

Read This First

Software READ THIS FIRST *SunWrite™ 1.0*

Getting Help

If you have any problems installing or using SunWrite call Sun Microsystems at the hotline number listed on the last page for your service region. When you call, have the following information ready to give to the service dispatcher:

- Your system's model number and serial number.
- The Sun operating system (SunOS™) release number. To see the SunOS release number, type: `cat /etc/motd`
- The SunWrite release number. If SunWrite is currently installed on your machine, you can see the release number *in the frame stripe of the SunWrite product.*

You can also send questions by electronic mail to `sun!hotline`. Be sure your mail message includes your name, company, and phone number, and the information listed above.

If you have questions about Sun's support services or your shipment, call your sales representative.

Compatibility

SunWrite 1.0 can be used on a Sun-2™ or Sun-3™ workstation running SunOS 3.4, SunOS 3.5, or SunOS 4.0.

Known Problems with all the STAGE Products

NOTE None of the problems listed here will cause loss of data, and are, therefore, not very serious. Each user should make note of the "buglets" below and take the recommended precautions or follow the workaround procedures listed. In both this section and the product specific section, the problems are listed in decreasing order of severity.

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PostScript is a registered trademark of Adobe Systems, Inc.

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Requesting Several Passwords

Getting several passwords may require a long time on the phone. To avoid that, you can contact the dispatcher at your local support center. The dispatcher will provide you with an e-mail address, a fax number, or a telex number at Sun. You should send Sun:

- Your sales order number.
- The hostids of the machines involved.
- Your address information (Company, address, fax (if available), or e-mail address).

The passwords will be sent to you via the medium you request.

Licensing, Passwords

Chapter 6 of the installation guide states that only domestic users need passwords. This is not the case. *All users must obtain a password to use all three STAGE products.* Users outside of the United States should call their support center (see the list of phone numbers on the last page of this document), and users inside of the U.S. should call (800) USA-4SUN.

Operating System Upgrades

If at any point you upgrade your server and client machines to a new version of the operating system, you will lose two files: `/etc/licenses` and `/etc/sundesk`.

Workaround: Reinstall these files according to the STAGE Installation Guide after an operating system upgrade.

Heterogenous Environments

If STAGE is installed in the `/usr` partition on a heterogenous file server (for example: Sun3 server, Sun2 client) then the file `/etc/sundesk` will contain `/usr.MC68020/sundesk`. Then, if Sun2 clients copy this file to their system the products will be unable to locate their support files and fonts.

Workaround: Delete the MC680x0 extension.

Swap Space

The proper amount of swap space is very important when using the STAGE products. If your machine runs out of swap space, while using one of the STAGE applications, the program may exit ungracefully and you may lose any changes made since the last time you saved.

Workaround: Make sure that you or your system administrator set up your machine with the recommended amount of swap space. See the *STAGE Installation Guide* for more complete information about swap space requirements.

Screen Capture

In the screen capture facility, a large amount of memory is used to hold the image. This memory is not deallocated properly. Successive screen captures can use up available memory space. The end result can be that the application can use up all the swap space that you have on your machine.

Workaround: After you capture large images five or six times, you should save your current document or picture and restart the application.

Printing

If you do not have write permission in `/usr/tmp` (this may occur if you have it mounted on a read-only file system), your print jobs will appear to print, but fail.

Workaround: Change the write permissions in `/usr/tmp` by remounting read-write, creating a link, or print to a file and `lpr` that file.

Printing Text in SunWrite and SunDraw

Note that for SunDraw and SunWrite only the following fonts are recognized on a standard LaserWriter: Helvetica, Times Roman, Courier, and Symbol. The Zapf Dingbats or Symbols characters are not supported by the standard LaserWriter. When you try to print unsupported fonts, the printer will use a default font (usually courier) and will print an error message across the page.

If you want to check which fonts are available on your LaserWriter, run the PostScript program `$SUNDESK/sunwrite/print_font.ps` or `$SUNDESK/sundraw/print_font.ps` (they are the same program) with `lpr`. It will print a page listing all fonts available on your printer.

All of Sunpaint's fonts will print on all printers.

