



Barry MacDonnell's Toolbox for WordPerfect

Macros, tips, and templates for Corel® WordPerfect® for Windows®
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WordPerfect Tips

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Why some documents seem to "spontaneously" change or reformat themselves when they are opened, printed, faxed, or shared between users

Thanks go to those (Charles Rossiter, Roy ("Iemoto) Lewis, Wolfgang Deiminger, Robin, et al.) who posted related information about the following topics on [WordPerfect Universe](#) and on the various [Corel WordPerfect newsgroups](#).

*This information is not guaranteed to be comprehensive and some items might not apply to all systems. It mainly represents the experiences of various individuals, though some information comes from WordPerfect's built-in help files. Its purpose is to help you find one or more possible causes of spontaneous reformatting or document modification so that you can avoid them or work around them. **This is a "work in progress."** Comments, additions, and/or corrections are welcome. [[See disclaimer.](#)]*


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[Table 1.](#) Some possible reasons why WordPerfect might automatically reformat documents or change their status from unmodified to modified


[Table 2.](#) Tips for users who share the same document(s) in WordPerfect 9 and later versions

Note that the following menu choices refer to the **<WordPerfect>** menu (right-click on the top menu bar for a choice of menu). If you use a **<Microsoft Word>** menu, the choices might be absent from your menu (but not from the program), or they might be found under another menu selection. See [here](#) for more.]

Some examples of the "problem"

 When you open an existing document -- *and you know you have not made any changes to it* -- does it change its status from "(unmodified)" (as shown in the title bar at the top of the WordPerfect window) to modified? That is, does something seem to have changed it in some hidden or non-obvious way? Does WordPerfect then ask you whether you want to save it when you try to close it without making any further changes?

 When you (or someone you share a document with) open a document using a different printer, computer, or version of WordPerfect does the display or the printout change from what you expect?

 When you fax a document directly from WordPerfect, does the recipient receive it formatted differently from what you see on your screen?

These are examples of what can appear to be "spontaneous reformatting," but there are various legitimate reasons why WordPerfect might automatically reformat a document when you open, print, or fax it.

Background

A WordPerfect document carries with it lots of **hidden information**. From [Repairing WordPerfect documents and templates](#):

"... you should be aware that WordPerfect documents and templates are not like pieces of paper that serve to hold only words or pictures on them, like pages in a magazine. In fact, they are *structures* that contain hidden information in their *prefixes*, such as the current printer selection, style data, formatting, and many other document-specific settings...."

Sometimes these hidden bits of information in a particular document are changed by the program for various reasons, as we shall see later in this article.

It also helps to keep in mind that WordPerfect is a program originally designed to organize and format words on *paper* (the output). Therefore, up until relatively recently WordPerfect and other word processing programs were considered an **end-point solution to the publication process**. Basically, the person who created the document most often was the one who published (printed) that document, and could make adjustments to it until the document was in its final, satisfactory form.

However, in recent years the output could also be a computer file (*.wpd, *.doc, etc.) shared with other WordPerfect users in an office, or perhaps with other firms that use a different word processor altogether -- most likely, some version of Microsoft Word. Or it could be some other form of electronic output, such as a Portable Document Format file (*.pdf), HTML file, or maybe a faxed image of the document that bypasses the printer and goes straight to a recipient's fax machine.

In other words, WordPerfect and other word processing programs can now also be considered as **routers of information between users**, where there might be many users involved with a given document.

Moreover, the next computer system in line to process the document (to display, modify, and/or output it) might be set up in a way that is not known to the person who wrote the original document, much less be understood in terms of hardware or software differences that might affect the document in transit.

These changes place a greater burden on WordPerfect -- and on users, too -- than in the early days.

For one thing, with the introduction of Windows the need grew stronger to deliver true, native WYSIWYG ("what you see is what you get") to your screen, which in turn depends, in part, on various small software modules from various manufacturers called **printer drivers**. [Typically, printer drivers are installed from a CD/DVD when you set up the printer for the first time. They also may be downloadable from the printer manufacturer's web site (see the topic "[Printer drivers](#)" and the information on printer drivers in the tables below).]

