

2. Troubleshooting

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Error Message List

Error messages for all aspects of WordPerfect are included in the following list.

WPAApp Print Error Messages

Arithmetic overflow from printer driver (error)

The Print Formatter (wpp) is unable to use the selected printer driver (.prs file) to format the document. The printer driver may be corrupt. Re-create the printer, extract a new printer driver from the printer .all file, then resubmit the print job.

Copy marker < C > not found in spool command (error)

You have requested the UNIX print spooler to generate copies during printing, but the spool command for the printer destination does not include the < C > marker that represents the number of copies. You must correct the spool command using the Printer Destination program (wpdest) before you can generate copies from WordPerfect using the UNIX print spooler.

Document too complex to print (error)

The Print Formatter (wpp) is unable to process the document. The document may be corrupt.

Error opening file

The Print Formatter (wpp) was unable to open the **_wpPID_n** print-related temporary file. Check permissions on that file, on the WordPerfect temporary directory (typically **/tmp**), and on the Print Formatter process.

Error opening font file

The Print Formatter (wpp) could not open the specified soft font or printer command file.

- Check permissions on the soft font files.
- Make sure you have specified the correct directory for fonts in WordPerfect in the Path for Downloadable Fonts and Printer Command Files field in the Edit Printer Setup screen.

Error printing text attributes

The Print Formatter (wpp) was unable to access the font information from the printer driver (.prs file) for a two-pass attribute. Free up system resources by exiting programs and closing windows, then resubmit the print job.

Error reading font file

The Print Formatter (wpp) could not read the specified soft font or printer command file.

- Check permissions on the soft font files.

- Make sure you have specified the correct directory for fonts in WordPerfect in the Path for Downloadable Fonts and Printer Command Files field in the Edit Printer Setup screen.

Error reading Qcode file

The Print Formatter (wpp) was unable to read information from the `_wpPID_n` print-related temporary file. Check permissions on that file, on the WordPerfect temporary directory (typically `/tmp`), and on the Print Formatter process.

Error setting up memory for printing graphics

Your system does not have enough free memory to set up the structures required for printing graphics. Free up system resources by exiting programs and closing windows, then resubmit the print job.

Error writing Qcode page file

The Print Formatter (wpp) was unable to write information to the `_wpPID_n` print-related temporary file. Check permissions on that file, on the WordPerfect temporary directory (typically `/tmp`), and on the Print Formatter process.

Error writing to output file

The Print Formatter (wpp) was unable to write information to the `_ppPID_n` print-related temporary file.

- Check permissions on that file, on the WordPerfect temporary directory (typically `/tmp`), and on the Print Formatter process.
- Check for available disk space.

Font not found in printer driver (error)

The Print Formatter (wpp) could not find the requested font in the currently selected printer driver (`.prs` file). In WordPerfect, use Reveal Codes to examine the font codes in your document.

Graphics internal error

Your system does not have enough free memory for the Print Formatter (wpp) graphics process to run. Free up system resources by exiting programs and closing windows, then resubmit the print job.

Insufficient memory to prepare graphics for printing (error)

The Print Formatter (wpp) does not have sufficient memory available to process the graphics in your document. Free up memory by exiting unneeded programs and closing unneeded windows, then resubmit the print job.

This error does not indicate that you have insufficient printer memory to print the document, but that you currently have insufficient system memory to format the document for printing.

Insufficient privileges (error)

You have tried to use a Printer Control option on a print job you did not submit and you are not currently running WordPerfect as a WordPerfect

administrator. Start WordPerfect with the **-adm** startup option so that all jobs can be controlled in Printer Control.

Invalid job type (error)

The job type you selected is no longer available. Choose a different job type or contact your WordPerfect administrator for more information about the original job type.

Invalid printer destination (error)

The Print Server (wpexc60) does not recognize the specified printer destination.

- Check in the WordPerfect shared temporary directory (typically */tmp/wpc-hostname*) for the **wpc60.def** or **unix60.def** files.
- See if the specified destination still appears in the list of available destinations in the Printer Destination program (wpdest). If the destination still appears, restart the Print Server with **wpexc60 -r** in the WordPerfect **shbin10** directory.

Invalid printer driver (error)

The printer driver (.prs file) for this selected printer may be corrupt. Re-create the printer, extract a new printer driver from the printer **.all** file, then resubmit the print job.

Invalid Qcode file received by Print Formatter (error)

The Print Formatter (wpp) was unable to open the **_wpPID_n** print-related temporary file, or detect that it was a valid file, or decrypt the file. Check permissions on that file, on the WordPerfect temporary directory (typically */tmp*), and on the Print Formatter process.

Invalid Qcode inside justification zone (error)

The Print Formatter (wpp) encountered codes in the print-related temporary file, **_wpPID_n**, that it could not process. In WordPerfect, use Reveal Codes to examine your document.

Invalid string in printer driver (error)

The printer driver (.prs file) for this selected printer may be corrupt. Re-create the printer, extract a new printer driver from the printer **.all** file, then resubmit the print job.

No such print job (error)

The Print Server (wpexc60) cannot find a print job with the specified job ID number in the queue for the specified printer destination. Check Printer Control to see if the print job is listed under another destination.

Old communication header format (error)

The information sent to the Print Server (wpexc60) contains a header format newer than the Print Server. Upgrade the Print Server to the current version.

Old communication message format (error)

The information sent to the Print Server (wpexc60) contains a message format newer than the Print Server. Upgrade the Print Server to the current version.

Option restricted by WPAApp administrator (error)

A WordPerfect administrator can restrict users and groups from performing the following print-related activities:

- Initialize printers
- Create printers
- Control print jobs
- Set print job priority above a set maximum

If you need to perform such activities and are currently restricted, contact your WordPerfect administrator.

Print job not active (error)

You have tried to stop a print job that has not yet reached the Print Formatter (wpp). To prevent the job from printing, cancel or hold the print job in Printer Control.

Spool command changed in wpdest.def file (error)

The printer destination selected at the time you submitted the print job no longer exists. Therefore, the Print Formatter (wpp) cannot execute the spool command. Select an existing destination for the printer, then resubmit the print job.

Unable to get tty line settings (error)

WordPerfect cannot read the line setting information for the printer device. Check the ownership and permissions of the device in the `/dev` directory.

Unable to load font or group (error)

The Print Formatter (wpp) could not find the required font or group in the selected printer driver (.prs file), or the required font or group was too big to fit into the available memory in your printer. In the printer driver, reduce the number of fonts selected with "*" so fewer fonts are automatically downloaded to the printer.

Unable to lock or access memory (error)

The Print Formatter (wpp) does not have sufficient memory to run. Exit unneeded programs and close unneeded windows, then resubmit the print job.

Unable to set tty line settings (error)

WordPerfect cannot set the line setting information for the printer device. Check the ownership and permissions of the device in the `/dev` directory.

Print Server Error Messages

General IPC error

A program in the WPAApp print process tried to read or write too much information to the interprocess communication (IPC) file. Contact Corel Technical Services.

No message returned from Print Server (error)

WordPerfect sent a message to the Print Server but did not receive a response within the allowed time limit.

- Make sure the Print Server (wpexc60) is running.
- Check the load on your system; an extremely busy system may have a slow response time.
- Check the **wpprint.err** file in the WordPerfect shared temporary directory (typically **/tmp/wpc-hostname**) for additional error messages to help identify the problem.

System FIFO limit exceeded (error)

You have reached the system-imposed limit for this method of interprocess communication (IPC). You cannot change the method of communication. However, the UNIX kernel can be reconfigured to increase the FIFO limit. See your system documentation or contact your UNIX dealer.

Unable to create IPC (error)

A program in the WPAApp print process could not create the needed interprocess communication (IPC) file in the WordPerfect shared temporary directory (typically **/tmp/wpc-hostname**).

- Check permissions on the temporary directory.
- Check for available disk space.
- Make sure the temporary directory is not mounted.

Unable to establish communication with Print Server (error)

WordPerfect is unable to start the Print Server (wpexc60) or write to the **excmsg60** file in the WordPerfect shared temporary directory (typically **/tmp/wpc-hostname**).

- Make sure the **wpexc60** executable exists in the WordPerfect **shbin10** directory and that all users have execute permissions.
- Check the permissions on the shared temporary directory to make sure all users have write permissions.

Unable to open IPC (error)

A program in the WPAApp print process could not open the needed interprocess communication (IPC) file in the WordPerfect shared temporary directory (typically **/tmp/wpc-hostname**).

- Check permissions on the temporary directory.
- Check for available disk space.
- Make sure the temporary directory is not mounted.

Unable to read IPC (error)

A program in the WPAApp print process could not read the needed interprocess communication (IPC) file in the WordPerfect shared temporary directory (typically **/tmp/wpc-hostname**).

- Check permissions on the temporary directory.
- Make sure the temporary directory is not mounted.

Unable to start Print Formatter (error)

The Print Server (wpexc60) is unable to start the Print Formatter (wpp). Make sure the **wpp** executable exists in the **shbin10** directory and that all users have execute permissions.

Unable to write to IPC (error)

A program in the WApp print process could not write to the needed interprocess communication (IPC) file in the WordPerfect shared temporary directory (typically **/tmp/wpc-hostname**).

