message After Installation of Update**

**Problem:** You get an error message when trying to use the program 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 you get into is the original with your data 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 program. Delete the 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 records, this is the location that you want to keep. Check the other drives until you find the program that does not allow you access to the program. Delete the 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 (for example “C:/NDF”). Be sure to include any sub-folder names, when the NDF Program is listed in a sub-folder.

## Windows 98, ME, NT or 2000

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 records, this is the location you want to keep. Check the other drives until you find the program that does not allow you access to the program. Delete the 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”. A Path Directory lists the drive letter first, followed by a colon and backslash, then the folder. Be sure to include any sub-folder names, when the NDF Program is listed in a sub-folder.

## Windows XP

1. When working from a desktop icon, right mouse click on the icon, choose “Properties”. In the “Target” line look for the string that reads “...MSARN200EXE F:\NDFGARN\garnish\garnish...”. The underlined drive represents the drive letter that your software is installed on.
2. From “Start”, choose “All Programs”, then “NDF Withholding”, then right mouse click on “NDF Withholding” and choose “Properties”. In the Target line, look for the string that reads “...MSARN200EXE F:\NDFGARN\garnish\garnish...”. The underlined drive represents the drive letter that your software is installed on.

## **Installation Incomplete**

**Problem:** Message “Installation is not successful”.

**Cause:** The computer was not able to install all of the NDF files on one drive (usually because C drive was too full) and some of the files were installed on a different drive. ***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.



## 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 program. Close the NDF Garnishment Program. Then double click on the "Repair NDF Data" icon that was installed when you installed the NDF Program. The NDF Program 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 not try to repair itself.

## 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 that is specifically for your printer model 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.

### Windows 3.1

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 "Browser" 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 the 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.

### Windows 95, 98, NT, 2000 or ME

1. From "Start" go up to "Settings".
2. Then 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" (Windows 2000 choose "Advanced"). The print driver information is in the middle of the window that comes up. 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. (You may need your Windows Installation Disk.)

### Windows XP

1. From "Start", choose "Control Panel".
2. Then "Printers and other Hardware".
3. Under "pick a Control Panel icon" choose "Printers and Faxes".
4. Choose the printer you are using and then in the "Printer tasks" box on the left side of the screen, choose "Set printer properties".
5. Under the "Advanced" file tab, choose the "New Driver" button. 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 a 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 a 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 NDF Software Programs always print to the default printer.*** To make switching back and forth from one driver to another easier, you can create shortcut icons for each printer for your desktop (see section below "Creating Printer Shortcut Icon").

## **Change your Print Driver**

### Windows 95, 98, NT, 2000 or ME

1. From "Start" go up to "Settings".
2. Choose "Printers".
3. Click once on your printer icon or choose "Add printer", go up to "File" on the toolbar and come down to "Properties".
4. Click on "Details" (Windows 2000 choose "Advanced"). The print driver information is in the middle of the window that comes up. 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.

### Windows XP

1. From "Start", choose "Control Panel",
2. Choose "Printers and Faxes",
3. Then under the "Advanced" file tab, choose the "New Driver" button.
4. The "Print Driver Wizard" appears choose "Next".
5. Then select a new driver (generally model specific printers do not work as well as generic printers). Choose "Next".

## **Add Printer**

### Windows 95, 98, ME, NT or 2000

1. From "Start" choose "Settings".
2. Then "Printers" and "Add Printer",
3. The Add Printer Wizard comes up. Choose "Next".
4. Choose whether it is local printer or network printer and click on "Next".
5. On the right side of the next window, choose the manufacturer as HP. In the Printer Column choose HP DeskJet, HP CopyJet, HP Color LaserJet, HP OfficeJet, HP Paint Jet or HP QuietJet. Just the name, with no model number or other words. Then choose "Next".
6. Rename the printer to NDF Printer. Choose "Next".
7. Since you are already using your printer, you do not need to print a test page, select "No" and "Next". Then click "Finish".

### Windows XP

1. From "Start" choose "Control Panel".
2. Then select "Printers and Other Hardware".
3. Under "Pick Task", choose "Add Printer".
4. The Add Printer Wizard comes up. Choose "Next".
5. Choose whether it is local printer or network printer and click on "Next".
6. The Printer Wizard will tell you that it cannot "Detect any Plug and Play Printer. To install the printer manually click "Next". Click "Next".
7. Indicate the same port at the HP Printer is currently hooked up to, normally this is LPT1. Choose "Next".

8. On the right side of the next window, choose the manufacturer as HP. In the Printer Column choose HP DeskJet, HP CopyJet, HP Color LaserJet, HP OfficeJet, HP Paint Jet or HP QuietJet. Just the name, with no model number or other words. Then choose "Next".
9. Rename the printer to NDF Printer. Choose "Next".
10. Since you are already using your printer, you do not need to print a test page, select "No" and "Next". Then click "Finish".

