

SNX

Filemaster

Frequently Asked Questions

Revised: 5-25-00

Q1)After installing System 8.5 or higher, when trying to launch Filemaster, I receive the following error message: "Application Filemaster cannot be opened because of an Error Type 1 (or error type 2) has occurred".

A)OS 8.5 or higher is not compatible with Filemaster 2.0. In order to run Filemaster 2.0, you will need to use System 8.1 (or lower). The upgrade to Filemaster (version 2.1) includes compatibility with System 8.5 or higher. Please visit our web site or contact our sales division for more information.

Q2)After installation, when trying to launch Filemaster, I receive the following error message: "Application Filemaster cannot be opened because Quicktime Lib could not be found".

A)Quicktime is a requirement of Filemaster in order to run. This message appears whenever Quicktime extensions and Control Panels are disabled. To correct this problem, go to Extensions Manager and enable all of your Quicktime Extensions. Then restart your computer. This should eliminate the message.

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.

Q4)When trying to launch Filemaster, it freezes or locks up on screen.

A)Go to your System Folder, then Preferences folder. Locate Filemaster preferences and trash the file. This file contains your program settings and is automatically recreated every time you make changes to your preferential settings within Filemaster. It is NOT related to your Filemaster templates or to the application file, so don't be afraid to trash it. Then launch Filemaster. If Filemaster freezes again, you may have an Extension conflict. As a test, go to Control Panels, then to Extensions Manager and disable all of your extensions **except Quicktime extensions (all Quicktime must be fully enabled in order to run Filemaster)**. To test for Extension Conflicts with Filemaster 2.1:

Go to Control Panels, then Extensions Manager, and select (from the top part of the window) **Mac OS 7.x, 8.x or 9.0 Base**.

This option will turn off all but the most basic system extensions and control panels needed to run your system.

Next, create a duplicate of this setup and name it Filemaster.

Then, TURN ON ALL extensions that include the word **Quicktime** (Quicktime is a requirement of Filemaster in order to install and use it).

Then restart your computer and launch Filemaster. If the program launches successfully, then you must locate the conflicting extension and disable it (or upgrade it).

Q5)When trying to print labels with bar codes, only blank sheets are printing. No bar codes are printing.

A)Go to Edit, then to Preferences and toggle the option: "Use Postscript when printing". Then print.

Q6)My fonts are not printing out using the fonts I've selected in Filemaster?

A)See answer in **Q3**.

Q7)My bar code does not appear as OCR-A or OCR-B font onscreen. Also, when I go to the Edit Text option within Bar Code Pro, the option for Font is greyed out and says Helvetica. Why?

A) This appearance onscreen is normal. Filemaster will produce the OCR-A font only when it prints. If it does not print the OCR-A or OCR-B font, try the solution in **Q3**. See page **124** of your Filemaster user's manual for a list of the specific bar codes that use this "built-in" OCR-A and OCR-B font.

Q8)When printing the Filemaster registration form, the text portion prints but not the barcodes?

A)See answer in **Q3**.

Q9)How can I get rid of the registration form, it keeps popping up whenever I launch Filemaster?

A)If you have filled out, printed and sent in your registration form, you can trash the registration form file. It is located in the Templates folder within the Filemaster folder.

Q10)Can I print a range of bar codes with each bar code changing by 1 digit?

A)This is called Serialization. Refer to your Filemaster user's manual (pages 163- 164). For more information on Serialization you can download the document titled: "Serialization w/ Filemaster" from our web site at www.snx.com.

Q11)Can I print out bar codes based on data from another program?

A)Yes. This feature is called Linking. Refer to your Filemaster user's manual (pages 167-168). For more information on Linking you can download the document titled: "Filemaster File Merge" from our web site at www.snx.com.

Q12)When printing out records from a Linked file, the first record does not print.

A)Go to Edit, then Preferences and enable the option titled: "print first record of merge file".

Q13)Can I import records from another program into Filemaster's database in order to print labels?

A)It is not necessary to create a database in Filemaster in order to print information you have imported from another program. The Link command can be used with export files as well as a Filemaster database. This eliminates the extra step of creating an additional database in Filemaster.

Q14)When using the Filemaster database, I receive a System bomb message: "Unimplemented Trap".

A)This problem may be related to a conflict within your system. Before trying the following solutions, go to your System folder, then to Preferences folder, then locate Filemaster preferences and trash them.

First, try creating a new database and import the records from the old database into the new one.

If you encounter this problem when printing (or System errors such as type 11), try upgrading your printer driver.

If you still encounter this message, consider the upgrade to OS 8. OS 8 seems to have eliminated the majority of System errors including "Unimplemented Trap" and "Error Type 11".

As a final solution, instead of using the Filemaster database, you may want to use a commercial database program (such as Filemaker Pro or Claris Works). You can export the data from your Filemaster database and save it as plain text (tab or return separated), and then import it into your new database.

You can then use Filemaster for it's main function, which is printing barcodes and text information on labels, plain paper or envelopes.

Q15)Can I export bar codes from Filemaster into other applications?

A)No. Filemaster is specifically designed to print bar codes directly to your printer. It is not designed for exporting bar code graphics to other applications. If you are looking to export bar

codes as graphics, we have a different product titled **Bar Code Pro** which is designed specifically to create a bar code graphic as an individual EPS file for export to another application (and then to print). For more information on Bar Code Pro, please contact our Sales Department at (800) 447-9639.

General tips:

Tip 1: Always keep your print driver software up to date (regardless of the other applications you are using with your printer). Benefits of updating your print driver can include faster printing, greater compatibility with newer applications and elimination of "Out of Memory" error messages (as well as some System Errors) when printing. Your print driver's version number can be seen on the Print screen that appears when you normally print (or on the Page Setup screen). It is located directly to the right of the printer name. For Apple LaserWriters (for example) if it is lower than version 8.0, you should upgrade it. You can download the latest version of your printer driver directly from the World Wide Web, or you can contact your printer's manufacturer directly to order the updated driver (on diskettes) free of charge.

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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