Waiting for Clipboard Access

There is no access lock on the clipboard, so it is possible that one STAGE application can try to read the clipboard before another has finished accessing it. This can lead to improper data.

Workaround: Always wait until the first application has accessed the clipboard before using it with the second. You can tell when an application is busy by the shape of the pointer. The pointer will look like a stop watch when busy, and will be an arrow when it has completed the operation.

Clipboard Ownership

If the clipboard is owned by one user, and a different user executes a command that requires writing to the clipboard, the clipboard may not be writable by the second user, and thus the command will fail.

Workaround: If a screen capture, copy, or cut fails with an error message `Can't open clipboard`, remove the clipboard files in `/tmp`.

Scrollbar Menus

The menus that are attached to the horizontal and vertical scrollbars contain menu items that do not behave as expected. There are three menu items: **Here to Top**, **Top to Here**, and **Last Position**. The first two items scroll to a random location. The last position menu item works properly, and will toggle the scroll position between the last two scroll locations.

Workaround: Explicitly scroll using the scroll elevator with the LEFT mouse button.

NOTE *This only affects the RIGHT mouse button operations.*

Expose/Hide Key

The `[L5]` key on the keyboard does not toggle the position of the product window in relation to other windows. If the mouse pointer is in the head panel of the tool, then the expose key works as expected. However, if the mouse pointer is on the frame boundary or in the canvas, the `[L5]` key will only expose the product, it will not hide it.

Workaround: Only use the `[L5]` key with the mouse pointer in the head panel.

3/110 and 3/60 Color Frame Buffers

If one of the STAGE products is displayed in front of a color window, the color panel will show through the header and frame.

Workaround: Select refresh from the frame menu when this occurs.

Menus

When there is not enough room between the mouse position and the right edge of the screen, you will be unable to display a menu.

Workaround: Move the window or the mouse pointer away from the right edge of the screen, and press the RIGHT mouse button again.

Installation Guide

The wording of the example installation is incorrect. On page 33 of the *STAGE Installation Guide* at the beginning of the second grey box, it states:

Call Sun at (800) 872-4786. When the operator answers, tell him or her that you wish a password for SunWrite.

It should read:

Call your local SUN support center. When the operator answers tell him or her that you wish a password for SunWrite.

Known Problems with SunWrite

Cutting Text

If you have a large document (more than 5 pages of dense text), SunWrite may core dump if you select the entire document, and cut that text with either Cut from the Edit or canvas menus, or the Delete key (**LI0**) on the keyboard.

Workaround: Instead of cutting or deleting the whole document at once, cut or delete small sections one at a time.

NOTE *If SunWrite does core dump, you will not lose your document. SunWrite will save it in a file of the name save_docn where n is an integer. Start another session of SunWrite, open the saved document, and continue with your editing.*

Edit Frame Filenames

If you have no graphics in your document, and select **Frame Filenames** from the **Edit** menu, an error message will be displayed in the window footer No Editable Frames. If you then proceed to click **LEFT** on **Rename Directory** or **Rename File**, SunWrite will core dump.

Workaround: Only use **Frame Filenames** when you have graphics in your document.

Cutting/Pasting Frames

While running two sessions of SunWrite, you cannot copy/cut and paste frames or pages from one SunWrite window to the other.

Workaround: You must open the document from which you would like to copy/cut the frame. Copy the frame as usual. Open the document into which you wish to paste the frame. Paste the frame as usual.

Selecting Text at the Edge of a Frame

It is very difficult to select the first character in a text frame without selecting the frame instead. Watch the mouse pointer — when it is shaped like an arrow with a dotted box surrounding it, then you are addressing the frame. If it is just an arrow, then you are addressing the text.

Workaround: Place the insertion point between the first and second characters, and use a cursor key to move the insertion point in front of the first character.

Importing from SunDraw

Graphics objects imported into SunWrite from SunDraw are sometimes displayed as a solid black image with the words Draw Graphic on it. This happens when the associated raster does not provide enough information for display at a particular size and it may not print.

Workaround: Try recapturing the graphic.

Saving Without Write Permission

If you try to save a file in a directory in which you do not have write permissions, SunWrite will first ask you if you want to overwrite the file. (At this point it should have told you that it cannot write the file.) Respond yes; SunWrite will give you the correct error message.

