

2Publish+ FAQ

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Common Questions

Q: Is 2Publish+ the same as 2Publish?

A: No! They are 2 different programs. 2Publish is 1 of 6 programs included as part of the Infant Video Toolkit. 2Publish+ is a separate program that was based on the principles of 2Publish, but extended further.

Q: The text has shrunk and I can't expand it

A: The text boxes in 2Publish+ automatically resize the text to make sure everything fits. If you continue typing until you reach the end of the textbox, any more text added will cause all the text to automatically resize to be smaller. Sometimes a child may add a number of ENTER or SPACE characters extra spaces at the end of a sentence. As these are interpreted as text, the program will resize the text downwards. As the text box is 'full' you won't be able to resize it back upwards, either using the "A" button on the bottom left, or using the font size dropdown (which comes up with a blank dropdown list). The solution to this is to remove any enter characters or spaces that come after the last word (place the cursor at the end of the text and hold down the 'delete' key). Once the extra space is gone you will be able to resize the text again (This can also happen in 2Create A Superstory.)

Q: How do I enable right-click copy-paste-import?

A: Click on the button at the bottom of the felt-tips to enable advanced tools. This will also enable the right-click function.

Printing

Q: How do I change the printer?

A: When you click print, the print dialog box appears with the selected printer displayed in grey. If you click on the printer, the grey text becomes a dropdown box and you can select a different printer. Alternatively go to teacher options (ctrl + shift + the letter "o"), select the PRINTING tab, and choose the printer from the dropdown. Click OK.

Q: My work is not printing at all / I get a printer error

A: Try the following:

1. Check the printer works fine with other applications
2. Check the latest printer driver is installed
3. Make sure you are using the latest version of 2Publish+. You can see which version you are using by looking at the bottom left of the main menu screen. You can see what the latest version is here: www.2simple.com > support > most recent versions. If you don't have the latest version, contact 2Simple for a download link.
4. Try print a blank 2Publish+ document, or one with just a few words.
5. Look at the print queue when trying to print to get some indication of what is going wrong

If none of the above steps help, it is possible the printer does not interface well with 2Publish+ and you may need to use a PDF Printer instead. See www.2simple.com > Support > Printing for more info.

Q: My work isn't printing out correctly

A: Check you have your printer has the paper setting set to A4 rather than US Letter. To check this, click Start > Printers, right-click the printer and choose properties.

Q: My pictures print but my text does not

A:

1. **Try make the text a bit smaller.** You can use the button at the bottom left with the "A" on it, or the font size dropdown at the top of the page for those templates which provide this option. Making the text smaller is usually all you need to solve this problem.
2. Give the text a bit more vertical space by dragging the purple handles to make the text boxes a little bigger.

3. Go into teacher options (ctrl + shift + "o") and select the printing tab. Try change the text scale factor to be less than what it is currently.
4. Make sure you are using the latest version of the program. You can see which version you are using by looking at the bottom left of the main menu screen. You can see what the latest version is here: www.2simple.com > support > most recent versions. If you don't have the latest version, contact 2Simple for a download link.
5. Try a different printer (also try using a PDF printer – see www.2simple.com > Support > Printing for more info)
6. Try save as a PNG file and print that instead (see below “How do I make my work available in a standard format...”)

Q: How do I print duplex with 2Publish+ (ie printing on both sides of the paper)?

A: Rather than printing directly to the duplex printer, instead save the file as PDF using a PDF printer and then send the PDF to the duplex printer. See the www.2simple.com > Support > Printing for information on how to install a PDF Printer.

Q: When printing a large (A4) leaflet to a duplex printer, the 2nd page comes out upside down.

A: Rather than printing directly to the duplex printer, instead save the file as PDF using a PDF printer and then send the PDF to the duplex printer. See the www.2simple.com > Support > Printing for information on how to install a PDF Printer.

Q: How do I print to A3 size (or any size other than A4)?

A: You cannot do this directly. One workaround is to print to a PDF Printer (which allows you to save your file as a pdf file) and then print that as A3 using one of your real printers. See the “Printing FAQ” for more information on using PDF Printers. You can also save as a PNG file in many 2Publish+ templates, and then print that in A3 format (see below “How do I make my work available in a standard format...”)