### **Create Printer Shortcut Icon**

#### Windows 95, 98, NT 2000 or ME

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".

#### Windows XP

1. When you return to the "Printers and Faxes" folder, right mouse click on the NDF Printer and choose "Create Shortcut".
2. You will get the message "Windows cannot create a shortcut here. Do you want the shortcut to be placed on the desktop?" Choose "Yes".
3. Follow steps 1 & 2 for the other HP Printer.

### **Slow Printing, Blank Pages or not printing the Form Correctly**

**Problem:** Slow printing or the form does not print correctly or may take extra pages to print forms and insert blank pages in between.

**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.

The NDF Program requires 1.5 MB of printer memory for a 300-dpi printer. A 600-dpi printer needs 4 MB. A 1200-dpi printer needs 12 MB.

### **Setting Memory for Printer**

#### Windows 3.1 or Windows 3.11

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.

## Windows 95

1. From "Start" go up to "Settings".
2. Then "Printers".
3. Double click on your printer.
4. Select the "Printer" menu.
5. Go down to "Properties".
6. Choose "Device Option". 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.

## Windows 98, NT or ME

1. From "Start" go up to "Settings".
2. Choose "Printers".
3. Select your printer.
4. Select the "File" on the toolbar.
5. Go down to "Properties".
6. Choose "Device Option" ("Device Settings" in Windows 2000). 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.

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.

## Windows XP

1. From "Start" choose "Control Panel",
2. Then choose "Printers and other hardware",
3. Under "Pick a Control Panel Icon", choose "Printers and Faxes",
4. Right click on the icon for the printer you are using, then click "Properties",
5. On the "Device Settings" tab, under "Installable Options", click "Printer Memory",
6. Then click the number that matches the amount of memory installed in your printer or plotter.

*Your printer has memory chips for storing information that is sent to it. When you install a printer, Windows reads the amount of printer memory so the printers and windows work properly together. When you install additional memory into your printer, you need to change the printer memory setting in Windows, so that the two match. If Windows is set to expect more or less memory than actually resides in your printer, Windows may display a memory message or work improperly.*

## **Improper Printout or Not Printing Form Correctly**

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

**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 in the same place on the hard drive. If you have more than one hard drive, you should perform scan disk and disk defragmentation on each drive.

### Windows 3.1 or 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, 98, NT or ME

#### **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 need 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".
4. Follow the instructions of the Defragmentation program.

## Windows 2000 or XP

### **Scan Disk**

1. Double click on "My Computer" icon on your desktop (Windows XP from "Start" choose "My Computer").
2. Then select the hard drive you need to scan.
3. From the "File" menu on the tool bar, choose "Properties".
4. On the "Tools" tab, under "Error Checking", click "Check Now".
5. Under "Check Disk Options", select the "Scan for and attempt recovery of bad sectors" check box.

### **Disk Defragment**

1. From "Start" choose "Programs" (Windows XP choose "All Programs").
2. Choose "Accessories".
3. Choose "System Tools".
4. Then choose "Disk Defragmenter".
5. Click on the "Defragment" button.

### **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 prints.

**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 MB's of memory, a 600 dpi printer need 4 MB's of memory and a 1200 dpi printer needs 12 MB'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 3.1 or 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 the "OK" button.

## Windows 95, 98, NT or ME

### Method A

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

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

1. From "Start" go up to "Settings".
2. Then "Control Panel".
3. Then "Printers".
4. Click once to highlight the Printer Icon.
5. Then go up to the "File" menu, pull down the menu and select "Properties".
6. Then "Paper". This window will show Copies and should be set to 1. If not, change it to 1 and click the "OK" button.

#### Windows 2000

1. From "Start" choose "Settings", then "Printers".
2. Select the printer you are using.
3. Under "File" menu, choose "Printing Preferences"
4. Click on "Advanced", "Copy Count" should say "1 copy". If it does not, change it then click "OK".

#### Windows XP

1. From "Start" choose "Control Panel",
2. Then "Printers and other Hardware",
3. Under "Pick a control Panel Icon" choose "Printers and Faxes",
4. Click once on the printer you are using and in the "Printer Tasks" box on the right side of the screen, choose "Set Printer Properties". Under the "Advanced" file tab, choose "Printer Defaults".
5. Check under print job to be sure the copy number is set to 1. If not, change it to 1 and click on the "OK" button. Then click on the "OK" button again.

#### **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 setting by using the appropriate method for your operating system.

#### Windows 3.1 or Windows 3.11

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 Letter 8 1/2" X 11" and the "Orientation" should be set to Portrait. If not, change it and click the "OK" button.