Printer drivers function to "talk" to a specific printer and are also used to match the screen display with the printer's output to produce WYSIWYG displays. WordPerfect makes much heavier use of printer drivers than most other programs to produce true WYSIWYG on your screen. (Information about the printer driver in effect when the document was saved is stored in the document.)

In brief, changes in (or differences between) printer drivers can cause formatting problems, as explained in the tables below.

Additionally, the screen display and the output to the printer (or to another computer screen) are also affected by the particular **fonts** used on a computer (and those available on the recipient's computer). Fonts can vary in the width and height of their characters, the space they take up on a line, and so forth. This means the screen -- and the ultimate output, including overall pagination -- will probably be different for different fonts.

Thus, these program and operating system changes can sometimes cause "spontaneous" or automatic reformatting of some documents when you open them, or when you print or fax them, or when another user opens or prints them. WordPerfect does the best it can with what it is given, and if it is given something other than expected (default) values it must make reformatting decisions based on what is present (or absent) on the system, and what optional settings have been enabled (or

disabled).

Causes

There are at least three broad categories of events or conditions that can cause documents to spontaneously change formatting.

The first category covers reformatting changes that can occur when you simply **open** an existing document. For various reasons WordPerfect reformats the document based on (1) optional settings that you might have enabled, or (2) because one or more conditions exist in your document (or in Windows itself) that might force reformatting.

The second and third categories cover reformatting changes that can occur when you **print** or **fax** a document. Though there is some overlap with items listed in the first category (e.g., you usually need to open a document before printing it), there are a few issues specific to printing or faxing from within WordPerfect.

Solutions

Identifying the causes of "spontaneous" formatting in the table below can lead to solutions, or at least workarounds. If all else fails, [in WordPerfect 9 and later] you can send the document as a PDF file with *File, Publish to PDF*. Such documents are graphic images of the original document and do not change from system to system.

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Table 1

Some possible reasons why WordPerfect might automatically reformat documents or change their status from *unmodified* to *modified*

(If you *share* documents with another WordPerfect user, see [Table 2](#))

When you do this here are some possible causes of "spontaneous reformatting" or other "changes" and here are some possible explanations, solutions and tips [see also Background Information above]
Open a file	<p>1. You have enabled (i.e., ticked the checkbox) the option to "Reformat documents for the WP default printer on open" in <i>Tools, Settings, Environment</i>.</p>	<p>Normally the "Reformat documents for the WP default printer on open" option is <i>enabled</i> (but see Table 2) since most users probably want to (eventually) send the document to their current printer (usually, their default printer), and they want the document formatted for that printer.</p> <p>How it works: With this setting enabled, WordPerfect immediately reformats any document that was created and saved <i>while some other (non-default) printer was selected in File, Print</i> when you open that document again -- even if you do nothing else to the document. (This explains why some users can open an old document, view it, <i>do nothing to it</i>, and when they go to close it they are asked if they want to "save their changes." This causes much consternation and needless worry.)</p> <p>Explanation: Different printers usually require different document formatting. The most obvious example is the difference between printing to an ink jet printer, which normally needs wide top and/or bottom margins so that the printer's rollers can grab the paper and feed it through the printer, and printing to a laser printer, which normally needs only very narrow margins since it prints the whole page in one operation. You can be sure the printer drivers -- and subsequent document formatting -- will be different for these two printers.</p>

If your *default* printer is different from the printer in use at the time you (or the original author) last *saved* the document, and you have enabled this "*Reformat documents...*" setting, then WordPerfect will automatically reformat the document -- exactly as you have instructed it to do -- when you open the document again. Then when you click *File, Print* the document will already be properly formatted for your default printer.

Related: The document might have been created on a different computer or with a different version of WordPerfect. [See the next table row below.](#)

Note: While disabling this option usually prevents reformatting, this is not always the case: *If the printer that was in use when the document was created and saved is not present* (i.e., it is not attached, not turned on, or the same exact printer driver is not installed) when the document is opened again, *WordPerfect will still reformat the document for the default printer even if this option is disabled* (i.e., not ticked).