Q: “There seems to be a problem with your printer”

Q: When I try print, the job just stays in the print queue and the mouse icon stays as an hourglass

A: The above errors have been known to happen in the case that a pupil enters many extra spaces in a text area and then tries to print the file. For the templates which automatically resize the font to fit into the viewable area, this problem does not occur. The problem can occur in templates where the text does not automatically resize. It's not immediately obvious when looking at a 2Publish+ file that there are extra spaces. One way to check is to click inside the textbox, press ctrl+A (select all text) and ctrl+C (copy), and then paste the text into some other word processing application such as Notepad. This can show spaces more clearly. If this is indeed the cause of the problem, simply deleting the extra spaces should fix it.

Q: Leading spaces are left out when printing

A: Yes, in 2Publish+ any spaces that are typed at the beginning of a line (before any letters are added) are stripped out when printing. If you do want to have leading spaces when printing, one workaround is to save the file as a PNG file and then print that (although the save as PNG option is not available for all templates.)

Errors

Q: “Run-time error 52: Bad file name or number”

A: Check the dataPath is set correctly in the 2pubplus.ini file which is located in the same folder as the program.

C:\Program Files\2Simple Software\2PublishPlus\Application

Q: “Run-time error 71: Disk not ready”

A: Check the dataPath is set correctly in the 2pubplus.ini file which is located in the same folder as the program.

Q: “Run-time error 75: Path/file access error”

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: “Run-time error 339: Component ... or one of its dependencies not correctly registered...”

A: If the component is named “Flash.ocx” or “FLDbg9b.ocx” or similar, go to www.adobe.com and install Flash Player. Otherwise, you should run the DLL installer for this program which you can download from www.2simple.com > support (or un-install and re-install the program, which will also re-install the dlls.)

Q: “Run-time error 372: Failed to load control...”

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 > support > downloads.

Q: “Run-time error 380: Invalid property value” when printing

A: Open the teacher options (ctrl + shift + the letter “o”) and make sure the correct printer is selected.

Q: “Run-time error 380: Invalid property value” when opening

A: You are probably using v1.0.70 (the version number shows on the bottom left of the splash screen which appears when you start the program). This error is fixed in the latest version of the software – contact 2Simple for a download of this. This error is caused by attempting to open a file that was created on a different computer, and a specific font was used in the document has not been installed on the computer which is trying to open the file. The latest version of 2Publish+ can cope with this situation, but you can also resolve it for a specific file when using v1.0.70 by installing the specific font on the machine which is trying to open the file (or by opening the document on the original computer and changing to a standard font.) Note – there are other possible causes of this error but they are also fixed with the latest version of 2Publish+.

Q: “Run-time error 484: Problem getting printer information from the system...”

A: This error happens if you have no printers installed on your computer and you try startup this program. A workaround is to install a “PDF Printer” on your computer, just so that there will be at least one printer in your list. A PDF Printer is a “fake” printer that shows up on your list of printers and when you choose to print to it from any program, will “print” to a PDF file. An example PDF Printer is PDF Creator <http://sourceforge.net/projects/pdfcreator/> .

Q: “Sorry this file couldn't be opened.”

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 > The “My Documents” folder is pointing to a location on the server which does not exist

Q: “Sorry this file couldn't be opened [DoOpenFile]Invalid procedure call or argument(5)” when opening

A: This is a problem which can occur for files created with the original version of 2Publish+, 1.0.70. With this version of 2Publish+, if you add an ENTER character in the comic strip or table layout, and then try to save and re-open the file, you will get the above error. [The new version of 2Publish+, 1.2.19, has fixed this bug and can cope fine if you add ENTER characters in any layout, including comic strip and table.](#) Please contact us and we will send you a download link of this version. V1.2.19 is also able to open problematic files that were created using v1.0.70, although if the problematic file has multiple enter characters in a speech bubble, v1.2.19 will *not* be able to cope and will still give the above error message. In this case, you are welcome to email us the problematic file (support@2simple.com) and we will repair it for you. Note also that in this case, if you have received the above error message while using v1.2.19, you should exit and re-open 2Publish+ before trying to open any further files, otherwise any further files you attempt to open will give the above error message, even though they would otherwise normally open fine.

