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Problems & Conflicts

This page contains potential problems and software that conflicts with Reunion 6.

Updated 5/4/99.

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Importing Gedcom Files, Memory Requirements

Gedcom files are read completely into RAM for processing. Therefore, you may need to allocate more RAM to the Reunion application TEMPORARILY. Follow the following formula when contemplating the import of a big Gedcom file:

$$\text{TotalRAMNeeded} = \text{NormalAmountforReunion} + \text{SizeOfGedcomFile}.$$

Your Reunion manual has instructions for increasing the memory allocation of an application. Also, it contains a complete chapter on Gedcom.

Small Screens, 9 inch Black & White Screens

[Click here.](#)

Type 3 Error on Startup, QuickTime



- Power Macintosh users must have two icons in the Extensions folder: QuickTime and QuickTime PowerPlug. Both files must be version 2.5 or newer.
- 68K Macintosh users must have the QuickTime file in the Extensions folder. It must be version 2.5 or newer.

If QuickTime is not installed properly, you may get a Type 3 error.

Color in Reports, RTF files, Word Processors

Unfortunately, most word processors don't support color in RTF files properly. As a result, when you attempt to open a report in your word processor, and you have Reunion's Options -> Reports, RTF, Support Color button checked, the results may or may not appear correctly.

- WordPerfect 3.5 works fine.
- WriteNow 4.0 works fine, except that WriteNow converts white text into black.
- Word 6 is limited to the 16 colors used in Windows 3.0 and 3.1. So it tends to round colors to one of its limited palette. For example, Word 6 converts some shades of blue and purple to black.
- ClarisWorks 4 does not properly import colored text in RTF files.

[Refer to the these additional notes on ClarisWorks...](#)

Renaming your Application File

You should not rename the Reunion or SuperChart application files. Doing so will make the File -> SuperChart menu command unresponsive.

Mac OS Easy Open Control Panel

The Mac OS Easy Open control panel can cause problems when opening your Web browser (for example, when choosing an item from the Reunion 6 **Help** menu). To prevent these problems, open the Mac OS Easy Open control panel and perform one of the following:

- * Uncheck the "Always show dialog box" button.

or

* Set the Automatic document translation to Off.

Kaleidoscope, Aaron

We have received some reports that Kaleidoscope and Aaron may cause some cosmetic problems with: Add Source pop-up menu, Mark pop-up menu, color palette pop-up menus, and miscellaneous font problems.

A couple of users also report problems creating charts and reports when Kaleidoscope is enabled.

Now's WYSIWYG Menus - part of Now Utilities package of enhancements

Now's WYSIWYG Menus cause a problem with the Text Style pop-up menu in Reunion's Edit Source window. The Now software converts the four text styles listed into WYSIWYG, which requires more space than the Mac menu manager permits. As a result, only two items appear in the pop-up menu without scrolling.



DoubleScroll

Users have reported that "DoubleScroll" conflicts with Reunion, affecting some scrolling lists and pop-up menus.

MacTools Trashback

If the MacTools Trashback extension is enabled, Reunion crashes when you choose Options -> Define -> Person/Family Fields.

Cameraman

We received a report that the Cameraman extension disables buttons on Reunion's toolbar except those with a pop-up menu. Cameraman is a commercial program from Motion Works Group Ltd. which creates Quicktime movies of screen activity.

SmoothType 1.3.2

There is a conflict with Reunion 6 and SmoothType 1.3.2. If you open any of Reunion 6's data entry windows, such as the Edit Person window, and the Data Entry font is set to any font except Chicago, Geneva, or Monaco, the computer will freeze.

Essential PowerBook Strip

We received a report that the Essential PowerBook Strip causes SuperChart to crash when creating a chart on some PowerBooks.

Connectix PowerBook/Desktop Utilities

One of its utilities, KeyBoard Power, conflicts with Reunion. The Keyboard Power utility modifies dialog box windows by underlining one letter in each button of a dialog box window. This may cause a crash when certain dialog windows are opened. It may also cause a crash when creating charts or reports. To avoid this conflict, you should disable the Keyboard Power utility that interferes with dialog boxes.

CopyPaste

CopyPaste is a utility which allows multiple clipboards within any application. Typing Command-C-P opens the CopyPaste window showing you the contents of each clipboard. If you open this window while you're in a data entry window, Reunion 6 may crash or freeze.

Nisus Writer

Current and past versions of the Nisus Writer word processor are unable to automatically open RTF files. If Nisus Writer is the selected word processor in Reunion 6, all reports will be opened as plain TEXT rather than RTF. As a result, the RTF formatting codes will appear within the report. The only solution is to select RTF File as the destination, save the report file to disk, and then manually import the file into Nisus Writer using its File -> File Access -> Import command. Nisus has acknowledged this problem and plans to fix it in the next major release of Nisus Writer.

Power Secretary (voice recognition software)

We received a report that the Power Secretary v2.0.6 or v2.0.7 (from Dragon Systems) causes a freeze when trying to access the Multimedia window on 5300cs PowerBooks.

