WYSIWYG Release 10
Known Issues and Workarounds

The items documented here are an amalgamation of the known issues and workarounds that appear in the R10 Release Notes and those that have been uncovered since the Release Notes were published. This page will be updated as required.

Last updated: October 15, 2004

WYSIWYG Crashes after Deleting Objects in New Plots

Deleting an object in New Plots and then subsequently manipulating that object in CAD mode may cause WYSIWYG to crash. This can occur even after saving and reloading a file. Users have experienced the crash while performing a variety of operations including: moving/rotating fixtures, ungrouping truss, and pasting objects. The problem was traced back to an error while deleting objects from a New Plot view. A fix is now available for this problem. Please install the R10 Hot Fix to correct this issue.

Files created and saved in R10 before applying the hot fix may still experience the problem. In this case, the workaround is to create a new New Plot and delete all pre-existing New Plots. The new New Plot can not be created using the "Clone" feature.

Objects Disappear from New Plots

Objects added to CAD mode after a New Plot was created will appear in that New Plot but then may disappear once the file has been saved and reloaded. This is occurring because the New Plot only correctly saves those objects that existed when it was initially created. A fix is now available for this problem. Please install the R10 Hot Fix to correct this issue.

Empty Layers may not be Removable

Layers in WYSIWYG cannot be deleted unless there are no objects remaining on the layer. In some cases, users may encounter layers that are not removable even if all objects have been deleted in CAD mode. At all times, layers can be renamed. These "non-removable" layers are not harmful and can be renamed and/or re-used.

Support for Windows 98

The Windows 98 operating system is no longer officially supported for use with WYSIWYG.

Dimension lines are not automatically updated in New Plots

Dimension lines drawn in CAD mode after a new plot was created are not correctly updated in that new plot. To ensure dimension lines are included in your new plot, you must generate the new plot after drawing the dimension lines.

Deleted Presentation Items are still available in Layouts

Removing a new plot, image, report, worksheet, key, legend, or spreadsheet from its respective shortcut bar using Undo does not remove it from the list of items available for

insertion in Layouts. Such items are named "new view" in their respective list and can be added to the layout but may cause WYSIWYG to crash.

Problems cloning New Plot Shortcuts
Cloning New Plot shortcuts may cause abnormal behavior. It is not recommended to use this feature in this release of the software.

Positional link not broken for grouped objects in a New Plots view
Performing a Move or Rotate command on a set of grouped objects in a New Plots view does not properly break the positional link. If you try to restore the positional link for these objects, they will return to the position they were in immediately before the positional link was broken, not the position they are currently in CAD mode. They will move to the correct position if the objects in CAD mode are ungrouped and regrouped.

Positional link not broken for grouped hang structures in a New Plots view
Performing a Move, Rotate, or Rotate Position command on a set of grouped hang structures (such as a truss) in a New Plots view does not properly break the positional link. If you Move or Rotate the hang structures in CAD mode, the hang structures in the New Plots view will change their position as well. They will not be moved if you ungroup the hang structures before moving or rotating them, then regroup them when the operation is finished.

Problems saving files as a template file
A file that has already been saved as a WYSIWYG (.wyg) file cannot also be saved as a template (.wyt) file. If you attempt to save a file as a template, the resulting file will be a WYSIWYG file (i.e., have a .wyg extension).

The workaround is to enter the ".wyt" extension in the "File Name" box when using the Save As command; for example, "basic studio.wyt". Ensure that the "WYSIWYG Template File" is selected from the "Save as type" drop-down list.

Lamp count is incorrect in reports
The lamp (bulb) count displayed in WYSIWYG reports is not correct for those fixtures in which the number of hookups does not equal the number of bulb groups. Examples are fixtures that have multiple DMX hookups controlling one lamp, such as the Ireos 7k, or fixtures that have one DMX hookup controlling multiple lamps such as the Leelium 4Kw Tungsten Tube Lite.

It is therefore recommended that you do not use the Lamp (Bulb) Count Report in Presentation mode to determine the number of lamps in a show file for these types of fixtures. This issue also affects the Power Requirements report and any other reports that calculate the wattage of these fixtures.

Layout tabs disappear when using high resolution and large fonts
If your machine is set to high resolution and you are also using large fonts, the layout tabs in WYSIWYG will disappear. To avoid this problem, use a normal size font.

Microsoft Excel versions supported
WYSIWYG supports the import of Microsoft Excel spreadsheets created using versions 4, 5, and 7. Excel 2000 and 2002 are not supported at this time.

Auto-saving is not functioning correctly
The automatic saving of a recovery version of your WYSIWYG file is not working properly. Enabling Auto-recovery and specifying a time for the automatic save on the File Options tab of Application Options may not automatically save a recovery version of the file. For this reason, it is important that you save your file often while working in WYSIWYG.

Problems connecting to WYG-it 2s
Some users have experienced problems connecting to WYG-it 2s after uninstalling and installing the same or a different version of WYSIWYG. As a workaround to this problem, it is recommended that you follow the steps below when either installing a new version of WYSIWYG (other than when using the In-Place update) or reinstalling the same version of WYSIWYG:

1. Uninstall WYG-It 2 drivers.
2. Uninstall WYSIWYG.
3. Remove any "WYSIWYGx" folders located in the \Program Files folder where you originally uninstalled WYSIWYG.
4. Install different (or same) version of WYSIWYG.
5. Install WYG-It 2 drivers.

WYSIWYG crashes when rendering at an odd value resolution
When you render at a resolution that includes at least one odd number (for example, 321x241), WYSIWYG will crash.

The workaround is to avoid using an odd numbered resolution when rendering.