For the technically minded, you can repair an affected file as follows:

1. Rename the file – change the extension from .zpp to .zip (all 2Publish+ files are in fact zip files. To

view file extensions, you may need to do the following In Windows Explorer: Click Tools > Folder Options > View, untick "Hide extensions for known file types" and click APPLY.)

2. Unzip the file
3. Edit the layout.xml file, deleting any enter characters in any text sections.
4. Save and close the file, rezip the files, and rename the zipped file back to .2pp.

Q: "Sorry this file couldn't be opened [DoOpenFile]File not found(53)" when opening

A: This error may indicate that the file you are trying to open is not in fact a valid 2Publish+ file, but rather a file of a different type which has been mistakenly saved with a .2pp extension. Email the file to support@2simple.com for further analysis.

Q: "Sorry. This file couldn't be saved here. (Path not found)." when saving

A: The program is unable to find the default save location ("workingdir") as specified in the 2pubplus.ini file (this settings file is located in the same place as the main program file, typically within C:\Program Files\2Simple Software\...) If you haven't changed this setting, the program will use the "My Documents" folder when you save and open. One instance in which My Docs is not accessible is if it points to a server location which no longer exists. For more information, see

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.

The problem could also happen if you have manually amended the setting to a location which does not exist, in which case you should re-edit that setting so that it refers to a file location which does exist.

Q: "Sorry, the file couldn't be saved here. [DoSaveFilesInZip] (Automation error Element not found - 2147319765)" OR "Sorry, the file couldn't be saved here. [DoSaveFilesInZip] (Automation error Invalid Callee - 2147352560)" when saving

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 > support.

Q: "Sorry, the file couldn't be saved here. [DoSaveFilesInZip] ((WriteZip) from_filename: ckz_1.zip to_filename: F:\Test.2pp Failed to move Zip file - -2147467259)" when saving

A: This error will occur if you have assigned WRITE access to the save folder but not MODIFY or DELETE.

Q: "Sorry. There was a problem setting up the screen. Some layout files may be missing. Please re-install 2Publish+"

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 > The "My Documents" folder is pointing to a location on the server which does not exist

Saving and opening

Q: I try save a file but nothing gets saved and I get no error message

A: This error happens if you try save to a location which has delete permissions disabled (and you are using standard dialog boxes.) For more information on this error, see

<http://support.2simpleweb.com/public/docs/general/Permissions.pdf>

Q: How do save my work in a standard format which other people (who don't have 2Publish+) can view ?

A: In 2Publish+ many of the templates can save as PNG files, which is a standard file format. To do this, click save and change to "PNG" in the "save as type" dropdown box instead of "2PP". If you're in simple save mode, click "more" to get to standard save mode first.

Also see the www.2simple.com > Support > Printing for information on how to install a PDF Printer.

Q: When I open or save, 2Publish+ does not always default to the folder location set in teacher options

A: The first time you open or save a file in 2Publish+, it will default to the folder location as set in the teacher options. However if at the point of opening or saving you navigate to a different folder location, 2Publish+ will remember that new location and default to it the next time you open or save. It will remember the new location until you exit the program. (Note – this only happens for the standard dialog boxes, not the simple ones, so it can be slightly confusing when you click on the “more” button.)

Q: Some templates provide a save as PNG option and some don't?

A: Postcard, Booklet, Card, Display, Leaflet do not provide a save as PNG option but all the other templates do. To save as a PNG file for the above 5 templates, you can instead install a PDF printer and print to it. This will allow you to save your work as a PDF file – and some PDF printers even have an option which allows you to save the file as a PNG file as well. See the www.2simple.com > Support > Printing for more information.

Q: I try save as a PNG file but the saved file includes a screenshot of the save dialog box

When you save as a PNG file, 2Publish+ takes a “screenshot” of your work. In some rare instances, the computer may not hide the save dialog box quickly enough when this happens, and the dialog box gets included in the saved file. One workaround to try is instead of saving as a PNG file, print to a PDF file instead. You can even get PDF printers which save as PNG files. See www.2simple.com > support > printing for more information.