Workaround: Change the permissions on the directory or file and try the save again.

Styles and Paragraph Modification

A style may get corrupted if you modify a paragraph that was created using the style. Also, you may experience difficulty in modifying the attributes of that paragraph further.

Workaround: Instead of modifying the paragraph attributes, modify the style and

apply it to the paragraph.

Turning Pages

When you change pages with either the page menu or the keyboard accelerators (**R13** , **R15**), the insertion point is not relocated to the new page. When you next type a character, any of the cursor keys, or the home key, the requested action takes place at the location of the insertion point, which is still on the last displayed page, *not* on the currently displayed page.

Workaround: Click **LEFT** to place the insertion point on the new page with the mouse before typing or using the cursor keys.

Cursor Key Repetition

The cursor keys are not repeating keys; that is when you hold down the cursor key, it does not move the insertion point across the page.

Workaround: Press the cursor key and release it for each movement between characters or lines.

Document Layout

The overall document layout can not be changed once a document is created. You define the document layout when you create the document. The only way to change page layout after you have entered text and graphics is to modify the master page. The layout options on the **New Document Options** window are only valid when creating a new document.

New Document Window

On the **New Document Settings** window, there is a toggle item that allows you to change the orientation of the new document. When toggling the item between **Upright** and **Sideways**, the **Height** and **Width** items should change to reflect the new height and width, but they don't. However, when you create the new document, SunWrite will create it with the correct width and height.

Creating a New Document

If you create a document whose first page number is not 1 (for example, 5), the next time that you open this document, the document will contain pages 1 thru 4, and those pages will be blank. Your text will begin on page 5.

Workaround: Before opening the affected document, go into **New Document Settings** again, set first page as 5, then open the document.

Column Properties Window

If **Columns Properties** is unpinned, it will always get dismissed, even if you receive an error message. In this case, the next time you invoke **Column Properties**, the value of the choice items will be incorrect. They will reflect the changes that you made to the items before the error message was displayed.

Workaround: Always use **Columns Properties** pinned, and watch for error messages. When you have completed your task, use the window mark to dismiss the window.

Vertical Ruler

The vertical ruler is not wide enough to show the last digit of a three-digit number. This affects the display of the ruler when the units are points or millimeters.

Search and Replace

Unexpected matches occur when using wild card characters in **Search and Replace**. If you are just searching for occurrences of strings, this is not a serious problem. However, if you are doing global replace you may get unexpected

modifications
to your document.

Workaround: Do not use **Global Replace** in conjunction with wild card characters. If you are using wild card searches do the replacements by hand with **Replace and Search**.

Drop Caps

If you create a one-line paragraph with a dropped first character above a normal paragraph, the dropped cap will overwrite the lower paragraph.

Workaround: Insert a blank line between the two paragraphs.

Superscripts and Frame Boundaries

Superscript characters on the first line of a frame or subscript characters on the last line of a frame appear beyond the edge of the frame.

Text/Frame Selection with Middle Click

If you select text, then use the middle button to select a frame, and then try to undo the frame selection by middle clicking (which should toggle the frame selection to off), both text and frame become un-selected.

Workaround: Reselect the frame.

Auto-hyphenation on Very Long Words

Auto-hyphenation is not well-behaved on words that are longer than one line. SunWrite may give you an error message that says **Unable to find text selection so far. Confirm or Cancel** You must select the **cancel** option. This will delete your word.

Workaround: Press delete to get your word back.

Margins

Some letters may hang over the frame boundaries into the margins.

Redundant AM/PM

For some of us, a 24-hour date would be a good thing. However, in SunWrite there is a redundant AM/PM displayed.

Spelling Checker and Abbreviations

The spelling checker gets confused about words that end in a period (for example etc.) that are at the end of a sentence. If you apply the suggested replacement you will end up with two periods (which is one period too many).

Workaround: Don't apply the suggested replacement or apply it, then delete the extra period.

Actual Size

If you have a monitor that is not a 19" monitor, then **Actual Size** isn't really the actual size of the document when printed.

User.dict.1

You may notice that files by the name of `user.dict.1` are created in the directory in which you run SunWrite. This file is a default name for user dictionaries used in the spelling checker and is inadvertently created on tool startup.