In this case, WordPerfect simply makes a "best guess" about what to do with a document that specifies a certain printer that it cannot find, so it reformats the document using your default printer driver. (It must use *some* printer driver; if none has been installed or if none is available the program might appear to "hang" as it searches for a printer driver. In such circumstances users often install a "dummy" printer that, though nonexistent, does offer a driver that WordPerfect can communicate with, such as the Apple Laserwriter. To install such a "dummy" driver, see [this post](#) on WordPerfect Universe.)

Be aware that even if the same printer is present, *you must have the exact same printer driver installed and it must have the identical printer name displayed in the File, Print dialog*, or WordPerfect will reformat the document. ([See the next table row below.](#))

Note: The "**Format document before saving**" option in *Tools, Settings, Environment* (which was labeled *Slow Save* in WordPerfect 8), is disabled by default. If left disabled, WordPerfect slightly speeds up the process of saving a document by saving only the changes that are made to the document. *However*, most users probably want to *enable* this option so that the entire document is reformatted and saved each time a save is performed; this will help ensure that deleted material is *not* also (internally) saved along with the document. (The slightly slower speed of such saves should not be an issue, even if it is noticeable -- especially given the benefits of removing some unwanted material or [metadata](#).)

Open or
print a file

2. The document might have been created on another computer using a different version of WordPerfect or a different printer.

First, different computers might be running different operating systems, which might affect WordPerfect or a component of Windows such as the *printer driver* (see [Background](#), above).

Second, you must expect that different versions of WordPerfect might have format features in one version that are not present in another, so this might account for some automatic format changes when importing a document.

Third (and most common) is using a *different printer* * from the one that was used when the document was created and/or saved -- and which is not installed on your own system. This was mentioned in the previous item ([see previous table row](#)). Information about that particular printer is stored in the document.

- * A "different printer" more precisely means (besides a physically different printer) that the document was created with either a
- **different printer driver** (see [Background](#), above), or one with
 - the same printer driver but a **different version of that driver**, or one with
 - the same version of the driver but with a slightly **different name from your current version of that driver**. The names must be *identical*.

If the printer that was in use when the document was created and saved is not present (i.e., it is not attached, not turned on, or the same exact printer driver is

not installed) when the document is opened again, *WordPerfect will still reformat the document for the default printer.*

In this case, WordPerfect simply makes a "best guess" about what to do with a document that specifies a certain printer that it cannot find, so it reformats the document using your default printer driver. (It must use **some** printer driver; if none has been installed or if none is available the program might appear to "hang" as it searches for a printer driver. In such circumstances users often install a "dummy" printer that, though nonexistent, does offer a driver that WordPerfect can communicate with, such as the Apple Laserwriter. To install such a "dummy" driver, see [this post](#) on WordPerfect Universe.)

Be aware that even if the same printer is present, *you must have the exact same printer driver installed and it must have the identical printer name displayed in the File, Print dialog*, or WordPerfect will reformat the document. Bear in mind that WordPerfect makes very heavy use of the printer driver -- more so than many other programs -- to give you true WYSIWYG ("what you see is what you get") on screen. This information is stored with the saved document and "travels" with it.

Printer drivers are typically installed from a CD or DVD when the printer is first set up, but this might not be the most recent version of the driver for that printer. Most printer manufacturers give instructions on their sites about deleting old drivers and installing new ones. Generally, installing a new or updated printer driver is as easy as downloading a file from the manufacturer and double-clicking on it. Typically it then will set up some files in a separate (temporary) folder and install the printer driver from there. Usually this takes only a minute or two. (if you are installing an *updated version* of the same printer driver on a system, see the [Footnote](#) below.)

Fourth (and while not limited to reformatting issues, it might cause some of them in rare cases), there might be a problem with the program's *print engine*. From [Corel's support database](#) article 3546:

"WordPerfect stores some printer specific information. WordPerfect may not print as expected if this information is not synchronized with the printer. To restore this information, the WordPerfect print engine must be restored to it's [sic] factory defaults.

