

ArcBITS Newsletter

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ArcSys Hot Tip

Next Egg Hunt comes up September 2-4, 26-30. So far, 8 client sites have the following users in the running for the \$100 gift card: JEF, JJB, SUSAN, SO, NGILES, ASJ, TJB, LDB, VGG, PL, DEB, ALISON and CINDY.

You ask, "What Egg Hunt?" See last February's newsletter for details. Simply, when you see the "football" or "leaf" that appear in September, click on it to see some "fun" sayings.

Who knows, you might even get entered into the drawing.

What You See Is What You Set

A change may be coming to a pc near you. It is a subtle change, but an important one that you will need to be prepared for.

We only became aware of this around the middle of July. There were 5 different users who reported that after launching Wintegrate and before logging into Red Planet, the screen that appeared was filled with lines or bars. Anything that was typed would not appear, but would be accepted. So you could still log in and Red Planet screens would appear and behave (sorta). But running any report to the screen wouldn't show anything. The fact that it was five different people scattered across the fruited plain added to the mystery. And, the fact that it just started showing up on different dates in July was really, really weird.

It seemed like the only solution was to re-load Wintegrate. The re-load seemed to "stick" with a couple of workstations but not with some of the others.

A support case was opened with Rocket Software. The case was first handled in California, passed off to Massachusetts and finally landed in the United Kingdom (where the author of Wintegrate resides).

We had within a couple of days the answer to what was going on. (Needless to say, the rapid response from Rocket was very satisfying.) The problem was the use of the font known as IBSFont. This particular font was created in the 80s when pcs were just coming into use. It is known as a bit-mapped font and has been a non-standard Windows font for these past several decades.

The current fonts that exist within Windows are known as scalable. That is, regardless of how big or small you want the font, it will always render properly on your monitor. The Arial font is a good example. IBSFont had limited sizes. The standard we used with MegaWest and Red Planet was a character that was 8 pixels wide by 16 pixels high. The developer of Wintegrate knew that someday Windows could do something that would negate the use of bit mapped fonts.

Somewhere, somehow these 5 different pcs got a Windows update that decided non-standard fonts like IBSFont would no longer be available. How or why Windows decided to do this, we have no idea. It just did.

The solution was to change from the default font of IBSFont to Consolas. Consolas is a fixed-width font similar to Courier New. It is a true scalable font and so Windows will always display it properly.

But wait, there's more...





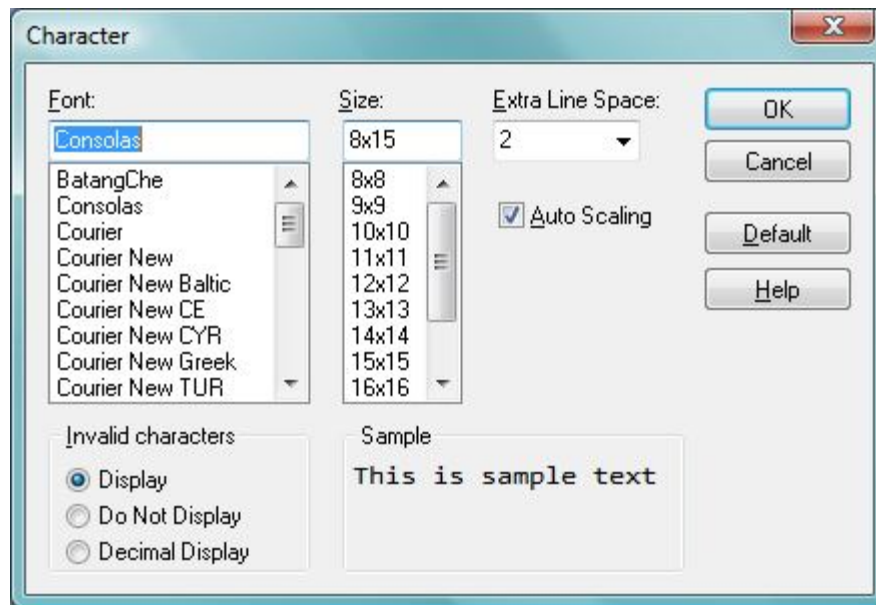
Welcome to Consolas

The challenge for ArcSys as the Red Planet developer is to provide a safe transition from IBSFont to Consolas.

Option 1: Do nothing. When logging into Red Planet, the user color scheme is invoked. Within this color scheme there is an embedded command which triggers the font to be used for reports. This embedded command for the font will no longer be triggered. This means that for all users at all sites who have been using Red Planet they will see no change. This is because the font definition as defined in Setup is remembered from the last time the font was used.

Option 2: If your pc is no longer showing anything after having launched Wintegrate, then you will need to set and save the font. Do this by clicking on Setup, Character, choosing the Consolas font, clicking Ok. Now, click File, click Save. You will now be able to see what you're typing and can log in.

Option 3: Don't wait. Go to every workstation in your office and set the font to Consolas.



Just so you have an idea of how tables will appear on the screen here are the differences between the IBSFont (on the left) and Consolas (on the right). Note that Consolas shows more detail lines.

```
#                problem
1  THEY CAN'T CONNECT INTO THE SERVER.
2  REDUCING MVBASE USERS FROM 3 TO 2
3  CAN'T GET ANYTHING TO PRINT.
4  THEY HAD A LONG POWER OUTAGE AND NOW CAN'T CONNECT TO THE SERVE
5  HE WANTS TO HELP SETUP A VPN CONNECTION TO THE SERVER. WE HAVE
6  SHE CAN'T GET ANYTHING TO PRINT ON PF0.
7  THEY CAN'T CONNECT TO THE SERVER.
8  SHE NEEDS HELP REASSIGNING HER LABEL HOLD FILES TO PF0.
9  CAN'T GET PF1 TO PRINT LABELS. IT IS JUST PRINTING JUNK.
10 SHE NEEDS HELP CREATING AN EMPLOYEE MASTER FOR A NEW EMPLOYEE.
11 SHE CAN'T GET LABELS TO PRINT ON PF1.
12 CANNOT CONNECT TO THE SERVER.
13 SHE CAN'T GET PF1 TO PRINT LABELS.
```

```
#                problem
1  THEY CAN'T CONNECT INTO THE SERVER.
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8  SHE NEEDS HELP REASSIGNING HER LABEL HOLD FILES TO PF0.
9  CAN'T GET PF1 TO PRINT LABELS. IT IS JUST PRINTING JUNK.
10 SHE NEEDS HELP CREATING AN EMPLOYEE MASTER FOR A NEW EMPLOYEE.
11 SHE CAN'T GET LABELS TO PRINT ON PF1.
12 CANNOT CONNECT TO THE SERVER.
13 SHE CAN'T GET PF1 TO PRINT LABELS.
14 SYSTEM APPEARS TO BE REALLY HOSED.
**
```