Documentation Errata and Additions

Demo Files

In the directory `$SUNDESK/demo/sunwrite` you will find a few demonstration files that can either be opened by or imported into SunWrite.

Invoking SunWrite

In the *SunWrite User's Guide*, it states that to open a document from the command line that you must type:

```
sunwrite -f filename
```

This will display an error message, but SunWrite will start up and open the document anyway. If you type:

```
sunwrite filename
```

the error message will not be displayed.

Backup Document Files

When you save a document in SunWrite, a backup copy is made before the changes have been saved. So, you are always one version away from disaster. The filename of the backup document is formed by appending the suffix `.bak` to the filename of the current document.

The first time you save a file, you will get an empty `.bak` file.

Ways to Create a New Document

There are two ways to create a new document. The quickest way is to choose **Create New Document** from the **New Document** pullright under the **File** button. This option will create a new document with the default layout settings. The other method of creating a new document in SunWrite is to bring up the new document settings window (choose **New Document Settings** from **New Document** in the **File** menu). Modify the layout settings and then click **LEFT** on **Create New Document** at the bottom of the panel. This option will create a new document with the current panel settings. These settings become the default settings.

Process Markup

The *SunWrite User's Guide* is unclear as to the exact function of the **Process Markup** toggle on **Import Options**. This toggle is only effective when importing an ASCII text file. When activated, this toggle causes SunWrite to process any SunWrite document format commands imbedded in the imported text. Using this feature in conjunction with export (with the **Stripped ASCII** toggle deactivated) you can import and export text without losing text formatting. When **Process Markup** is deactivated, SunWrite treats all the text as simply text.

Hidden Symbols

The *SunWrite User's Guide* (page 45 and 46) mentions that you can insert and delete a page symbol. However, the page symbol is not visible on the display. Currently in SunWrite there is no way to view any of the hidden symbols.

Editing Pages

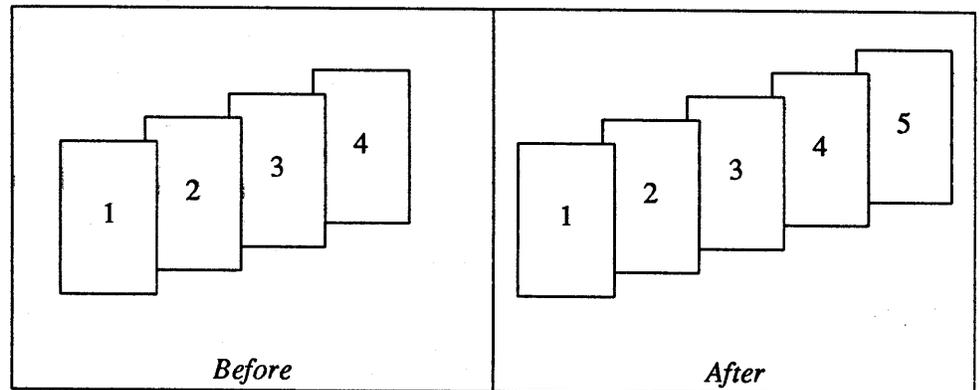
When you compose a document using SunWrite, you can have pages added to the document in one of two ways:

- You can add pages *manually*. You would add pages manually if you were composing a document in a 'free-form' fashion, say for composing a brochure, or creating ideas as you write. This means that when you need new pages in your document, you must specifically add them at the required place—at the beginning, at the end, or somewhere in the middle.

- You can add pages *automatically*. You would add pages automatically if you were composing a document in a 'structured' fashion, say for composing a report or a manual. In this model, SunWrite just keeps adding pages at the end of the document as you place new text there. Or, if you go to some given position on some given page and insert some new text, SunWrite pushes all the remaining text down and adds new pages at the end as required.

Automatic pagination leads to some interesting and odd situations when you try to either add pages or delete pages.

Let's look at adding pages first. Suppose your document has four pages full of text. Now you decide you want a new page three, in between pages two and the old page three. This picture shows the *desired* before and after situation, where the new page three is blank.