- Check permissions on the temporary directory.
- Check for available disk space.
- Make sure the temporary directory is not mounted.

Printer Destination Program Error Messages

Could not find printer in /etc/printcap file (error)

Using the **wptest** command to run the Printer Destination program from the command line, you specified a system printer that does not exist in the **/etc/printcap** file.

- Verify the name of the printer you intend to use for the WApp printer destination.
- If necessary, set it up in the **/etc/printcap** file, then execute the **wptest** command again.

Error reading UNIX print spooler file

The Printer Destination program (wptest) could not read the UNIX print spooler file on your system.

- On an Lpr spooler system, check permissions and validity of the **/etc/printcap** file.
- On an Lp spooler system, check permissions and validity of the printer's interface file in the system interface directory.
- On an AIX spooler system, check permissions and validity of the **/etc/qconfig** file.

Error writing to UNIX print spooler file

The Printer Destination program (wptest) could not write to the UNIX print spooler file on your system.

- On an Lpr spooler system, check permissions and validity of the **/etc/printcap** file.
- On an Lp spooler system, check permissions and validity of the printer's interface file in the system interface directory.
- On an AIX spooler system, check permissions and validity of the **/etc/qconfig** file.

Invalid device (error)

Using the **wptest** command to run the Printer Destination program from the command line to create a Dedicated WPAApp Device printer destination, you specified a device that was not a valid character or block device. Check the ownership, permissions, and existence of the device in the **/dev** directory.

Invalid hostname (error)

Using the **wptest** command to run the Printer Destination program from the command line to create a remote printer destination, you specified an unknown remote host. Verify the name and availability of the remote host. For example, you could remote log in to the remote host to verify that it is accessible from your local host.

No system printers available (error)

The Printer Destination program (**wptest**) cannot locate any system printers.

- On an Lpr spooler system, check permissions and validity of the **/etc/printcap** file.
- On an Lp spooler system, check permissions and validity of the printer's interface file in the system interface directory.
- On an AIX spooler system, check permissions and validity of the **/etc/qconfig** file.

You must have printing working at the system level before you can create WPAApp printer destinations.

Queue entry not found in /etc/qconfig file (error)

Using the **wptest** command to run the Printer Destination program from the command line, you specified a system printer queue that does not exist in the **/etc/qconfig** file.

- Verify the name of the printer queue you intend to use for the WPAApp printer destination.
- If necessary, set it up in the **/etc/qconfig** file, then execute the **wptest** command again.

System printer not found (error)

Using the **wptest** command to run the Printer Destination program from the command line, you specified a system printer that does not exist. Verify the system name of the printer. You must have printing working at the system level before you can create WPAApp printer destinations.

Unable to notify Print Server of destination changes (error)

The Print Server (**wpxc60**) must be notified of any changes to WPAApp printer destinations before those changes are in effect for WordPerfect printing.

The Printer Destination program (**wptest**) waited the allotted amount of time and did not receive a response from the Print Server. If the load on your system is heavy, the notification may have taken place after the allotted time

had expired. If the changes do not take effect, use **wpexc60 -r** to make the Print Server reread the **wptest.def** file so that the changes take effect.

Unable to read wptest.def file (error)

The Printer Destination program (wptest) cannot read the **wptest.def** file in the WordPerfect **shlib10** directory where WPAApp printer destinations are stored.

- Check permissions on the **wptest.def** file and on the **shlib10** directory.
- If the **shlib10** directory is mounted, check permissions on the mount.
- Verify that the **wptest.def** file has not been corrupted.

A byte size of 0 (zero) indicates that it has been corrupted. Delete the zero-byte-size file and re-create it using the Printer Destination program, or restore a previous copy of the **wptest.def** file from backups.

Unauthorized user (error)

You must be the primary WordPerfect administrator or another authorized WordPerfect administrator to run the Printer Destination program (wptest). If you need to create or change a WPAApp printer destination and are not authorized, contact your primary WordPerfect administrator.

License Manager Error Messages

Cannot connect to license daemon (error)

This error message can simply mean that the License Manager is down on your local system. Start the License Manager with **wplicense -s**.

You may also need to log in to the application server to make sure the License Manager is running there as well. Change to the WordPerfect **shbin10** directory and use **./wplicense** to make sure the License Manager is running. If you need to start the License Manager, use **./wplicense -s**.

If the License Manager still does not start,

- Check the information on the **SERVER**, **DAEMON**, and **FEATURE** lines in the **license.dat** file in the WordPerfect **shlib10** directory to make sure these lines are accurate. Correct any discrepancies between the **license.dat** file and your system setup.
- Check the **License.Log** file in the WordPerfect **shbin10** directory for additional error messages.
- Make sure the network itself is up. If you can rlogin to the license server, you will know TCP/IP is running.
- Rename the **license.dat** file and run **wplicense -e** again to create a new **license.dat** file. Then stop and restart the License Manager.

Cannot find SERVER hostname in network database (error)

This error indicates that the License Manager could not find the server specified on the **SERVER** line in the **license.dat** file.

- Make sure both TCP/IP and **inetd** are running.
- If your network is functioning properly and you are using NIS, use **yycat hosts | grep hostname** to confirm that the server is recognized by the system. Also check the **/etc/hosts** file.
- If the license server is not listed in the **/etc/hosts** file, use a text editor such as vi to add the license server hostname to the **/etc/hosts** file along with its network IP address.

You may also get the error "Invalid hostname on SERVER line" in similar circumstances.

Clock difference too large between client and server (error)

This error message indicates that the date on the client system (where you are running WordPerfect) is different by more than 30 minutes from the date on the license server.

- Make sure the times are set correctly on both the client and the license server.
- Check the time zone settings on both systems.

Feature not found in license file (error)

Check permissions on the **license.dat** file to make sure users have read access. Also, check the **License.Log** file for additional errors.

Inconsistent encryption code in license file (error)

Check to make sure the **license.dat** file was not edited and that the number of user sessions or the copy expiration date was not changed. If either of these entries has been altered, use **./wplicense -e** to re-create the **license.dat** file.

Invalid TCP/IP socket number on SERVER line (error)

This error message appears if the SERVER line in the **license.dat** file does not specify a TCP/IP socket number or if it specifies an incorrect TCP/IP number. Change the port number on the SERVER line.

License file not found (error)

The **license.dat** file in the WordPerfect **shlib10** directory may have been deleted, renamed, or corrupted. Use **./wplicense -e** in the WordPerfect **shbin10** directory to create a new file.

Network software (TCP/IP) not available (error)

The License Manager cannot run without either TCP or UDP available on your system.

No port number in license file (error)

The License Manager found no valid socket number on the SERVER line in the **license.dat** file in the WordPerfect **shlib10** directory. Check and, if necessary, change the port number.

No SERVER lines in license file (error)

The License Manager found no valid SERVER lines in the **license.dat** file in the WordPerfect **shlib10** directory. Use **./wplicense -e** in the **shbin10** directory to specify the license server.

No such feature exists (error)

The FEATURE line in the **license.dat** file in the WordPerfect **shlib10** directories specifies an unknown feature. Check and, if necessary, change the feature specification. The feature designation for WordPerfect is **wp60**, whether you are running both WordPerfect 6.0 and WordPerfect 5.2+ or running them separately.

Retrying socket bind -- address in use (error)

Modify the TCP/IP port number on the SERVER line in the **license.dat** file.

This error occurs if the License Manager finds the TCP/IP port already in use by another process. The License Manager continues to try to access the port for approximately six minutes if it detects address-in-use errors. Use the **tail License.Log** command to repeatedly check the end of the **License.Log** file.

To change the TCP/IP port number the License Manager is using, kill the License Manager and edit the **license.dat** file to change the port number. Then restart the License Manager. If the problem persists, kill the License Manager again. This should eliminate the **wplmd60** and **lmgrd** processes. Do a process check to make sure these processes are gone using a command like one of the following examples:

```
ps -aux | egrep "wplmd60 | lmgrd"  
ps -eaf | egrep "wplmd60 | lmgrd"
```

If any License Manager daemons are still listed, they are corrupt processes, because the **wplicense -k** command cannot kill them. The list includes the process IDs for the license and the vendor daemons. For example,

```
2131 wplmd60  
2132 lmgrd
```

To kill these corrupt processes, use the **kill** command. For example, **kill -9 2131 2132**.

After any corrupt processes have been eliminated, restart the License Manager with **wplicense -s**.

WordPerfect Printer Control Statuses

In WordPerfect, press **Print**, then press **4** to display Printer Control.

Available printer destinations and the status of the selected destination appear in the top part of the screen. Queued print jobs and the status of the selected print job appear in the middle part of the screen.

Destination statuses:

Enabled

Error

Held

Printing

Submitted

Stopped

Print job statuses:

Canceled

Downloading

Error

Forms request

Held

Printing

Queued

Stopped

Submitted

Waiting

Destination Status: Enabled

The destination is available to receive print jobs.

Destination Status: Error

The Message field in Printer Control contains a description of the error. Check the Action field for possible remedies.

Destination Status: Held

The destination has been held in Printer Control. Press **1** for Start Destination to remove the hold.

HINT: To toggle between destination options and print job options, press **Screen**.

Destination Status: Printing

The printer destination is currently processing the print job.

