

Bar Code Pro 3.5

Frequently Asked Questions

Revised: 5-2-00

Macintosh-----

Please Note: Bar Code Pro's version number is found on-screen in the Apple Menu: About Bar Code Pro... It is not located in the user's manual or diskettes.

Q1. I just upgraded to OS 8.5. When trying to launch Bar Code Pro 3.5, I receive the following error message: "Altering Bar Code Pro files is prohibited". Why?

A) Mac OS 8.5 causes this erroneous message to appear with all versions of Bar Code Pro written prior to 3.55 and Mac OS 8.5 or higher. There is no work around or simple fix for this problem. An update to the latest version of Bar Code Pro which may be ordered at our website at www.snx.com, or by contacting our sales department at 1 (800) 447-9639.

Q2. After installation, when trying to launch 3.5, I receive the following error message: "Application BCP cannot be opened because QuicktimeLib could not be found". Why?

A) Bar Code Pro requires the QuicktimeLib extension. It comes with the Mac OS. This message lets you know the extension is not present or not enabled. Put all of the **Quicktime** extensions (version 2.0 or later) into the extensions folder located in the system folder, if they are not present. Enable them in your Extensions Manager control panel. See page 19 of the user's manual. Restart your computer and launch Bar Code Pro.

Q3. After installation, when trying to launch 3.5, I receive the following error message: "Application BCP cannot be opened because ObjectSupportLib could not be found". Why?

A) See **Q2**.

Q4. After installation, when trying to launch 3.5, I receive the following error message: "The fonts OCR-A BarCodePro and OCR-B BarcodePro must be installed. Please install both fonts before continuing. Bar Code Pro® will now quit." I looked in the fonts folder, and the fonts are there. Why can't the program recognize them?

A) If you are using a font manager such as Suitcase or Juggler you may need to disable it as it may interfere with products that are looking for their installed fonts in the Fonts folder (such as Bar Code Pro). Suitcase or Juggler will preferentially change a program's font locations so when a particular program looks for it's installed fonts, it will not see them.

Q5. When trying to launch Bar Code Pro 3.5, the program locks up or freezes. Why?

A) This can be a symptom resulting from several different causes. If this happens after you have used the program successfully on other occasions, it may be due to a recent change to your system, other applications, hardware configuration or the like. You can usually fix this situation by removing the Preferences file. To do this, go to your System Folder, then Preferences folder. Locate Bar Code Pro preferences and trash the file. To see if this fix worked, you should just be able to relaunch Bar Code Pro without further ado.

If Bar Code Pro continues to freeze during startup, you may have an Extension conflict. As a test, go to Extensions Manager control panel and disable (uncheck) all extensions except Quicktime extensions as Quicktime extensions must be fully enabled in order to run Bar Code Pro. If the program launches successfully, it is fairly certain that you are experiencing an extension conflict. You must locate the conflicting extension and disable it by turning on extensions one-by-one and finding the culprit.

Q6. Using Adobe Illustrator 7.0 / 7.01 with BCP 3.0 / 3.5, the placed bar code graphic looks good onscreen but prints as solid black. What's going on?

A) This is an Illustrator 7.0 and 7.01 problem. As a temporary workaround you can enable the Transparent Background option in Bar Code Pro's Edit Color dialog when saving graphics. For a permanent solution to this problem, users of Illustrator 7.0 and 7.01 should upgrade to version 8.0 (or higher). Use **Place** instead of **Open** to Place a bar code graphic in Illustrator. **Open** allows Adobe Illustrator to control the dimensions of the bar code graphic thereby spoiling its precision.

Q7. Using Adobe Illustrator 8.0 (or higher) with BCP 3.0 / 3.5, when using the Open command, the fonts below the bar code appear distorted (or outlined). Why?

A) By opening a bar code graphic in Illustrator, you are seeing the image as a vector (line) image. Since Bar Code Pro does not use fonts, even the fonts used in the graphic are drawn. What you are seeing is the outline of the character, which is drawn and filled in the PostScript printing file. There are two very good reasons NOT to use OPEN but rather PLACE to place a bar code graphic in an Illustrator document. The first reason is that OPENing graphics allows Illustrator to control the dimensions of the image. Illustrator is not as precise as Bar Code Pro graphics need to be. Remember that bar code graphics are unlike all other graphics. They are actually going to be measured by the scanners. The second reason NOT to use the OPEN command is that that allows Illustrator to control the look of the fonts using its built-in True Type rules. Illustrator will mistake the bars and spaces for type and modify the thicks and thins and spacings. This will cause serious, detrimental changes to the bar code image. Other changes take place, as well. What was an all black and white image when OPENed in Illustrator has gray areas appearing between the bars and spaces. This is Illustrator's attempt to smooth graphics and text.

Q3) When trying to install from floppy disk the installer asks me to switch disks repeatedly or I receive a disk related error. How can I bypass this to successfully install the program?

A) This may be related to a conflict with virus protection or an extension. To correct this, create a new folder on your desktop and copy the contents of both floppy disks to a **single** folder on your hard drive. Remember that both installer files must be placed into one single folder only. If the files are kept in separate folders, installation will not be successful.

Windows-----

(This section is intentionally left empty.)

If this document does not resolve your problem, please contact SNX technical support at:

SNX

Technical Support Hours: Mon-Thurs 10am-6pm EST

692 10th Street Friday 9am-1pm

Brooklyn, NY 11215

Phone: (718) 369-2944 Internet: www.snx.com

Fax: (718) 768-3997 Email: support@snx.com

PLEASE NOTE: Technical support is not available from our toll free number. All registered users requiring technical support must call (718) 369-2944.

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