

FAQ

Q: How can I make TMG run faster?

A: The "Performance Recommendations" feature (on the File > Maintenance menu) analyses your TMG configuration and notes any glaring issues that may be affecting program performance. Changing the settings of the Accent feature, Age Column, or Auto-Relation tag, for instance, may dramatically improve performance.

Q: When I change an event date, TMG always asks me if I want to update the sort date field too. The answer for me is always 'yes,' so how do I get it to stop asking?

A: This nagging question and many others like it are controlled by a Preference option. Access the File menu and choose Preferences > Program Options > Prompts to review or change those options.

Q: I activated the Age (or Surety) column from within Preferences (Program Options > Tag Box) but when I exit TMG and restart it, that column is gone again. How can I get it to stick?

A: That setting is saved as part of the screen layout. After changing the status, size, shape, or position of a window, column, or toolbar, you can save the current settings as a custom "layout" (View > Layouts > Manage Layouts). When TMG is restarted, it will use that same layout automatically. You can easily switch between layouts using the drop-down list on the Layout toolbar.

Q: When I generate a box chart (ancestors, descendant, or hourglass) there is a series of little black dots around the perimeter of each box. I can turn them off while viewing the chart (View > Ports) but they come back again when I generate another chart. How can I turn them off permanently?

A: The little black dots are "connection ports" and they serve as visual clues, marking the various places on the box to which you can attach custom lines. (By turning them off, you simply make the black dots invisible but the connection ports are still there.) When you edit the appearance of a particular chart after it is generated, those changes affect only the chart in question. If you want to affect every new chart, then change the options within the report definition itself. That is, on the Report Definition Screen, click on the Options button, access the Other tab, and uncheck the box that says "Visible connection ports." Now the connection ports will be invisible on every new chart that is generated with that report definition.