Destination Status: Submitted

WordPerfect is trying to pass the print job to the UNIX print spooler. If it is unsuccessful, an error message appears in the Message field.

Destination Status: Stopped

The printer destination has been stopped in Printer Control. Press **1** for Start Destination to restart the destination so that print jobs can continue printing.

HINT: To toggle between destination options and print job options, press **Screen**.

Job Status: Canceled

The print job has been canceled in Printer Control and will not be printed. You may experience a delay as the WPApp print-related programs clean up after the canceled print job. To cancel the print job immediately, without cleaning up print-related temporary files, press **1** for Cancel again.

Job Status: Downloading

Soft fonts are being downloaded to the printer. The next print job will be printed when the downloading process has finished.

Job Status: Error

The Message field in the Printer Control dialog box contains a description of the error. Check the Action field for possible remedies.

Job Status: Forms request

The print job requires a paper type or bin not currently available at the printer. Provide the required paper type or bin, then press **6** for Start when you are ready.

HINT: To toggle between destination options and print job options, press **Screen**.

If the paper type or bin cannot be made available, cancel the print job and remove the codes requesting the unavailable paper type or bin.

Job Status: Held

The print job has been held in Printer Control. Press **6** for Start to remove the hold.

HINT: To toggle between destination options and print job options, press **Screen**.

Job Status: Printing

The print job is printing normally.

Job Status: Queued

The print job has been placed in the UNIX print queue but is not yet printing. If printing is set up correctly, a "Queued" status soon changes to a "Printing" status when the print job reaches the printer. If the status does not change, an error message should appear in the Message field indicating the source of the problem.

Job Status: Stopped

The print job has been stopped in Printer Control. Press **6** for Start to restart the print job.

HINT: To toggle between destination options and print job options, press **Screen**.

Job Status: Submitted

WordPerfect is trying to pass the print job to the UNIX print spooler. If it is unsuccessful, an error message appears in the Message field.

Job Status: Waiting

The print job contains a WPDL wait code (such as for pausing the printer to change the print wheel). Check the Action field in Printer Control for instructions, make the requested change, then press **6** for Start.

HINT: To toggle between destination options and print job options, press **Screen**.

The print job statuses of "Queued" and "Submit" sometimes require system-level intervention to resolve the problem.

Troubleshoot Status "Queued"

Status "Queued" can appear briefly when printing is functioning normally. It indicates that the print job has been submitted to the UNIX print spooler. However, if this status remains indefinitely and nothing prints, follow the steps below.

Steps

- 1 If the printer destination has been placed on hold, press **1** for Start Destination in Printer Control so that the printer destination can continue handling print jobs.

HINT: To toggle between destination options and print job options, press **Screen**.

If the printer destination has not been placed on hold,

- 2 Make sure you can print outside WordPerfect.

IMPORTANT: If you cannot print from outside WordPerfect, resolve the system problem before trying to print from WordPerfect again. See <<Print Outside WordPerfect>>; in the main WordPerfect 5.2+ SysAdmin Help Contents screen, choose **5..Print_Management**, choose **7..Troubleshooting**, then view **B. Print Outside WordPerfect**.

If resolving any system-level printing problems does not enable the job to print,

- 3 Stop the Print Server.
<< HINT: See below. >>
- 4 Restart the Print Server.
<< HINT: See below. >>

The print job should now start printing.

Troubleshoot Status "Submitted"

WordPerfect has submitted the print job to the UNIX print spooler for processing. However, WordPerfect has not been notified that the UNIX print spooler is ready to take control of the print job.

Steps

- 1 Check the UNIX print spooler to see if print jobs are backed up in the print queue. If so, cancel the print job blocking the queue to see if subsequent print jobs print.

If the UNIX print queue is empty,

- 2 Make sure you can print from outside WordPerfect.

IMPORTANT: If you cannot print from outside WordPerfect, resolve the system problem before trying to print from WordPerfect again. See <<Print Outside WordPerfect>>; in the main WordPerfect 5.2 + SysAdmin Help Contents screen, choose **5..Print_Management**, choose **7..Troubleshooting**, then view **B. Print Outside WordPerfect**.

If resolving any system-level printing problems does not enable the WordPerfect print job to print,

- 3 Check the UNIX print spooler file to verify that WordPerfect print jobs are being handled correctly.

For a WPApp Spool Command printer destination, the specialized WordPerfect spooler option must be correctly set up to execute the Print Formatter. For other output types, such as a Custom Spool Command printer destination, the UNIX print spooler must pass the formatted print job directly to the printer.

After checking and fixing any problems in the UNIX print spooler file,

- 4 Resubmit the print job in WordPerfect.

If the document still does not print,

- 5 Stop the Print Server.
<< HINT: See below. >>
- 6 Restart the Print Server.
<< HINT: See below. >>
- 7 Resubmit the print job again.

Hint

Steps

- To stop (kill) the Print Server,
- 1 Log in as a WordPerfect administrator.
 - 2 Change to the WordPerfect shbin10 directory.
 - 3 Type `./wpexc60 -k`, then press Enter.

Hint

Steps

To start the Print Server,

- 1 Change to the WordPerfect shbin10 directory.
- 2 Type `./wpexc60 -s`, then press Enter.

Printer Troubleshooting

You can resolve many common printer problems yourself.

When you try to print from WordPerfect, you may receive an error message. Although many error messages include solutions, those requiring longer explanations are documented here.

Other printing problems are apparent in WordPerfect Printer Control, where WPApp printer destination and print job statuses are displayed. Explanations of these statuses are here in WordPerfect 5.2+ SysAdmin Help.

If you do not receive an error message or status, or if the suggested solutions do not resolve the problem, you can use other symptoms of the problem to guide you to a solution.

IMPORTANT: You must be able to print from outside of WordPerfect before looking to your WordPerfect installation for the source of the problem.

If you can print from outside WordPerfect but WPApp printing still does not work, you should consider some of the following symptoms and strategies.

Symptoms

< < WordPerfect Printing Used to Work but Stopped > >
< < Only One WordPerfect User Has Printing Problems > >
< < Unwanted Control Characters Appear in the Document > >
< < Parts of the Document Are Missing > >
< < End of the Document Is Missing > >
< < Unwanted Characters Appear at the Top/Bottom of the Page > >
< < Single-Spaced Text Prints Double-Spaced > >
< < Superscripts and Subscripts Print Incorrectly > >
< < PostScript Printer Prints Incorrectly > >

If none of these symptoms seem to fit your printing problem, or if the suggested remedies do not resolve the problem, the strategies below can help you determine where in the print process the problem is coming from.

Strategies

< < Check Line Settings > >
< < Use a Print-to-Disk File > >
< < Re-create the Printer Destination and Printer Driver > >
< < Check Permissions and Ownership > >
< < Check System Resources > >

HINT: In the main WordPerfect 5.2+ SysAdmin Help Contents screen, choose **5..Print_Management**, choose **7..Troubleshooting**, then view the specific troubleshooting topic you need.

Print Server Troubleshooting

You can solve some simple Print Server problems by simply stopping and restarting the Print Server (wpexc60). Other Print Server problems require additional investigation and cleanup.

Simple Print Server Cleanup

Stopping the Print Server kills the Print Server process and deletes temporary print files in the WordPerfect shared temporary directory (typically /tmp/wpc-*hostname*). This basic cleanup is often enough to restore the Print Server to proper functioning.

Steps

- 1 Log in as a WordPerfect administrator.
- 2 Stop the Print Server.
< < HINT: See below. > >
- 3 Restart the Print Server.
< < HINT: See below. > >

Thorough Print Server Cleanup

If stopping and restarting the Print Server does not restore your ability to print from WordPerfect, more thorough cleanup may be required.

Steps

To clean up the Print Server,

- 1 Have all users exit WordPerfect.
- 2 Log in as a WordPerfect administrator.
- 3 Stop the Print Server.
< < HINT: See below. > >
- 4 Verify that no WordPerfect processes are still running.

HINT: See < < UNIX Command Quick Reference > > if you do not know the commands for checking and killing processes on your system. In the main WordPerfect 5.2+ SysAdmin Help Contents screen, choose **1..How_Do_I**, choose **1..Do_The_Basics**, then view **C. Use Basic UNIX Commands**.

- 5 Verify that all users have exited WordPerfect.

IMPORTANT: If any users are still working in WordPerfect files when you perform the next steps, the files they are working on may be damaged.

- 6 Change to the WordPerfect shared temporary directory (typically /tmp/wpc-*hostname*).
- 7 Type **pwd**, then press Enter to verify that you are in the correct directory.
- 8 Type **rm WP60* wpq60* excmsg60***, then press Enter to delete any leftover temporary print files.

- 9 Restart the Print Server.
< < HINT: See below. > >

Additional Print Server Considerations

If Print Server problems occur repeatedly, consider these solutions to the problem:

- Make sure, when you stop the Print Server, that you stop it *properly*.
- Add the command to stop the Print Server to your system shutdown procedure so the Print Server is always stopped *properly* before a system shutdown.
- If you run a cron program to clean out the temporary directories each night, include the command to stop the Print Server so the Print Server is always stopped *properly* before the temporary files are deleted.

Hint

Steps

To stop (kill) the Print Server,

- 1 Log in as a WordPerfect administrator.
- 2 Change to the WordPerfect shbin10 directory.
- 3 Type `./wpexc60 -k`, then press Enter.