Unfortunately, things don't work out this way. What SunWrite would do in this situation is to add the new page, then flow the text from the following pages so that page three gets filled up. The net effect from the user's point of view is that nothing apparently happened.

So, what do you do if you really want a blank page three? Go to the top of page three, and insert an end of page symbol from the document symbols menu.

Note that when pages are being added automatically, you *can* add exception pages. That is, if your pages are normally upright, you can add pages that are sideways. And if your pages are normally sideways, you can add pages that are upright.

Now what about deleting pages when automatic pagination is in effect? Consider your four-page document from above. Delete page two. SunWrite deletes the *page*, but not the text on it. So SunWrite would push the text onto the next page, pushing all the pages up, and creating a new page at the end of the document. Once again, the net effect from the user's point of view is that nothing apparently happened.

Just as you can add exception pages when pages are being added automatically, you can also delete exception pages that you have previously added.

Notes to Beta Site System Administrators

If the STAGE products were installed at your site for beta testing, you should perform the following operations before installing any of the new versions SunWrite, SunPaint, or SunDraw.

1. Remove the entire installation directory \$SUNDESK. Also, remove any links that you may have created to this directory or its files.
2. Update your .sunwrite, .sundraw and .sunpaint files with the new versions that appear on each of the release tapes.
3. If you install the new version in a different directory, you must do the following:
 - Change your \$SUNDESK variable to point to the new location.
 - Update your path entry to reflect the new bin directory.
 - Change the entry in the /etc/sundesk file on each client machine to point to the new installation directory.
4. The Beta passwords for SunWrite, SunPaint and SunDraw are no longer valid, and they no longer share passwords. *As root, you must remove the SunWrite entry in the /etc/licenses file on all of your client machines.* Then, you must obtain one password per product per machine. Follow the instructions in the Installation Guide to obtain and install new passwords for all three products.

NOTE *The file formats for SunWrite, SunPaint, and SunDraw have not changed; so your existing documents and pictures can be loaded into the new versions of the STAGE products.*

Notes

Sun Hotline Numbers

Sun Customers throughout the world have service hotlines available for both software and hardware support questions. The service hotlines are shown below. If your country is not shown in the table, please phone your local Sun sales office.

Asia

| <i>Country</i> | <i>Service Region</i> | <i>Hotline Number</i> |
|----------------|-----------------------|-----------------------|
| Hong Kong | Sun Hong Kong | (5) 865-1688 |
| Japan | C. Itoh Data Systems | (3) 497-4746 |
| | Nihon Sun | (3) 221-7021 |

Australia

| <i>Country</i> | <i>Service Region</i> | <i>Hotline Number</i> |
|----------------|-----------------------|-----------------------|
| Australia | Sun Australia | (2) 436-4699 |

