

2Paint A Picture FAQ

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General

Q: Can this program be used on a thin client system?

A: 2Paint A Picture has in some instances been reported as behaving slow and unresponsive on thin client systems, although this is also due to how powerful the server is and how many purposes it is used for at the same time.

Q: I create a Pattern / ABC file, save it, and then try re-open it – it does not open properly.

A: When you create a pattern / ABC file and save it, it saves the entire picture (rather than saving a single copy of the repeating pattern.) The saved file can be opened successfully using any other 2Paint A Picture screen, or from outside of 2Paint A Picture using any 3rd-party painting package. When you open a saved file from within Pattern or ABC, it expects you to open only 1 copy of the repeating pattern and not the entire picture. If you want to be able to repeatedly save and re-open work in Pattern / ABC, first create the single copy of the pattern in the simple painting screen, for example, and then open it as required in Pattern / ABC.

Q: How can I switch from landscape to portrait?

A: In the “All Tools” screen (the last one on the bottom right), you can resize the canvas you are painting on by moving the mouse pointer over the bottom right corner of the canvas border, and then clicking with your mouse and dragging to resize.

Q: On the eCollage screen, the stamps come up as black all the time

A: Right-click your desktop and choose PROPERTIES > SETTINGS > ADVANCED > TROUBLESHOOT. Set the hardware acceleration to be one less than the setting on which it is currently. Click Apply and OK.

Q: On the ABC screen, after a few letters have been typed, the pattern disappears

A: Right-click your desktop and choose PROPERTIES > SETTINGS > ADVANCED > TROUBLESHOOT. Set the hardware acceleration to be one less than the setting on which it is currently. Click Apply and OK.

Q: Saving a file does not seem to save the text written at the bottom of the page

A: Correct, the text does not get saved along with the picture. The primary purpose of the text area is for the pupil to write his/her name before printing. If you need to save text, open or create the picture using the All Tools template and add text using the "A" text tool.

Q: eCollage does not work, and neither do All Tools > Stamp and Brush

A: This refers to the problem which may occur as follows: In eCollage, when you try stamp a copy of the image on the canvas, nothing gets stamped. Similarly in All Tools > Stamp and Brush (which you can access by selecting a region of the canvas with the select tool and then right-clicking the selection). This problem has been known to occur on Citrix environments which use 16-bit colour for display settings. The solution/work-around is to change the thin clients to run under 24-bit colour.

Printing

Q: How do I change the printer?

A: Go to teacher options (ctrl + shift + the letter "o"), select the PRINTING tab, and choose the printer from the dropdown. Click OK.

Q: How can I print to A5 (or any size other than A4) ?

A: Save your file, then exit 2Paint A Picture and open the saved file in any standard drawing program and print to A5 from that (or even right-click-print on the file from Windows explorer).

Errors

Q: "Run-time error 5: invalid procedure call or argument"

A: Go to the temp folder for this program and delete all files within that folder. The temp folder is located here:

C:\Documents and Settings\USERNAME\Local Settings\Temp\2pap\ (2000 and XP)
C:\Users\USERNAME\AppData\Local\Temp\2pap\ (Vista, Win 7)

Q: "Run-time error 52: bad file name or number"

A: Check if the program works fine when logged in as an administrator. If it works as admin but not as a non-admin user, does, this confirms that the problem is permissions-related. Most likely the non-admin user does not have access to the temp folder (see previous question for default temp folder location). The solution is to either grant permissions to the temp folder, or relocate the temp folder to a different location where user does have permissions. You can relocate the temp folder by editing the *2pap.ini* file which is located in the same folder as the executable. Amend the entry starting *tempPath=*.

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 380: Invalid property value" when trying to print

A: Go to teacher options (ctrl + shift + the letter "o"), select the PRINTING tab, and make sure the correct printer is chosen from the dropdown. Click OK.

Q: "Sorry. This file couldn't be saved here."

Q: "Sorry. This file could not 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

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