This section involves modifying the Windows Registry. It is recommended that you back up your registry before proceeding with this step....

1. Click on 'Start' and go up to 'Run'
2. Type in regedit into the 'Open:' box. Click on 'OK'
3. Scroll up to the top of your screen until you see 'My Computer'
4. Browse to HKEY_CURRENT_USER\SOFTWARE\Coreel
5. Right click on the folder 'PrintEngine' and go down and left click on 'Rename'. Change the name to PrintEngineOld
6. Browse to HKEY_CURRENT_USER\SOFTWARE\Coreel\WordPerfect\14 ('13', '12', '11' or '10' if your using that version)
7. Right click on the folder 'Envelope' and go down and left click on 'Rename'. Change the name to EnvelopeOld
8. Scroll up to the top of your screen until you see 'My Computer'.
9. Click on the '-' to close the folder 'HKEY_CURRENT_USER'
10. Click View, Refresh.
11. Close the registry editor."

You should reboot your system and reload WordPerfect.

Do you share or "round-trip" documents with others?

For WordPerfect 9 and later, there are some things you can do to help prevent automatic reformatting and possible repagination when sharing the same document with other WordPerfect users. See [Table 2](#).

<p>Open a file</p>	<p>3. You might have enabled "<i>Treat tabs like MS Word</i>" in Tools, Settings, Convert.</p>	<p>Note that the "<i>Treat tabs like MS Word</i>" setting can also be enabled automatically if you import a Microsoft Word document or if you save a document as a MS Word document and then re-open it in WordPerfect.</p> <p>This setting and two others ("<i>Allow boxes to be positioned outside of printable region</i>" and "<i>Do not format document using printer metrics</i>") in the Convert module are automatically enabled in the process of importing a MS Word document.</p> <p>Fortunately these settings are enabled for the imported document only * and can be disabled. [Thanks to "Robin" at WordPerfect Universe for this tip.] Note: If they remain enabled even after you have disabled them, this might be a sign of document corruption (see here fore repair methods).</p> <p>UPDATE Nov 18, 2011: Corel issued a fix for this, included in WordPerfect Office X5 Hot Patch 2. Unfortunately, earlier versions of WordPerfect will still have the issue. (The patch should be also be available via your program's <i>Help, Check for Updates.</i>)</p> <hr/> <p>* Note that these settings might already have been enabled by clicking the optional [Template] button, which stores them in the default template. You can edit the default (or custom) template with instructions here.</p>
<p>Open a file</p>	<p>4. The document might have been last saved in a different format (e.g., MS Word).</p>	<p>WordPerfect converts the document during the opening process. Note that you must have installed conversion filters when you installed WordPerfect, or you will see a "Unknown Format" message. And, like the setting explained in the previous row above, WordPerfect will automatically enable "<i>Allow boxes to be positioned outside of printable region</i>," "<i>Do not format document using printer metrics</i>," and "<i>Treat tabs like MS Word</i>."</p>
<p>Open a file</p>	<p>5. There might be a [Date] code in the document that is automatically updated by the program if the current date is different from the date the document was created.</p>	<p>Date codes merely display the current date, they do not really change the the date the document was created or edited. However, longer or shorter (displayed) dates might change the format of the line or paragraph. Even if the change does not cause reformatting, the status of the document will change from "unmodified" to modified.</p>
<p>Open or print a file</p>	<p>6. There might be a font in the document that no longer exists, or was never installed, on your computer.</p>	<p>If a font originally used in a document is currently missing on the computer, WordPerfect will substitute what it thinks is a comparable font. The formatting of the document might change subtly or even grossly. Note that this substitution can also change the width of bolded letters, which in turn might affect line formatting and even pagination.</p> <p>A related problem to missing fonts on your computer can happen if you, or the originator of the document, have used special <i>printer fonts</i> (i.e., fonts installed in the printer's hardware by the manufacturer); if the same printer is no longer attached, the font will be unavailable and WordPerfect will substitute what it thinks is a comparable font.</p> <p>All of these automatic substitutions are seen by WordPerfect as changes to the document.</p> <p>Note that all these fonts in the document must be the exact same fonts as those installed on the current system, <i>not just fonts with the same name</i>. As noted, if a font is missing on the computer WordPerfect will substitute another (allegedly similar) font for the missing font. You are still shown the original font name in the font field of the text property bar, but if you open Reveal Codes (<i>View, Reveal Codes</i>) and click in front of a font code, it may look like [Arial(Helvetica)], which would mean that WordPerfect substituted Arial for a missing Helvetica font.</p>

