

## 2Draw FAQ

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**Q: I open the program, click OK, and then everything disappears**

**Q: How can I save 2Draw files in standard format?**

**Q: I am unable to view the videos**

**Q: I tried to drag the font window and it disappeared and now the program has frozen**

**Q: I open the program, right-click and choose paste – the right click menu now sticks on screen**

**Q: I have difficulty using the orthogonal line tool**

**Q: “Run-time error 68: Device unavailable”**

**Q: “The network folder \\2sfs01\homedirs\... that contains My Documents is unavailable...”**

**Q: I open the program, click OK, and then everything disappears**

A: Un-installing and re-installing the program should fix this, or alternatively run the DLL installer for this program which you can download from [www.2simple.com](http://www.2simple.com) > support > downloads.

**Q: How can I save 2Draw files in standard format?**

A: Click save and choose to "export as EMF" instead of saving a standard 2dr file (choose this from the "save as type" dropdown at the bottom of the save window). EMFs are a standard file format.

**Q: I am unable to view the videos**

A: Go to [www.adobe.com](http://www.adobe.com) and install Flash Player.

**Q: I tried to drag the font window and it disappeared and now the program has frozen**

A: If you add text to your file and double-click it, you get a font window popping up. You can drag the window around by clicking and dragging the title bar of the window. This works fine unless you click and drag the top left part of the title bar, where the “2draw” text is. If you do this, the font dialog box disappears and now you cannot click anywhere else within the program. What has happened is that the font dialog box is still active but off screen. If you simply press the ENTER key, this should close the font dialog box down and you can now interact with the program again.

**Q: I open the program, right-click and choose paste – the right click menu now sticks on screen**

A: This is a slight bug that occurs if you have nothing to paste and still choose the paste option in the right-click menu. To get the right-click menu to close down properly, simply click on any shape on the left side of the screen.



**Q: I have difficulty using the orthogonal line tool**

A: To make a shape with the orthogonal line tool, select the tool and then click on the canvas repeatedly, for each point/vertex of your shape. The important to remember is that to complete your shape you either need to **click on the first point you started with** (to create a complete, enclosed shape), or **double-click anywhere else** (to make a non-enclosed shape). If you do not do either of these actions to finish the shape, you will get various strange bugs occurring, such as the new shape not being selectable, or suddenly resizing to be much smaller when you create a different shape.

**Q: “Run-time error 68: Device unavailable”**

A: If you are running the software on an RM CC4 network, try change the workstation security level for that computer to NONE in the RMMC. You may need to restart the workstation after you have done this.

**Q: “The network folder \\2sfs01\homedirs\... that contains My Documents is unavailable...”**

A: This error can happen if your default work folder for this program is your My Documents folder, but My Docs points to a server location which no longer exists. For more information, see [http://support.2simpleweb.com/public/docs/general/Saving\\_And\\_Opening.pdf](http://support.2simpleweb.com/public/docs/general/Saving_And_Opening.pdf) > The “My Documents” folder is pointing to a location on the server which does not exist

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