RAM Doubler, GIF images - This conflict was fixed in [QuickTime 3.0](#).

RAM Doubler 2 has a problem with QuickTime 2.5 which may result in the inability to display certain GIF images (the cursor remains as a wristwatch and the picture window is blank).

ATI Video Memory Manager v2.4 Extension

This extension causes a freeze or an unexpected quit when trying to open or create a SuperChart file.

ClarisWorks 5 and MacLink on a PowerMac

There is a problem using ClarisWorks 5 and MacLinkPlus. If you attempt to automatically open a report (or any RTF file) into ClarisWorks 5, ClarisWorks will either crash or the report will be opened into a ClarisWork's spreadsheet. DataViz, the developer of MacLinkPlus, originally said they would have a solution early in 1998. However, their newest upgrade (version 10) apparently does not support ClarisWorks 5, according to the [DataViz](#) web site. A related [message from DataViz](#) appears on the Macintosh Web site.

Epson PhotoStylus 700 Printer

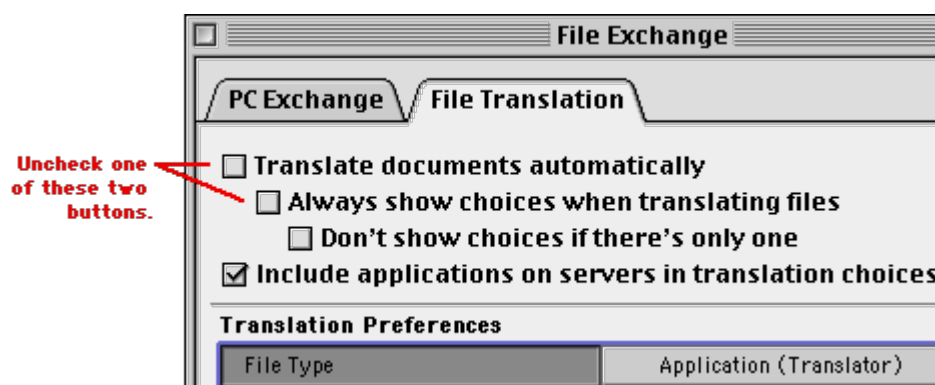
If an older version of the Epson PhotoStylus 700 print driver is selected in the Chooser and AppleTalk is inactive, the Mac will crash whenever a chart is created or a saved chart is opened.

To correct this, you should download the latest print driver, 5.1AE, from [Epson's web site](#).

File Exchange Control Panel in System 8.5

The new File Exchange control panel can cause problems when opening your Web browser (for example, when choosing an item from the Reunion 6 **Help** menu). To prevent these problems, open the File Exchange control panel and perform one of the following:

- * Uncheck the **Translate documents automatically** button.
- or**
- * Uncheck the **Always show choices when translating files** button.



AOL Web Browser, Help Menu

The Web browser that is integrated with AOL does not work with Reunion's on-line Help system. You'll need to use either Netscape Navigator or Microsoft Internet Explorer.

Netscape Error when Searching for Help

"Netscape is unable to find the file or directory named..."

f If the Reunion 6 Manual folder is nested inside a folder whose name includes the Option-f character, you will receive an error message when you click a link in the Search Results page. To correct this, you can move the Reunion 6 Manual folder to a new location or remove the Option-f character from the folder name.

Contextual Menu Enabler

We received a couple of reports that the Help menu will not work if Contextual Menu Enabler, which is part of Apple Data Detectors, is enabled.

Epson Printers

Some users have reported crashes when creating charts while using the Epson 700, 740, 800, and 850 printers. Thus far, we have been unable to duplicate the crashes when using the latest print drivers for each of these printers.

Since we can't duplicate these crashes, and since Reunion prints properly to other printers, we can't say if this is a problem with a specific print driver, another extension, or Reunion. We will continue to investigate this problem to see if there's anything we can do on our end.

Some users have circumvented problems by restarting with **extensions off** (surprisingly, printing to the Epson printers still works with extensions off).

Here's another workaround:

- select a different print driver in the Chooser
- create the chart
- select the Epson print driver again (in the Chooser)
- modify your chart, and then print it.

More information about Epson printing problems appears [here](#).

Type 1, Type 25 Errors, 68K Macs

Some users with 68K Macs have reported intermittent crashes when running Reunion for an extended period. The problem doesn't affect all or even most users of 68K Macs.

We can't duplicate similar problems consistently enough to find a cause. As a result, we haven't been able to solve the problem.

If you are experiencing intermittent crashes, we suggest that you simply quit and re-open Reunion periodically when entering new records, perhaps every 15 to 30 records. This should help you avoid the crash and the lengthy index rebuilding process with large family files.

"File Size Is Off" message

This LOG message indicates that the repair function performed an audit of your records and a mismatch appeared when reconciling the size of your family file. Typically you will receive beeps when attempting to add or edit people in a family file with this problem. To fix the problem, save a compact copy by choosing choose File -> Save a Copy. The compact copy of your family file will be OK.

[Reunion 6 Page](#) / [Reunion Home Page](#)

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