Open a file	7. There might be a formula in your table that calculates automatically when you open the document.	WordPerfect sees this as a change, even if the result is the same as before. Even if the change does not cause reformatting, the status of the document will change from unmodified to modified.
Open a file	8. There might be corruption in the document's internal (hidden) prefix, even if the document appears okay.	See " Repairing WordPerfect documents and templates " for some solutions.
Open a file	9. The page definition used to create the document (a letter, a sheet of labels, an envelope, etc.) might be different.	If the page definition (created with <i>Format, Page, Page Setup</i> or <i>Format, Labels</i>) is different in an imported document from the page definition on your system -- perhaps because it was customized by someone -- WordPerfect will reformat the document. (Page definitions are stored in the user's Windows Registry, so it is usually easier to manually re-create them on another system.)
Open or print a file	10. A template macro -- that is, a macro stored inside the template (*.WPT) on which the document is based -- might have been automatically played, and the macro might have changed something.	<p>Even if a template macro does not cause reformatting, the status of the document will change from unmodified to modified since WordPerfect records the event in the <i>Edit, Undo/Redo History</i> feature. (For more information about automating templates with template macros, see Automating WordPerfect Templates.pdf.)</p> <p>Note that the same thing can happen if you <i>manually play a file macro</i>.</p> <p>In either case you will see "Play Macro" in the <i>Undo/Redo History</i> dialog.</p>
Open a file	11. You might have searched for something (<i>Edit, Find and Replace</i>) or performed some other action that was stored in the <i>Edit, Undo/Redo History</i> feature.	<p>Even if you did nothing to reformat the document, the status of the document will change from unmodified to modified since WordPerfect records the event in the <i>Edit, Undo/Redo History</i> feature.</p> <p>Another possibility is that a <i>startup switch</i> caused the modification status to change. (See WordPerfect Help <F1>, Index tab, for more on these startup switches.) For example, the startup switch /recover can be used to rebuild a corrupt table when the document is opened, and such a switch might cause the file to be modified.</p>
Fax a file	12. The document was reformatted when it was <i>faxed</i> from inside WordPerfect.	<p>Here's a quote from Charles Rossiter [Corel C_Tech] on the WordPerfect 8 newsgroup:</p> <p style="padding-left: 40px;">"The ... problem arises because of the different resolutions of a standard printer and a Fax, which can have an adverse effect on a bitmap graphic -- which may try to use the same number of bits, resulting in a larger image on the page. The Fax is of low resolution, although you can set it to 'fine' and get a better performance. You need to select the fax printer first, and make sure the formatting is correct before transmission."</p> <p>And a tip from another user:</p> <p style="padding-left: 40px;">"I find I get a lot closer approximation to [my] regular printer formatting if I change from Times New Roman 12 point to 13 point for the fax; the pagination stays much the same."</p>

Table 2

Tips for users who *share* the same documents in WordPerfect 9 and later versions

The following information should help solve most if not all reformatting or repagination problems when you share WordPerfect documents.

(Some information is from Charles Rossiter, some is from the WordPerfect 9 Help file, and some is from the author's own tests.)

Related Tip:

You might also want to remove traces of your editing that might be stored in the document (so-called *metadata*) with the suggestions given [here](#).

To minimize reformatting and possible repagination, try this ...

• The *optimal* way to minimize reformatting and repagination might be to use all four steps listed in the next column (assuming all users have the same WordPerfect version and the same Windows version).