Hint

Steps

To start the Print Server,

- 1 Change to the WordPerfect shbin10 directory.
- 2 Type `./wpexc60 -s`, then press Enter.

License Manager Troubleshooting

In addition to resolving specific error messages, consider the following symptoms and strategies in resolving the problem with the [License Manager](#):

License Manager does not start

If you cannot start the License Manager when you use `wplicense -s`, check the `License.Log` file in the WordPerfect `shlib10` directory for error messages, then look up the specific error message.

License.Log file too large

You may want to consider using the `NOLOG` option in the `license.opt` file to filter out unwanted messages. Three types of information can be filtered out using `IN`, `OUT`, and `DENIED` with the `NOLOG` option.

Option	Explanation
<code>NOLOG IN</code>	Checked-in licenses are not listed
<code>NOLOG OUT</code>	Checked-out licenses are not listed
<code>NOLOG DENIED</code>	Users denied access are not listed

In addition, every time you stop and start the License Manager using the `-k` and `-s` options of License Manager utility (`wplicense`), the `License.Log` file is backed up and replaced with an empty file. The most recent backup file is `License.Logbk1`. The backup files rotate from 1 to 5, with 1 always being the most current. When a backup file is made, `bk1` becomes `bk2`, `bk2` becomes `bk3`, and so on, with `bk5` being the oldest.

Licensed sessions not released

To free an unreleased session for a user, use `wplicense -r wp60 user host display` (where *user*, *host*, and *display* identify the licensed session to be released). For example,

```
wplicense -r wp60 greg corp
```

You only need to specify the `display` when the user is logged in more than once. For example, to release a user's licensed session of WordPerfect at a particular terminal, include the device to differentiate one session from another.

```
wplicense -r wp60 greg corp /dev/tty4
```

WordPerfect uses one feature name, `wp60`, whether you are running both WordPerfect 6.0 and WordPerfect 5.2+ or running either product separately.

Terminal Troubleshooting

During installation, terminal drivers were selected and installed in the WordPerfect shlib10 directory. The name of each .trs file (terminal resource file) matches the setting of the WPTERM52 environment variable you use to access it (except that the WPTERM52 setting does not include the .trs extension).

If you are having trouble finding a terminal driver that works with your terminal, consider the solutions presented below.

Error: Could Not Open The File *setting*.trs

This error indicates that WordPerfect could not locate a .trs file in the WordPerfect shlib10 directory that matched your WPTERM52 setting. Your WPTERM52 could be set incorrectly or not set at all.

Steps

To check your WPTERM52 environment variable,

- 1 Type `env | grep WPTERM52` or `echo $WPTERM52`, then press Enter to check the setting.

Set the WPTERM52 Environment Variable

If the setting is not correct for your terminal, reset the WPTERM52 environment variable.

Steps

To set the WPTERM52 environment variable,

- 1 Type `setenv WPTERM52 setting` (where *setting* is the terminal setting for the terminal driver you want to use), then press Enter.
or... If you are using the Bourne shell, type `WPTERM52=setting;export WPTERM52`, then press Enter.

HINT: The WPTERM52 environment variable must be typed in uppercase letters. If you are not sure which shell you are in, try the first command. If you receive an error message, use the second command.

- 2 Type `env | grep WPTERM52` or `echo $WPTERM52`, then press Enter to verify it has been set correctly.

Check the Terminal Driver

If the WPTERM52 setting is correct but you still get an error, that setting does not correspond to a terminal driver currently available in the WordPerfect shlib10 directory.

Steps

To check for available terminal drivers,

- 1 Change to the WordPerfect shlib10 directory.
- 2 Type `ls *.trs`, then press Enter to list the installed terminal drivers.

The drivers listed are the only valid WPTERM52 settings on your system at present. Check for an installed driver that might work on your terminal and set your WPTERM52 environment variable accordingly.

Check the README.trs File

If the installed terminal drivers do not include one that will work with your terminal, check the README.trs file in the WordPerfect wpbin directory for additional alternatives. Perhaps the terminal driver for your terminal was not selected during installation.

Install Additional Terminal Drivers

If the terminal driver you need was not installed, you can do a partial installation to add the terminal driver to your system. For instructions, in the main WordPerfect 5.2+ SysAdmin Help Contents screen, choose **1..How_Do_I**, choose **2..Manage_WP_5.2+**, choose **4..Updates**, then view **C. Install More Terminal Drivers**.

Unsupported Terminals

If your terminal is not directly supported in WordPerfect, you have several alternatives:

- Check the documentation included with your terminal to find out if it emulates a supported terminal.
- Contact the manufacturer of your terminal to find out if your terminal is similar to any supported terminal.
- Create your own custom terminal driver from an existing driver using the Terminal Driver Editor (wpterm). For instructions, in the main WordPerfect 5.2+ SysAdmin Help Contents screen, choose **4..WP_Management**, choose **1..WordPerfect_5.2+**, then view **H. Terminal Driver Editor**.

Check for Related Terminal Drivers

For some terminals, several different terminal drivers have been written for the same physical terminal. It is possible that, during installation, not all of the drivers for your terminal were selected.

For example, several different drivers are available for the Wyse 60 model terminal. Some Wyse 60 terminals have 12 function keys, some have 16, and some have only 10. Some Wyse 60 terminal drivers do more custom mapping of the keyboard than others, resulting in differing keystroke combinations for WordPerfect features. (On WordPerfect templates, these keystroke combinations are represented by colors: black, green, red and blue.)

If your terminal driver is not working correctly, check the README.trs file in the WordPerfect wpbin directory to make sure all the correct terminal drivers were installed.

Check the Specific Model of Your Terminal

The example above shows that a Wyse 60 terminal can come with any of three different keyboard styles, each requiring a different WordPerfect terminal driver; yet, they are all considered Wyse 60 terminals.

Another terminal manufacturer might produce a line of terminals, all with the same name, but differentiated by model numbers. For example, the IBM 3151 terminal comes in three distinct styles: Model 11, Model 31/41, and Model 51/61. A different WordPerfect terminal driver has been written for each model, each requiring different keystroke combinations for WordPerfect features.

If you do not pay attention to the model number, the terminal driver you select for your IBM 3151 terminal may not give the results you want.

Other types of terminals may have similar model distinctions. Check the README.trs file in the WordPerfect wpbin directory for additional possibilities for your terminal.

Check for Setup Information Specific to Your Terminal

The README.trs file in the WordPerfect wpbin directory also provides setup information. In general, WordPerfect terminal drivers are written for your terminal in its default state. Instructions on how to handle exceptions to this policy are given in the README.trs file.

For example, the IBM 3151 Model 31/41 terminal must have two setup changes to work properly in WordPerfect: the Send option must be set to Page, and the Insert option must be set to Space. The README.trs file explains how to make these changes so your IBM 3151 Model 31/41 terminal functions properly.

If you have the correct driver for the model of your terminal, and your terminal still does not respond as it should, check the README.trs file in the WordPerfect wpbin directory for setup options or mode changes required to make the terminal compatible with the WordPerfect terminal driver.

Put Your Terminal in Its Default State

Another obstacle to the proper functioning of your terminal is that someone may have altered the function key assignments for the keyboard. The screen may look normal when you enter WordPerfect, but the function keys do not respond as expected. WordPerfect terminal drivers are written for default function key assignments (values). Consequently, if the function keys are not at default values, they will not work as intended. See the documentation for your terminal to make sure your terminal is in its default state before running WordPerfect.

Free a Frozen Terminal

As you experiment with terminal drivers, you may inadvertently select one that causes WordPerfect to function in unexpected ways. For example, the keystroke that should exit WordPerfect might not work as it should. If this occurs, you may still be able to exit WordPerfect by following these steps:

Steps

- 1 Hold down Ctrl, then press [(left square bracket).
- 2 Press [alone.
- 3 Hold down Ctrl, then press c.

This sequence of keystrokes sends a hard-coded Exit command to WordPerfect.

If the above steps do not return you to a system prompt, you must free up the terminal by killing the WordPerfect process.

HINT: If you do not know the UNIX commands for finding and killing a process, in the main WordPerfect 5.2+ SysAdmin Help Contents screen, choose **1..How_Do_I**, choose **1..Do_The_Basics**, then view **C. Use Basic UNIX Commands** for suggested commands.

After freeing your terminal, correct your WPTERM52 setting by following the steps provided above.

Glossary

Glossary

A

.all file

The printer **.all** files provided with WordPerfect are the source files for the printer drivers (.prs files) you create when you set up printers. A **.all** file contains information about several similar printers. WordPerfect extracts the information unique to one printer in order to create a **.prs** file for that printer. By default, printer **.all** files are stored in the WordPerfect **shlib10** directory.

administrator

See *WordPerfect administrator*.

AIX spooler

The print spooler to which the **qpri** spool command sends print jobs on AIX systems.

AIX Spooler output type

The AIX Spooler output type is one of the WPAApp Spool Command output types. The Printer Destination program (wpdest) checks your system to see what kind of print spooler is in use, then sets up a typical spool command for it, for example:

```
qpri -c -Pwpq1 < f >
```

In addition, if you have write permissions to the **/etc/qconfig** file, the Printer Destination program also sets up a specialized print queue (such as **wpq1** in the example above) to ensure that WordPerfect print jobs arrive at the printer raw.