Q: One picture box in my poster template does not get saved/printed properly

A: This is a bug which was present in the original 2Publish+, version 1.0.70. If you create and save a file using the 4th poster template with v1.0.70, when you re-open the saved file the bottom picture box is missing. This bug has been fixed in the latest version of 2Publish+; contact 2Simple for a copy. (Technical note: it is possible to fix this problem without having to install the latest version as follows: Close 2Publish+, then open Windows Explorer and navigate to the location where the program is installed, typically C:\Program Files\2Simple Software\2Publish+. Then go to the following subfolder: data\layouts\posters\. Open the file “poster 4.xml” using Notepad and on the top line, change numpicboxes='3' to have a number 4 instead. Save the file and exit.)

Q: There is no teacher option to enable standard dialog boxes

A: Unlike other 2Simple programs, 2Publish+ does not have a teacher option to enable standard dialog boxes. If you use the beginner templates, such as “simple” on the top left, then when you click open or save you automatically get presented with the “simple” dialog box. There is, however, a “more” button available which you can click to open up a standard dialog box to navigate to other folders. For the more advanced templates, such as “My Layout”, when you click open or save you automatically get the standard dialog box.

Webcam

Q: The webcam preview window does not display correctly

A: When you click on the webcam button within 2Publish+, you get displayed a preview window which shows an image of where the webcam is looking at. When you then click OK within this window, the preview picture gets pasted onto your main 2Publish+ screen. However we have had reports that on occasion, this preview window displays incorrectly; it does not show the actual area that the webcam is looking at, but a different area slightly to the side. In this case if you click OK it still takes the picture correctly, but it is difficult because the preview is inaccurate. If this happens, please contact us for a download of the latest version of 2Publish+ which should fix this problem.

General

Q: Some templates have only 5 font options available but others have all the fonts available. How can I

make more fonts available than just the 5 in the first group of templates?

A: If you have version v1.0.70 (the version number shows on the bottom left of the splash screen which appears when you start the program) then the only way you can change this is by editing the 2pubplus.ini file which is by default located here: C:\Program Files\2Simple Software\2PublishPlus\. In the ini file (which can be edited with any text editor such as Notepad) there are five lines, starting with font0=... You can edit these lines to change the fonts which are available, however be sure to spell the font name right. If you have version 1.2.0.19 then it is easier to change this – simply go into the teacher options (ctrl + shift + the letter “o”), select the Fonts tab, and select different fonts as required. If you have v1.0.70 and want to upgrade to the latest version, please contact 2Simple for a download.

Q: I installed v1.0.70 of 2Publish+ as part of the 2Simple Collection, but there is now a later version of 2Publish+ available (v1.2) – how do I uninstall the old version and install the new one?

A: If you installed 2Publish+ v1.0.70 as a standalone install, you can uninstall it in the usual way. If you installed 2Publish+ v1.0.70 as part of the 2Simple Collection using the “combined” installs, go to Control Panel > Add/Remove programs and select “Collection 1 Full” or “Collection 1 Lite” and select MODIFY. You should then be shown a list of 2Simple programs. Click on 2Publish+ and make it “unavailable”. This should uninstall the original 2Publish+ version. You can then install the latest version of 2Publish+.

Q: Why do the number of characters allowed in the banner vary depending on which letters are used?

A: Different letters take up a different amount of space (unless the font is monospaced). Rather than allowing a fixed number of characters in this template, the program measures the width of each character used and does not allow any more after the total width reaches a certain limit (for example only 15 ‘w’s can be used but 50 ‘i’s are allowed). When the maximum width is being calculated by the program, however, it does not take into account the actual font being used at the time – rather it calculates the letter width based on Arial font. This means that with different fonts, the maximum amount of text will take up a different number of pages.

Q: When I use the onscreen keyboard with the table layout, the letters get types backwards

A: This is a known bug with the program; it is preferable not to use the onscreen keyboard with this layout.

Q: In the Anywhere template, when I open a saved file any apostrophes are changed to double quotes

A: Yes, this does occur in the Anywhere template and is due to the way the program saves and opens files for this template specifically; it will not happen for any other 2Publish+ template.

Q: I cannot choose which part of a picture to import

A: Yes, 2Publish+ only provides limited options when importing pictures – just “letterbox” or “crop”. You do not have the option to import a specific part of a picture, or to make a picture larger or smaller once imported (The “My Layout” template does provide the option of choosing a picture size.)

2Simple Software
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