One reason why this might be an optimal solution is that users might want (or need) to take advantage of a specific printer's requirements and/or capabilities. If this is not necessary, the next solution below -- which does not use your printer's "metrics" to help format the document -- might be easier to implement.

... by doing this ...

- **Step 1: Install the exact same printer driver on all systems** (the printer driver is usually found on the CD that came with the printer or it may be downloaded from the printer manufacturer's web site), and have users select this "common" printer driver in *File, Print* before editing and saving the shared document. (Note that, on the system *without* the physical printer attached, you should specify FILE: when asked for the "printer port" during installation of the printer driver. Naturally, do not try to print a test page! And if you are installing an *updated version* of the same printer driver on a system, see the [Footnote](#) below.)

and

- **Step 2: Disable (i.e., un-tick) the option "Do not format document using printer metrics"** (or in early WordPerfect versions, **Don't use printer metrics**) in *Tools, Settings, Convert* before editing and saving a shared document. This is necessary because this (typically document-specific) option, if enabled, would force WordPerfect to bypass any installed printer driver (#1 above) by substituting its own internal 1200dpi *virtual* driver (for more on this setting, see the next section below, where this setting is enabled instead of being disabled).

and

- **Step 3: Disable (i.e., un-tick) the option "Reformat documents for the WP default printer on open"** in *Tools, Settings, Environment* before receiving the document from the sender to ensure it isn't reformatted with a (possibly different) default printer driver.

and

- **Step 4: Install the same fonts on all systems** that are used to view or edit the document (or, alternatively, **embed** the fonts in the document with *File, Save, Embed fonts...*).

Cautions

- **Printer drivers:** As noted in [Table 1](#) above, it is not enough to have the same printer attached to the computer: you must have the exact same *printer driver* selected in *File, Print*. The printer driver must also be the same version and have the exact same name. Be aware that sometimes the name stays the same but the version changes as manufacturers release updates. Also, there can be -- and very often, will be -- differences between printer drivers (for the same printer) for different operating systems.

🔴 **WordPerfect (and Windows) versions:** One version of WordPerfect can have features that are not present in another version, which might affect formatting and pagination. Moreover, different versions of Windows can require changes (e.g., in the printer driver) that might affect WordPerfect. In these cases you may not have any choice but to send the file as a PDF document. [in WordPerfect 9 and later] you can send the document as a PDF file with *File, Publish to PDF*.

Tips

- 🔴 When dealing with WordPerfect users outside of your own organization, it might be easier or more acceptable to install the *recipient's* printer driver on *your* system, perhaps via a download from the printer manufacturer's web site, than to get the recipient to install *your* driver on *their* system.
- 🔴 If you need to *re-install* a printer driver to update it, see the top section of [this page](#).

🔵 If the above method does not work or it is impractical, try using the two WordPerfect settings in the next column on *both* computers that might share the same documents.

These settings use WordPerfect's own built-in 1200dpi "virtual" printer driver instead of an actual printer's driver.

However, there still might be differences in the actual printed output using different printers; you would be wise to test this.

Hence, this might be a slightly less-than-optimal solution in some situations.

- **Step 1: Click on *Tools, Settings, Convert* and enable the option, "*Do not format document using printer metrics*" (labeled "*Don't use printer metrics*" in earlier versions) for all systems at your location.**
 - For all *outgoing* shared documents -- i.e, those to be opened in another version of WordPerfect or on a system with a different printer -- WordPerfect will then use a built-in 1200dpi 'virtual' printer driver to format documents (see below). The resulting document might be slightly longer or shorter due to the difference in the way the 1200dpi driver kerns letters and determines line length compared to the way it does with a normal printer driver, but at least it will be remain the same (*assuming #2 below is also set properly*) when the document is then loaded on a different computer.
 - **Note that this setting is document specific and it is stored with the file and it will "travel" with it.** Be sure to click the **[Template]** button if you want this setting to apply to all newly created files.
 - Here's more from WordPerfect 9's Help file:
 - "By default, WordPerfect determines line endings through printer metrics. If you will be moving a document between different printers often, you may wish to prevent the document from reformatting every time you change printers. You can do this by disabling printer metrics. When you disable printer metrics, WordPerfect determines line endings by display metrics.
 - To disable printer metrics (in WordPerfect 9 and later versions):
 1. Click Tools, Settings.
 2. Click Convert.
 3. Click the Compatibility tab.
 4. In the Options section, enable the "Don't use printer metrics to format document" (or in WordPerfect 10 and later, "Do not format document using printer metrics") check box.
 - Note: If you disable printer metrics, printer fonts will not be visible in your list of fonts.
 - This setting uses a 1200 dpi (dots per inch) 'virtual printer,' and then sends the document to the physical printer formatted to match the screen display pagination. This process effectively removes reformatting / repagination