#### Windows 95, 98, NT or ME

##### Method A

1. From "Start" go up to "Settings".
2. Then "Printers".
3. Then click on the Printer Icon.
4. Then select the Printer you want to use.
5. In the pull down menu select "Properties".
6. Then "Paper". This window will show paper size and should be set to Letter 8 1/2" X 11" and the "Orientation" should be set to Portrait. If not, change it and click the "OK" button.



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

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

#### Windows 2000

1. From "Start" choose "Settings", then "Printers".
2. Select the printer you are using.
3. Under "File" menu, choose "Printing Preferences"
4. Click on "Advanced", "Paper Size" should say "Letter". If it does not, change it then click "OK".

#### Windows XP

5. From "Start" choose "Control Panel"
6. Then "Printers and other Hardware",
7. Under "Pick a control Panel Icon" choose "Printers and Faxes",
8. Click once on the printer you are using and in the "Printer Tasks" box on the right side of the screen, choose "Set Printer Properties". Under the "Advanced" file tab, choose "Printer Defaults".
9. Check under size choose paper size "Letter (8 1/2 x 11 in)" by clicking on the correct icon. Make sure the page orientation is set to "Portrait". Click on the "OK" button. Then click on the "OK" button again.

## Screen Display

### **Improper Screen Display**

**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 3.1 or Windows 3.11

7. From "Program Manager" open "Main".
8. Then "Windows setup".
9. Choose "Options". Click on "Display" by using the down arrow, choose 640 x 480 and try.
10. Click "OK".

#### Windows 95, 98, NT, 2000 or ME

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

4. Click on "OK".

#### Windows XP

1. From "Start" choose "Control Panel".
2. Then choose "Appearance and Themes".
3. Under "pick a task" choose "Change the screen resolution".
4. Under the "Settings" file tab, adjust the "Screen resolution" box to fewer pixels. Click "OK".

#### **Improper Screen Display** (additional possible solution for Windows 98, 2000, ME, NT or XP)

**Problem:** Windows appears in an incomplete format.

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

**Solution:** Reduce hardware acceleration.

#### Windows 98, ME, 2000 or 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 (Windows 2000 choose "Troubleshooting"), click on it and reduce the "Hardware Acceleration".
4. Click on "OK"
5. Then click on "OK" again.

#### Windows XP

1. From "Start", choose "Control Panel".
2. Then choose "Appearance and Themes",
3. Under "Pick a task", choose "Change the screen resolution".
4. Choose the "Advanced" button under the "Troubleshooting" file tab. Reduce the "Hardware Acceleration".
5. Click on "OK",
6. Then click on "OK" again.

#### **Improper Screen Display**

**Problem:** You have problems with improper screen display.

**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 in the same place on the hard drive. If you have more than one hard drive, you should perform scan disk and disk defragmentation on each drive.

## Windows 3.1 or 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, 98, NT or ME

### **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 need 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".
4. Follow the instructions of the Defragmentation program.

## Windows 2000 or XP

### **Scan Disk**

1. Double click on the "My Computer" icon on your desktop (Windows XP, from "Start" choose "My Computer").
2. Then select the hard drive you need to scan.
3. From the "File" menu on the tool bar, choose "Properties".
4. On the "Tools" tab, under "Error Checking", click "Check Now".
5. Under "Check Disk Options", select the "Scan for and attempt recovery of bad sectors" check box.

### **Disk Defragment**

1. From "Start" choose "Programs" ( "All Programs" in Windows XP).
2. Choose "Accessories".
3. Choose "System Tools".
4. Then choose "Disk Defragmenter".
5. Click on the "Defragment" button.

### **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 maximized screen display, you may have inadvertently reduced the screen display and exited.

**Solution:** Restore the screen size to normal or maximized.

1. Click on the maximize button in the extreme upper right hand corner of the screen
2. Then exit NDF Withholding and reopen. The program will open showing your screen maximized.

### **Small Screen** (additional possible solutions for Windows 98, ME, 2000 or XP)

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

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

**Solution:** Restore the screen size to normal or maximized.

### From a Shortcut Icon

1. Right mouse click on the “NDF – Withholding” icon and choose “Properties”.
2. Under the “Shortcut” file tab, the “Run” line should be set to “Normal Window” or Maximize”, **not** “Minimize”.
3. Click on the “Apply” button and choose “Close”.

### From Start

1. From “Start”, choose “Programs” (Windows XP choose “All Programs”), then NDF-Withholding, then right mouse click on the “NDF – Withholding” and choose “Properties”.
2. Under the “Shortcut” file tab, the “Run” line should be set to “Normal Window” or Maximize”, **not** “Minimize”.
3. Click on the “Apply” button and choose “Close”.