Since the AIX Spooler output type is intended to work in typical AIX spooler configurations, it may not work for a printer that requires special handling at the system level.

A printer that does not print when set up using the AIX Spooler output type may print when set up using the Custom Spool Command output type, which allows for more flexibility and adaptation to specialized circumstances.

B

banners

On multi-user systems, leading and trailing banners are often used to separate print jobs. A leading banner prints before the job. A trailing banner prints after it. Usually, a banner includes the filename of a print job, the date and time it was sent, and the username of the person who sent it.

baud rate

Baud rate is a measure of the transmission speed at which data is transmitted from one digital device to another, for example, from a computer to a printer. The devices must be configured at the same baud rate for information to transfer correctly. The higher the baud rate, the faster the transmission.

You can select baud rates ranging from 50 to 38,400 bits per second for a WPAApp printer destination. If the computer and the printer are communicating at different rates, data can be lost.

The baud rate you specify is added to the stty command for the printer destination. A baud rate of 9600 is typical.

boot file

The UNIX system boot file is a file, such as `/etc/rc` or `/etc/rc.local`, that is executed by the operating system when you first start your computer.

C

character set

A character set is a finite group of letters, numbers, and/or symbols that is complete for a given purpose. WordPerfect character sets include:

- ASCII
- Multinational
- Phonetic
- Box Drawing
- Typographic Symbols
- Iconic Symbols
- Math/Scientific
- Greek
- Hebrew
- Cyrillic
- Japanese
- Arabic

choose

Use the mouse or the keyboard to pick a menu item or option to initiate an immediate action.

common word list

The common word list is a subset of the main word list that includes statistically common words such as articles, prepositions, and conjunctions, plus frequently used nouns, verbs, adjectives, and adverbs. This shorter common word list lets you find the most common words quickly without searching through the entire main word list.

control character

A control character is a non-printing ASCII character which controls the flow of transmissions over data networks.

You insert control characters by holding down the Control key and then pressing a letter. The control character is displayed as a ^ in front of the letter. For example, ^M is the carriage return character.

cron

A cron is a UNIX process that runs automatically to perform a specific activity at a specified time. For example, on some systems a cron deletes all files from the **/tmp** directory at a specific time each night.

custom print command

Standard UNIX print commands include **lpr**, **lp**, and **qprt**. Other commands, sometimes part of third-party packages, can also be used to print.

Custom Spool Command output type

The Custom Spool Command output type lets you print from WordPerfect using any command capable of printing a file at the system level. It can be a spool command (**lpr**, **lp**, or **qprt**) or other commands (such as **print** or even **cat**). It is your responsibility to ensure that the command works at the system level and that WordPerfect print jobs arrive at the printer raw, meaning that they must not be modified by the UNIX print spooler as it handles WordPerfect print jobs.

The Custom Spool Command output type must often be used with printers that require special handling at the system level.

D

daemon

A daemon is a program, typically started by root, that runs unattended to perform a standard service. Daemon processes generally provide services that must be available at all times to all users.

data bits

Data can be formatted into units consisting of either seven or eight bits. If your system is sending data in units of eight bits but your printer is set up to only handle units of seven bits (or vice versa), proper unit boundaries are not maintained and the data gets garbled.

If you specify eight data bits for a WPAApp printer destination, a **cs8** setting is added to the stty command in the definition. If you specify seven data bits, a **cs7** setting is added.

In most cases, a setting of eight data bits is required to print WordPerfect print jobs. The special and multinational characters in the WordPerfect character sets require eight data bits.

Dedicated WPAApp Device output type

For a Dedicated WPAApp Device printer destination, the UNIX print spooler is not involved. Instead, the Print Server (**wpxc**) manages the queue of WordPerfect print jobs, which are sent directly to the printer device (for example, **/dev/lp1**).

Because the UNIX print spooler is not involved, print jobs from applications other than WordPerfect should not be sent to a Dedicated WPAApp Device printer.

destination

See *printer destination*.

destination access

You can restrict access to WPAApp printer destinations in the Printer Destination program (wpdest). By default, all users are allowed to use all WPAApp printer destinations. However, you can assign specific groups and/or users to specific destinations so that other groups and users cannot access them.

device

A device is a physical component of a system, such as a printer or terminal. It is also the file representing the component's connection to the system (such as `/dev/lp1`).

Disk output type

The Disk output type does not involve the UNIX print spooler. Instead of the print job being sent to a printer, a printer-ready file is created on disk, with the filename you choose. You can then use a system-level UNIX command to print the file.

E**e-mail**

Electronic mail (e-mail) is user-to-user correspondence in the form of messages transmitted between terminals or workstations on a network.

environment variable

An environment variable is a name used to represent data that affects the way an operating system or program runs and the devices it recognizes. For example, PATH and TERM are UNIX environment variables.

/etc/printcap file

The `/etc/printcap` file is the print spooler file used on Lpr spooler systems. It defines the system printers and may include one or more filter options for each printer.

/etc/qconfig file

The `/etc/qconfig` file is an ASCII database file that describes the queues and devices available for printing on an AIX Spooler system.

The `qconfig` file resides in the `/etc` directory for AIX 3.2 and above. However, for releases of AIX prior to 3.2, the `qconfig` file resides in the `/usr/lpd` directory.

excmgs7*

Files in the **/tmp** directory with names that start with **excmgs7** are Print Server interprocess communication files.

executable directory

An executable directory is the directory where the files necessary to run various programs are stored.

For example, the executable directory for WordPerfect is the **wpbin** directory because it contains **xwp**, the WordPerfect executable file.

F

file locking

File locking is a mechanism used by the UNIX operating system to ensure that only one user can open a file with write permission at any time. File locking prevents multiple users from modifying the same file simultaneously and overwriting each other's changes.

filter option

The Lpr spooler uses filter options to control how print jobs are processed. By placing a particular filter option in the lpr spool command, you cause print jobs to be processed by the corresponding option in the **/etc/printcap** file. The table below lists the printcap filter options you can choose from.

Option	Explanation
:cf	Cifplot filter
:df	Tex filter
:ff	Fortran filter
:gf	Graph data filter
:nf	Ditroff filter
:tf	Troff filter
:vf	Raster image filter

You can find out what filter options are already in use on your system by checking the printer's entry in the **/etc/printcap** file.

FLEXlm

FLEXlm is a third-party application software package supplied by Highland Software, Inc., that has been integrated into WordPerfect to control the number of users that can run concurrent sessions of WordPerfect.

font

A font is a group of letters, numbers, and symbols with a common typeface. Fonts are described by name, weight, and size, as in Helvetica Bold 10 pt.

WordPerfect provides a wide range of fonts for use in WordPerfect documents. To see what fonts are available for the selected printer, press **Font**, then press **4** for Base Font.

G

No entries

H

handshaking

Handshaking is the series of signals between a computer and another device (such as a printer) that establishes the parameters required for passing data. If the printer cannot tell the computer to stop sending data when its buffer is full, information can be lost.

If you specify XON/XOFF handshaking in a WPAApp printer destination, the settings **ixon** and **llocal** are added to the **stty** command for the destination.

If you specify hardware handshaking (DTR), the settings **-ixon**, **-llocal**, and (on some systems) **ctsflow** are added. XON/XOFF handshaking is the most typical setting, because hardware handshaking requires an additional connection between the computer and the printer.

home directory

Your home directory is your personal directory and is current immediately after you log in.

host

A host is any system that has at least one Internet address associated with it.

I

installation directory

The installation directory is the place where WordPerfect is installed. A minimum installation includes the **wpb**, **wplib**, **shbin10**, and **shlib10** subdirectories. More complete installations include additional specialized directories.

Installation program

The Installation program is used to install WordPerfect initially, to install updates, and to add printer drivers and/or languages to an existing WordPerfect installation.

For a CD-ROM, use **./install.wp** in the root directory of the CD-ROM to start the Installation program.

For a tape, use **./wpinstall** in the WordPerfect **shbin10** directory to start the Installation program.

IPC file

An IPC file is an interprocess communication file, such as a message queue or a named pipe.

J

job type

Job types control the types of documents (for example, envelopes, letterhead, or after-hours batch printing) that can be printed to each WPAApp printer

destination. For example, using job types can prevent a document meant for company letterhead from printing on envelopes.

K

No entries

L

language code

A language code is a two-letter code that represents the language of certain WordPerfect files.

license

A license is the right to use an application. Users check licensed sessions out from the License Manager in much the same way one checks books out of the library. When licensed sessions are "in," they are available for use, and when they are "checked out", people are already using them.

license daemon (lmgrd)

The license daemon sends client processes to the correct vendor daemon on the correct system. The same license daemon (lmgrd) is used by all applications from all vendors that use FLEXlm, because this daemon neither performs vendor-specific encryption nor dispenses licensed sessions of applications.

license file (license.dat)

The **license.dat** file is an end user-specific file that contains descriptions of the servers that can run the license and vendor daemons and the restrictions for all the licensed applications.