Europe

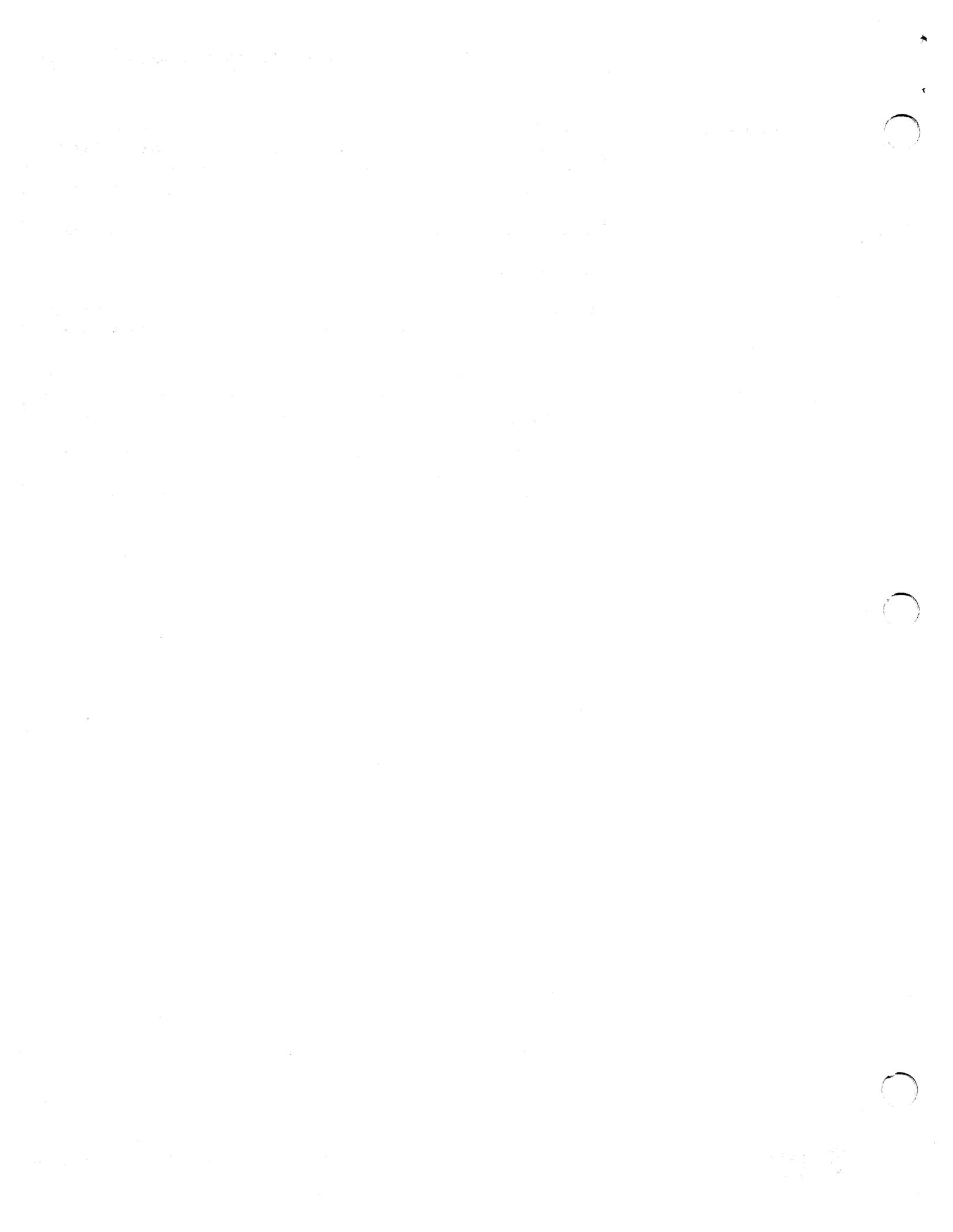
| <i>Country</i> | <i>Service Region</i> | <i>Hotline Number</i> |
|------------------------------------|-----------------------------------------|-----------------------|
| France | Paris Sun Microsystems France SA | 1 4630 0231 |
| Germany | Munich Sun Microsystems GmbH | (49) 89 4600 8321 |
| The Netherlands | Soest Sun Microsystems Nederland BV | 2155 24888 |
| Sweden | Solna Sun Microsystems AB | 8 764 78 10 |
| Switzerland | Zurich Sun Microsystems (Schweiz) AG | 1 828 9555 |
| United Kingdom Customer Service | Sun Microsystems UK Ltd Albany Park | (44) 276 691974 |
| Other Europe | | (44) 276 51440 |

North American Continent

| <i>Country</i> | <i>Service Region</i> | <i>Hotline Number</i> |
|------------------------|-------------------------------|-------------------------------------|
| <i>Central Region:</i> | Toronto | (416) 477-6745 |
| <i>Eastern Region:</i> | Montreal | (514) 738-4885 |
| <i>Western Region:</i> | Calgary | (403) 262-6722 |
| United States | All, including Puerto Rico | 1-800-USA-4-SUN (1-800-872-4786) |

All Other Countries

| <i>Country</i> | <i>Service Region</i> | <i>Hotline Number</i> |
|----------------------|----------------------------------------------------|-----------------------|
| Countries Not Listed | All countries outside the USA, and Northern Africa | (415) 496-6119 |



1.0 SunWrite™ Manual Set

825-1108-02

| <i>Part Number</i> | <i>Description</i> |
|--------------------|--------------------------------|
| 800-2228-10 | Installation Guide P-W-D |
| 800-2319-10 | Learning SunWrite (A Tutorial) |
| 800-2320-10 | SunWrite User's Guide |