problems."

- From the [Corel support database](#):
 - "WordPerfect® is a WYSIWYG (What You See Is What You Get) application. This means that WordPerfect® will communicate with the currently selected printer to determine the layout/display of the given document. This layout is determined by the information provided to WordPerfect from the printer driver currently installed. In some instances, there are variations between driver manufacturers and even drivers for the same printer but on different operating systems. These subtle variations can cause some pagination/formatting issues when opening documents created on other workstations.
 - WordPerfect has an option [**"Do not format document using printer metrics"**] which can be enabled if you wish the document to maintain the original formatting no matter what printer is being utilized. This option sets up documents, fonts, and other settings without communicating with a printer."
- **Step 2: Click on *Tools, Settings, Environment* and disable the option **"Reformat documents for the WP default printer on open"**.** Otherwise, WordPerfect will reformat the incoming documents to match the settings of the current (default) printer, which -- if it is a different printer -- is not what you want here.
 - As explained above (in [Table 1](#)), when you *disable* (un-tick) the **"Reformat Documents for the WP default printer on open"** check box, WordPerfect looks for the printer driver with which the document was formatted; if that printer driver is not available, WordPerfect reformats the document for the current default printer if necessary. Since the sender of the document is using WordPerfect's internal, virtual printer driver, the document should be reformatted on the recipient's system using that internal 1200dpi driver. Hence the reason to disable this setting when both sender and recipient are using the internal 1200dpi driver.

A caveat for WordPerfect 9 through WordPerfect 13 (first release):

Enabling the **"Do not format document using printer metrics"** (or **"Don't use printer metrics"**) option can produce a strange result when subsequently using Edit, Convert, Initial Caps:

WordPerfect will insert all the words in the file WT10US.ICR, the initial capitals exception list, at the cursor location! This is a bug that was confirmed by Corel, but exists in WP9 through WP12. See <http://www.wpuniverse.com/vb/showthread.php?s=&threadid=7376> at WordPerfect Universe for fixes and workarounds. [**NOTE: This bug has been fixed in WPX3/sp1.**]

● If all else fails:

In WordPerfect 9 and later, you can send the document as a **PDF file** with *File, Publish to PDF*.

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Footnote

Most printer manufacturers give instructions on their sites about deleting old drivers and installing new ones. Generally, installing a new or updated printer driver is as easy as downloading a file from the manufacturer and double-clicking on it. Typically it

then will set up some files in a separate (temporary) folder and install the printer driver from there. Usually this takes only a minute or two.

More precisely, here is a way to do delete and reinstall a printer driver in Windows XP (*note that the procedure may differ slightly in other operating systems, so if you are unsure of how to proceed you should check the printer manufacturer's website and/or the Microsoft support site for instructions*):

- First, obtain the latest printer driver for your model of printer *and* for your operating system from the printer manufacturer's web site. (The installation CD that came with the printer might be out of date.)
- Open the Windows Control Panel with Start, Settings, Control Panel. In the Printers and Faxes module, click on the printer icon or name. [In Windows XP you can also click Start, Settings, Printers and Faxes.]
- Press <Delete> to delete the printer name (or icon).
- Still in the Printers and Faxes dialog, click File, Server Properties, Drivers tab, and delete the printer driver. (This second step deletes the actual printer driver.)
- Exit from the Control Panel, back to the Windows desktop.
- Re-install the printer using the updated printer driver.

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