The **license.dat** file for WordPerfect is found in the WordPerfect **shlib10** directory. It is also possible to have a global **license.dat** file containing the information for multiple applications from all vendors that use FLEXlm.

license options file (license.opt)

The **license.opt** file lets you customize users' access to WordPerfect on your system. For example, you can reserve licenses for specific users, include or exclude certain users, make specifications for groups, and filter specified messages from the system's **License.Log** file.

The **license.opt** file is located in the WordPerfect **shlib10** directory.

license server

A license server is the host where the License Manager daemons run. All WordPerfect users must access the same license server.

License Manager

The License Manager is the WordPerfect implementation of FLEXlm, a third-party application software package supplied by Highland Software, Inc. FLEXlm has been integrated into WordPerfect to control the number of users that can run concurrent sessions of WordPerfect.

The License Manager is composed of four parts:

lmgrd and wplmd7	License Manager daemons
wplicense	License Manager utility
license.dat file	License information file
license.opt file	License options file

License Manager utility (wplicense)

The License Manager utility lets you check the status of the License Manager, start and stop the License Manager daemons, and modify the **license.dat** file. It is located in the WordPerfect **shbin10** directory.

License.Log file

The **License.Log** file, located in the WordPerfect **shlib10** directory, records License Manager activity related to WordPerfect. The amount of information recorded can be regulated using the NOLOG option in the **license.opt** file.

Every time you stop and start the License Manager using the **-k** and **-s** options of the License Manager utility (wplicense), the **License.Log** file is backed up and replaced with an empty file. The most recent backup file is **License.Logbk1**. The backup filename extensions rotate from 1 to 5, with 1 always being the most current. When a backup file is made, the **bk1** extension becomes **bk2**, **bk2** becomes **bk3**, and so on, with **bk5** being the oldest.

line settings

Line settings are input/output options, set using the UNIX **stty** command, that control how communication takes place between the host and a device. Line settings include baud rate, data bits, parity, and handshaking.

line settings delay

On some systems, printing problems occur because line settings are restored to their original settings before WordPerfect has finished sending a document to the printer, causing the end of the print job to not print.

To avoid this situation, you can set the number of seconds (usually 5-10) you want WordPerfect to wait before restoring the line settings to the system default after it finishes a print job.

line type

When you select the line type for a WPAApp printer destination, you indicate whether the printer is set up for parallel or serial communications.

A parallel printer is attached to the computer with a wide ribbon cable and is usually located near the host system. A serial printer is attached to the computer with a smaller cable and may be located any distance from the host system.

If you select parallel as the line type, line settings are typically not needed. If you select serial as the line type, an **stty** command is added to the WPAApp printer destination. You must specify line settings to describe the type of

serial communication that will take place, including baud rate, data bits, parity, and handshake.

ladmin group

As system administrator, you can create a group called **ladmin** in the UNIX **/etc/group** file to designate users other than a superuser to have License Manager privileges. Being a WordPerfect administrator does not grant License Manager privileges because the FLEXlm License Manager may be monitoring other products in addition to WordPerfect.

If you do not know how to create a group, refer to your UNIX operating system documentation.

local host

The local host is the UNIX machine where you initially log in.

local printer

A local printer is attached to the local host.

lp command

The **lp** command is used to print files on Lp spooler systems.

Lp spooler

The Lp spooler is the UNIX print spooler to which the **lp** command sends print jobs.

Lp Spooler output type

The Lp Spooler output type is one of the WPAApp Spool Command output types. The Printer Destination program (wpdest) checks your system to see what kind of print spooler is in use, then sets up a typical spool command for it, for example:

```
lp -c -dlp1 < f >
```

If you have write permissions to the printer interface file in the printer interface directory, the Printer Destination program also sets up a specialized interface option to ensure that WordPerfect print jobs arrive at the printer raw.

Since the Lp Spooler output type is intended to work in typical Lp spooler configurations, it may not work with printers that require special handling at the system level.

A printer that does not print when set up using the Lp Spooler output type may print when set up using the Custom Spool Command output type, which allows for more flexibility and adaptation to specialized circumstances.

lpr command

The **lpr** command is used to print files on Lpr spooler systems.

Lpr spooler

The Lpr spooler is the UNIX print spooler to which the **lpr** command sends print jobs.

Lpr Spooler output type

The Lpr Spooler output type is one of the WPAApp Spool Command output types. The Printer Destination program (wpdest) checks your system to see what kind of print spooler is in use, then sets up a typical spool command for it, for example:

```
lpr -c -Plp1 < f >
```

In addition, if you have write permissions to the **/etc/printcap** file, the Printer Destination program sets up a specialized filter option to ensure that WordPerfect print jobs arrive at the printer raw.

Since the Lpr Spooler output type is intended to work in typical Lpr spooler configurations, it may not work with printers that require special handling at the system level.

A printer that does not print when set up with the Lpr Spooler output type may print when set up with the Custom Spool Command output type, which allows for more flexibility and adaptation to specialized circumstances.

M

main Speller dictionary

The main Speller dictionary is accessed by all WordPerfect users. It is stored in the WordPerfect **shlib10** directory and is named **wpxx.lex**, where **xx** is a two-letter language code indicating the language of the dictionary. For example, the Speller dictionary for U.S English is **wpus.lex**.

Some languages have algorithmic Speller dictionaries, meaning that they use rules rather than word lists to check spelling. Algorithmic dictionaries cannot be modified using the Speller utility.

main word list

The main word list includes all words in the Speller dictionary, so it is a very large file.

menu

A menu is a list of actions, features, or options. A menu bar lists the menu items horizontally across the top of the screen. A pull-down menu lists the menu items vertically and appears when you choose a menu item from the menu bar.

N

No entries

O

output type

Output types are the different ways in which WPAApp printer destinations handle print jobs. See *Custom Spool Command output type*, *WPAApp Spool Command output type*, *Dedicated WPAApp Device output type*, *Passthru output type*, *Disk output type*.

ownership

The user who creates a file or directory becomes its owner and has certain permissions associated with ownership. On most systems, owners can view, open, retrieve and edit the files they own, while other users may have more limited permissions. You can change ownership.

P

paper definition

A paper definition includes paper size (such as 8.5" x 11"), orientation (portrait vs. landscape), and location (such as upper cassette vs. lower cassette or continuous feed vs. manual feed). By selecting a paper definition, you establish various defaults for your WordPerfect document.

parallel printer

A parallel printer sends and receives data simultaneously on separate lines, as opposed to a serial printer which transports data back and forth across a single line. A parallel printer must be located near its host computer to avoid degradation of the signal.

parity

Parity is an error-checking mechanism used on some systems to determine whether the data received is the same as the data sent. You can set parity to odd, even, or none for a WPAApp printer destination.

If you specify odd parity for a WPAApp printer destination, the settings **parenb** and **parodd** are added to the stty command in the definition. If you specify even parity, the settings **parenb** and **-parodd** are added. If you specify no parity, the setting **-parenb** is added. A parity setting of none is typical for most printers.

Passthru output type

The Passthru output type does not involve the UNIX print spooler. The print job is sent directly to a printer attached to the back of a terminal. Passthru printing is not available on X stations for GUI WordPerfect.

pathname

The directory and subdirectory names that tell the operating system where to find a directory or file.

The pathname **/wp/wpbin/wp** identifies the **wp** file (the WordPerfect executable file) in the **wpbin** subdirectory of the **wp** directory.

permissions

Permissions are settings on a file or directory that grant or deny access to the owner, members of a group, and all others.

personal printer

While shared printers are available to all WordPerfect users, individual users can create personal printers by setting up personal copies of the printer driver files. A personal printer is available only to the person who sets it up.

For example, you might create a personal printer to customize a printer's initial font, forms, and so on. However, the same physical printer may receive WordPerfect print jobs processed by both shared and personal printer drivers.

.prs file

A **.prs** file is a printer driver file. You create a **.prs** file for each printer you set up for use with WordPerfect.

When you add a printer in WordPerfect, WordPerfect extracts the information unique to that printer from a printer **.all** file to create the **.prs** file for that printer.

By default, **.prs** files for your personal printers are stored in the **.wprc** subdirectory of your home directory. The **.prs** files for shared printers are stored in the WordPerfect **shlib10** directory.

port (general usage)

In general terms, a port is an access point for data entry and exit. A port also refers to the socket where cables and other devices are attached to a computer. It is the physical connection used to link computer hardware.

port (WP 5.1 term)

A port is an earlier version of a printer destination. The following products used ports instead of printer destinations:

- WordPerfect 5.0
- WordPerfect 5.1
- WP Office 3.0
- WP Office 3.1
- WP Office 4.0
- GroupWise 4.1

Existing ports can be converted into printer destinations using the Printer Destination program (wpdest).

PostScript

PostScript is the standard page description language for desktop computer systems. It describes text, graphics, and halftones, as well as their placement on the page.

PostScript fonts are outline fonts in which mathematical formulas determine lines and curves, and parts of a character are filled with ink. PostScript

characters can be sized in as fine a detail as the printer is capable of producing.

printcap file

See */etc/printcap file*.

Print Formatter (wpp)

The Print Formatter (wpp) replaces the codes used inside each WordPerfect document with codes specific to the make and model of printer where the document will be printed.

print job

A print job is the collection of temporary files and processes required to deliver a document from WordPerfect to the printer.

print priority

The print priority determines the order in which jobs print, from 1 to 100 (1 being the highest). Print jobs with a priority of 1 print first, then priority 2, and so on. By default, print jobs receive a priority of 50 and are printed on a first come, first print basis.

Print Server (wpexc)

The Print Server functions as a background process that starts automatically when the first user enters WordPerfect.

When you send a document to print, the Print Server provides communication between WPAApp programs as they format documents and submit print jobs to the UNIX print spooler or other printer destinations.

The Print Server (wpexc) is located in the WordPerfect **shbin10** directory.

print spooler

The term "spooler" is an acronym for "simultaneous peripheral operation online." The print spooler controls print jobs so that users can continue working while a print job is processed.

The print spooler also lets several users send print jobs to the same printer at the same time, even when the printer is busy. The spooler places the print jobs in the print queue. When a print job reaches the top of the queue, it is printed.

print spooler file

The print spooler file is accessed by the UNIX print spooler as it processes print jobs.

- On Lpr spooler systems, the print spooler file is ***/etc/printcap***.
- On AIX spooler systems, the print spooler file is ***/etc/qconfig***.
- On Lp spooler systems, each printer has its own print spooler file, called an interface file, in the UNIX interfaces directory.

printer destination

A printer destination is the location where WordPerfect sends documents to print. WordPerfect print jobs must arrive at the printer raw, that is, with no character translation or changes to the line settings introduced by the UNIX print spooler. WPAApp printer destinations and UNIX printer destinations handle this requirement differently.

WPAApp printer destinations are created using the Printer Destination program (`wptest`). The program automatically provides a default spool command (`lpr`, `lp`, or `qprt`), and, if you have write permissions, a specialized option is automatically added to the UNIX print spooler file (such as the `/etc/printcap` file on an Lpr spooler system) for the printer assigned to that destination. This specialized option ensures that WordPerfect print jobs arrive at the printer raw.

UNIX printer destinations (Lpr, Lp, and AIX destinations) are set up by you. The WordPerfect provides a default spool command (`lpr`, `lp`, or `qprt`), but does not provide a specialized option in the UNIX print spooler file for the printer assigned to that destination. Therefore, it is your responsibility to ensure that WordPerfect print jobs arrive at the printer raw.

Printer Destination program (`wptest`)

The Printer Destination program lets you define WPAApp printer destinations for printers on your system in addition to the printer destinations already set up during installation. WPAApp printer destinations specify how to transfer WordPerfect print jobs to the printer. WPAApp printer destinations are stored in the `wptest.def` file in the WordPerfect `shlib10` directory.

You can start the Printer Destination program while setting up printers in WordPerfect. You can also run the Printer Destination program from the command line without starting WordPerfect. The Printer Destination program (`wptest`) is located in the WordPerfect `shbin10` directory.

printer driver

A printer driver is a file with a `.prs` extension that contains all the codes and information necessary to print a WordPerfect document on a particular make and model of printer. Printer drivers are extracted from `.all` files when you set up printers for use with WordPerfect.

printer fonts

Printer fonts are fonts designed specifically for printing, rather than for screen display. Some printers are capable of printing many characters that cannot be displayed accurately on the screen.

.prs file

A `.prs` file is a printer driver file. You create a `.prs` file for each printer you set up for use with WordPerfect.

When you add a printer in WordPerfect, WordPerfect extracts the information unique to that printer from a printer `.all` file to create the `.prs` file for that printer.

By default, **.prs** files for your personal printers are stored in the **.wprc** subdirectory of your home directory. The **.prs** files for shared printers are stored in the WordPerfect **shlib10** directory.

Q

qconfig file

See */etc/qconfig file*.

qprt

The **qprt** command is used to print files on AIX spooler systems.

queue (n.)

A list of jobs to be processed. Printer Control displays the print job queue, which holds print jobs waiting to be printed.

queue (v.)

Send jobs to be processed. When you print a job in WordPerfect, you send the job to the print queue, or "queue" the job.

R

raw

Unprocessed and unchanged. WordPerfect print jobs must arrive at the printer raw, meaning that they must not be modified by the UNIX print spooler as it handles WordPerfect print jobs.

reboot

Reload the operating system and restart the computer.

remote host

A remote host is any host on the network except the one where you initially log in.

remote printer

A remote printer is attached to a remote host but is accessible from the local host.

remote shell command

The **rsh** command sends the command that follows it to the remote system. Depending on the version of UNIX on your system, you may need to use **rcmd** or **remsh** instead of **rsh** (**rsh** can mean restricted shell instead of remote shell in some versions of UNIX).

root

The root user is the system user with the most authority.

S

scroll

Move through text or a list that extends beyond the screen.

select

Use the mouse or the keyboard to highlight one or more items in a list that will be affected by the next action.

serial printer

A serial printer uses a handshaking protocol such as XON/XOFF or DTR to manage transmission of data across a single line. Setup of a serial printer includes establishing line settings to govern the transmission. A serial printer can be a long distance from its host computer, as opposed to a parallel printer which must be located near its host computer to avoid degradation of the signal.

Shared Code 1.0

Earlier WordPerfect products, such as WordPerfect 5.1 and WP Office 4.0, are able to share certain executables and data files. For these products, shared executables are installed in the WPAApp **shbin** directory, and shared data files are installed in the WPAApp **shlib** directory. This sharing of files conserves disk space, simplifies printing, and saves time on system administration tasks.

Starting with WordPerfect, these shared files are designated as WPAApp Shared Code and have a revision number of their own, starting with 1.0. Because the shared files that ship with WordPerfect are not compatible with the shared files used by earlier WPAApp products, the shared files are installed to new shared directories that include the revision number in the directory name. For the initial release of WordPerfect, the shared directories are named **shbin10** and **shlib10**.

shared printer

Shared printers are available to all WordPerfect users and must be added by a WordPerfect administrator. The WordPerfect administrator sets up the printer drivers for shared printers.

However, individual users can add personal printers by setting up personal copies of the printer driver files. A personal printer is available only to the person who sets it up.

The same physical printer may receive WordPerfect print jobs processed by both shared and personal printer drivers.

shared temporary directory

By default, **/tmp/wpc-hostname** is the WordPerfect shared temporary directory, which holds the temporary files created during printing.

You can change the shared temporary directory using the SHTMP environment variable to the full pathname of a different directory. However, all users on the same host must use the same shared temporary directory in order for WPAApp printing to function correctly.

shbin10 directory

The **shbin10** subdirectory in the WordPerfect directory structure is where WPAApp shared executable files are stored.

shlib10 directory

The **shlib10** subdirectory in the WordPerfect installation directory is where shared data files such as printer drivers and terminal drivers are located.

SHTMP environment variable

By default, WordPerfect creates print-related temporary files in **/tmp/wpc-hostname**.

If you do not have enough space in **/tmp/wpc-hostname** to accommodate users' temporary print files, you can set the SHTMP environment variable for all users to a different directory. All users on the same host machine must have the same SHTMP setting.

Although personal, document-related temporary files can be stored in multiple locations, all print-related temporary files must be stored in a single location on the same host machine to avoid printing problems for WordPerfect users.

Speller dictionary

A Speller dictionary is the file which contains the words WordPerfect uses as a basis of comparison during a spell-check. For the U.S. English version of WordPerfect, the main speller dictionary file is **wpus.lex**, located in the **shlib10** directory.

Speller utility (wpsputl)

The Speller utility (wpsputl), located in the WordPerfect **shbin10** directory, lets you manage WordPerfect Speller dictionaries, including such activities as adding and deleting words, optimizing the dictionary file, and converting and combining dictionaries.

spool command

The spool command is used to send print jobs to the UNIX print spooler. For example, **lpr**, **lp**, or **qprt** are spool commands.

spooler

See *print spooler*.

spooler destination name

The spooler destination name is the system-level name by which the print spooler accesses a particular printer (for example, **lp1**).

spooler options

Spooler options are arguments in a spool command that control how the UNIX print spooler processes print jobs. For example, the spooler option **-#** indicates the number of copies to print for some spool commands. Spool commands for WPAApp printer destinations can include any spooler options that you would use with the spool command at the system level.

superuser

A superuser is a user who is not restricted by file permissions, and therefore can read, write to, and remove any file on the system. Typically, the superuser logs in as root. Superuser status is generally confined to those responsible for system administration.

supplementary dictionary

Your personal supplementary dictionary is named *usernamexx.sup* (where *username* is your login name and *xx* is the two-letter language code indicating the language of the dictionary). When you add words to your dictionary while spell-checking a document, you add them to your supplementary dictionary, not the main Speller dictionary. Your supplementary dictionary is stored in the **.wprc** subdirectory of your home directory.

switch box

A switch box is a device that can send print jobs from a single device to multiple printers. The switch box string causes the switch box to route documents to the specific printer you chose in WordPerfect.

You can use decimal, hexadecimal, octal, or binary values to create a switch box string. Separate byte values with commas. Put square brackets around decimal strings: [27,30,13]. Put angle brackets around hexadecimal strings: <1b,13,0d >. Put braces around octal strings: {33,36,1,5}. Put colons around binary strings: :11011,11110,1101:. Put quotation marks around characters: "ABCDEFGH".

You can also use mixed values to create strings, such as [27]"A". The maximum size allowed for a single value is decimal 255.

T

TCP

Internet Transmission Control Protocol (TCP) is a virtual circuit protocol that provides reliable, flow-controlled, two-way transmission of data.

temporary directory

By default, **/tmp** is the WordPerfect temporary directory, which holds document-related temporary files.

You can change the WordPerfect temporary directory by setting the WPTMP environment variable to the full pathname of a different directory. Users can use different WordPerfect temporary directories on the same host. Doing so lets you distribute document-related temporary files throughout your system, instead of keeping them all in the same directory.

terminal driver

A terminal driver is a file with a **.trs** extension that contains all the codes and information necessary to run WordPerfect on a particular make and model of character-based terminal.

thesaurus

A thesaurus displays the synonyms (and sometimes antonyms) for various words. The thesaurus for the U.S. English version of WordPerfect is **wpus.ths**. It is found in the **shlib10** directory.

third-party spooler

The UNIX operating system includes standard print spoolers. Third-party packages may also include customized spoolers for submitting print jobs for their products.

U

UDP

Internet User Datagram Protocol (UDP) is an alternative to TCP. UDP requires a small, fixed number of sockets, which can be preferable on systems with limited resources.

UNIX mail

UNIX mail is electronic mail that is handled by standard UNIX mail commands (such as **mail** or **mailx**), rather than by a specialized e-mail application.

UNIX printer destination

UNIX printer destinations (**Lpr**, **Lp**, or **AIX** destinations) are set up entirely by you.

The Installation program, WordPerfect, or Printer Destination program (**wptest**) provides a default spool command (**lpr**, **lp**, or **qprt**), but does not provide a specialized spooler option in the UNIX print spooler file for the printer assigned to that destination. Therefore, it is your responsibility to ensure that WordPerfect print jobs arrive at the printer raw, meaning that they must not be modified by the UNIX print spooler as it handles WordPerfect print jobs.

Upgrade utility (wpupg)

The Upgrade utility can be used for three purposes:

- Upgrade from an expiring to a non-expiring copy
- Extend the demonstration period
- Display the product upgrade number

The Upgrade utility (**wupg**) is located in the WordPerfect **shbin10** directory.

V

vendor daemon (wplmd7)

The vendor daemon dispenses licensed sessions of the requested program. It is configured by WordPerfect to contain WordPerfect-specific encryption codes. The WordPerfect vendor daemon (**wplmd7**) is executed from the WordPerfect **shbin10** directory.

W

WordPerfect 7c (wp)

WordPerfect 7c (wp), located in the WordPerfect **wabin** directory along with the WordPerfect 7g (xwp), is designed for word processing in a character-based environment.

WordPerfect 7g (xwp)

WordPerfect 7g (xwp), located in the WordPerfect **wabin** directory, is designed for word processing in graphical user interface (GUI) environments.

WordPerfect administrator

The user who installs WordPerfect automatically becomes the primary WordPerfect administrator. The primary WordPerfect administrator can authorize additional WordPerfect administrators.

WordPerfect administrators share authority over shared printers, system default preferences, print restrictions, file locking, and other aspects of WordPerfect management that affect all users.

Authorized WordPerfect administrators can use the **-adm** startup option with WordPerfect to add and edit shared printers. They can also use the Printer Destination program (wpdest) to create and edit WPAApp printer destinations.

WordPerfect Print (wprint)

WordPerfect Print (wprint), located in the WordPerfect **shbin10** directory, lets you print WordPerfect documents from the command line or from a script file, including merge capabilities.

.wp7c.set file

The **.wp7c.set** file is the preference settings file.

- A personal **.wp7c.set** file contains a user's preference selections. It is stored in the **.wprc** subdirectory of each user's home directory.
- The shared **.wp7c.set** file records the default preference settings for the system. It is stored in the WordPerfect **wplib** directory.

WPAApp

The term "WPAApp" refers to those programs, processes, and files that can be shared by versions of WordPerfect and GroupWise using Shared Code 1.0. WordPerfect 7g and 7c currently use Shared Code 1.0.

Both WordPerfect 7g and 7c are produced by Corel. Earlier products produced by WordPerfect Corporation use the term "WPAApp" in place of "WPAApp".

WPAApp printer destination

WPAApp printer destinations are set up by the Printer Destination program (wpdest). The Installation program and WordPerfect also use the Printer Destination program to create WPAApp printer destinations.

The Printer Destination program automatically provides a default spool command (**lpr**, **lp**, or **qprt**), and if you have write permissions, a specialized spooler option is automatically added to the UNIX print spooler file for the printer assigned to that destination. This new option ensures that WordPerfect print jobs arrive at the printer raw, meaning that they must not be modified by the UNIX print spooler as it handles WordPerfect print jobs.

WPAApp Spool Command output type

When you create a WPAApp Spool Command destination (Lpr Spooler, Lp Spooler, or AIX Spooler), the Printer Destination program checks your system to see what kind of UNIX print spooler is in use, then sets up a spool command for it. In addition, if you have write permissions to the UNIX print spooler file(s), the program sets up a specialized spooler option to ensure that WordPerfect print jobs arrive at the printer raw.

Since WPAApp Spool Command destinations are set up to work in typical configurations, they may not work with printers that require special handling at the system level.

wpbin directory

The **wpbin** subdirectory in the WordPerfect directory structure is where WordPerfect executable files are stored.

.wpc7c.set file

The **.wpc7c.set** file stores print preferences information.

- A personal **.wpc7c.set** file contains a user's personal Print Preferences selections. It is stored in the **.wprc** subdirectory of each user's home directory.
- The shared **.wpc7c.set** file stores the default print preferences set by the WordPerfect administrator. It is stored in the WordPerfect **shlib10** directory.

.wprc subdirectory

The **.wprc** subdirectory of your home directory holds WordPerfect settings files, personal printer drivers, and so on.

.wprc subdirectory

The **.wprc** subdirectory of your home directory holds WordPerfect settings files, personal printer drivers, and so on.

wpdest.def file

The **wpdest.def** file contains the information for the WPAApp printer destinations you create using the Printer Destination program (wpdest) for use with WordPerfect. The **wpdest.def** file is stored in the **shlib10** directory.

wpexc (Print Server)

See *Print Server (wpexc)*.

wppgraphics directory

The **wppgraphics** subdirectory in the WordPerfect directory structure is where graphics files are stored.

wpinstall (Installation program)

See *Installation program*.

WPLANG environment variable

By default, WordPerfect runs in the language chosen as the system default during installation. You can change individual user's default language by setting the WPLANG environment variable to the preferred language using its two-letter language code.

wplearn directory

The **wplearn** subdirectory in the WordPerfect directory structure is where the learning files are stored.

wplib directory

The **wplib** subdirectory in the WordPerfect directory structure is where WordPerfect data files are stored.

wplicense (License Manager utility)

See *License Manager utility (wplicense)*.

wplmd7 (vendor daemon)

See *vendor daemon (wplmd7)*.

wpmacros directory

The **wpmacros** subdirectory in the WordPerfect directory structure is where WordPerfect macros are stored.

WPOTHER

The WPOTHER option identifies custom or remote WordPerfect print jobs on Lp spooler systems. Because WordPerfect print jobs arrive at the print spooler already formatted, the WPOTHER option sends documents directly to the printer, thereby protecting them from interference from the system printer interface file.

wpp (Print Formatter)

See *Print Formatter (wpp)*.

wpped script

The **wpped** script is a tool that lets you modify the UNIX print spooler file(s) on Lpr and Lp spooler systems. Using it, you can add the specialized spooler option that ensures that WordPerfect print jobs arrive at the printer raw, without creating a WPAApp printer destination.

The **wpped** script is located in the **shbin10** directory.

wpport.def file

The **wpport.def** file is an earlier version of the **wpdest.def** file. The following products related to WordPerfect used ports defined in the **wpport.def** file instead of printer destinations:

- WordPerfect 5.0
- WordPerfect 5.1
- WP Office 3.0
- WP Office 3.1
- WP Office 4.0
- GroupWise 4.1

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wprint (WordPerfect Print)

See *WordPerfect Print (wpp)*.

wpsputl (Speller utility)

See *Speller utility (wpsputl)*.

WPTMP environment variable

WordPerfect creates document-related temporary files for each active user and, by default, stores them in **/tmp**. If you do not have enough space in **/tmp** to accommodate users' temporary files, you can set the value of the WPTMP environment variable to a different directory.

You can set WPTMP to the same directory for all WordPerfect users, so that all users' temporary files are created in the designated directory instead of the **/tmp** directory. You can also set users' WPTMP environment variable to different directories, such as home directories, so that document-related temporary files get distributed across your system.

wpupg (Upgrade utility)

See *Upgrade utility (wpupg)*.

X

xwp (WordPerfect 7g)

See *WordPerfect 7g (xwp)*.

Y

No entries

Z

No entries

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Use the digits in the index reference to find topics in SysAdmin Help. For example, to find the topic *Add a New Printer* (index reference 1_3_1_A) from the main Contents screen, choose **1..How_Do_I**, choose **3..Manage_Printing**, choose **1..Printer_Setup**, then view the topic **A. Add a New Printer**.

You may want to make a printed copy of the Index file for future reference. For instructions on creating a QuickFinder index, choose **1..How_Do_I**, choose **1..Do_The_Basics**, then view the topic **A. Use 7c SysAdmin Help**.

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