

Re: New problem with Firefox

Source:

<http://www.tech-archive.net/Archive/Publisher/microsoft.public.publisher.webdesign/2008-06/msg00151.html>

- *From:* CWWJ <CWWJ@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 16 Jun 2008 20:37:01 -0700
-

David:

I appreciate your hanging in there with me. You are right about the evaluation page and the text that became an image. I agree that the evaluation page has an extra added disadvantage, but unfortunately that appears to be a small part of a bigger problem. The article you referenced on scaling shows how IE handles different resolutions by scaling. So IE can easily display both 96 and 120 with proper scaling (and I'm sure other custom settings in between). Firefox apparently can't (or won't) do this.

I have discovered that there is a serious problem on all the pages when I publish the site with a 96dpi setting and view it in Firefox at a 120dpi setting -- in fact it is chaos. Take a look right now at 120dpi and you will see what I mean. (Viewed at 96dpi it is absolutely perfect). Vice versa: when I publish at 120dpi, Firefox sees it great at 120 but has jumbled forms and text too small for the graphics when viewed at 96dpi. But on IE7, everything works no matter how the site is published, either 96dpi or 120dpi -- makes no difference. And I've got to tell you, IE7 looks great.

I am puzzled as to why 96dpi is considered "normal" when it is a lower resolution that makes small text even smaller and more difficult to read. 120 is much more comfortable for reading and viewing in general, so why is it not the default? I don't recall ever re-setting my dpi since purchasing this computer about four years ago, so it must have been 120dpi out of the box. I'm sure there's a good reason (no I'm not sure at all -- often there seems to be no good reason for lots of things inside these boxes).

I am interested in -- as a temporary only fix -- the idea of publishing two versions, one at 96dpi and one at 120dpi, and then put a warning at the top of my home page that says "if you are having difficulty viewing this page, click here." But the long term solution is to abandon Publisher for web design and try the Serif WebPlus to see how it works. If 96dpi is the default setting I'm sure complaints will start to come in from Firefox users if I stay with 120dpi. On the other hand, those people used to viewing our site on Firefox at 120dpi are in for a shock now that I have re-published at 96dpi. I'm going to leave it up that way for a while to see how many complaints we get.

The new Firefox 3.0 is to be released tomorrow. Maybe they will have

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decided not to play such hardball on poor MSFT. I know they're the ones who are in compliance with the standards, but I can hope they'll try to live and let live. I think they'd gain even more market share if they helped solve the compatibility problem.

One final question: Is there any way to use Firefox as the browser for Web Preview in Publisher? That way I could design pages for Firefox knowing that IE can display them as well. Thanks again, and any suggestions are welcome.

"DavidF" wrote:

CWWJ,

One of the reasons I wanted the Evaluation page was that I think at least part of the problem has to do with your design, and I wanted to test that before suggesting a fix. But, if you go to http://www.burdin-adr.com/index_files/Page637.htm and look at the form where you have "Neutrality, Empathy, Managing the...etc" that correspond with four *option button* choices of Excellent to Poor. On the web page try to left click, drag select the text "neutrality...etc" and you will see that regardless of which browser you cannot select the text because the whole text box has been converted to an image:

http://www.burdin-adr.com/index_files/image15541.jpg

As a general rule with Publisher webs, if whatever you are doing in your design results in the text being converted to an image, then you need to change your design. In this case it is at the minimum exaggerating the 96/120 dpi problem. Remember how I told you that when you Publish your pages at 120 dpi, then one of the results is the graphics and images on the page are "enlarged" in FireFox. The fact that your list of "Neutrality, Empathy, etc..." has been converted to an image, and is enlarged and as a result doesn't stay in line with your button choices.

So, try this. Instead of using a separate text box with different shading for your "Neutrality, Empathy, Managing the...etc" text lists, build the form as per the more normal way. Drag that text box that you are currently using off into your scratch area. Go to Insert > Form Control > Text box. Put "Neutrality" in that text box and align it horizontally with the four *option button* choices of "Excellent, good, fair, poor". Then again go to Insert > Form Control > Text box for "Empathy". Create a new text box for each. Then republish the page and test it in FF and see how it looks. I betcha it will line up better.

I want to keep the focus on this particular page for now, with the suggested redesign, rather than stray off onto discussing other pages, and different browsers and such. But here is a different, and probably a better description and discussion of 96/120 issue than I have provided before:

Adjusting Scale for Higher DPI Screens:

[http://msdn.microsoft.com/en-us/library/ms537625\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/ms537625(VS.85).aspx)

And remember that Publisher produces different code for non-IE browsers which means that FireFox deals with this scaling issue in a different way

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than IE does. So as I said above, fix the text that has been converted to an image on your Evaluation page, and republish, and test the page in FF to see how much that helps, before we start discussing other pages....

DavidF

"CWWJ" <CWWJ@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:EAC0D520-DFCE-4076-B453-436B6DB5E3E6@xxxxxxxxxxxxxxxxxxxx

Yeah, David, I will be happy to do that. I have used yousendit several times to send large files. I will not get around to it til later today or tonight however. Thanks so much for your concern about this issue. The sad thing for me is that Publisher is so easy to use and creates a good-looking if somewhat limited web site. But these underlying problems: the huge padding at higher resolutions -- on widescreen monitors it looks ridiculous -- and the inability to easily center plus the forms problem, are really serious issues. Do you know anything about the new FireFox 3.0? What little I've read indicates they have made changes to solve some cross-browser problems. I think it is being released next week.

Incidentally, I was kidding about the class action lawsuit -- I am certain that all the warranty disclaimers are included in those terms of agreement that no one ever reads -- but failure to warn in a more visible way than in the birdseed bold print of a warranty might be viewed as negligence by some sharp lawyer.

"DavidF" wrote:

Wanked, winked, weird, whatever...we are getting confused with semantics here I believe. The layout of the page and the form may be messed up and jumbled, but the form is still functional/usable...if you can figure out which buttons, boxes and form controls go together. This 96/120 dpi issue affects the *layout* of the page, not the *functionality* of the form.

Would you do me a favor? Make a copy of your Publisher file and delete all

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the pages except for Evaluation form page at:
http://www.burdin-adr.com/index_files/Page637.htm . Then
use
www.yousendit.com to upload the file, and email the link to
that file to
yourself, and then post that link here so I can download your
Pub file. I
want to do some testing and see if possibly I can escalate this
with
MSFT.
This page is a great example of why they need to address this
96/120 dpi
issue. When you use yousendit.com you DO NOT have to
sign up to use the
services, and I use it all the time to send links to large files
for
downloading, rather than attach them to an email.

DavidF

"CWWJ" <CWWJ@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
in message
news:CEEA1E21-88C2-4E73-ADDA-BD49468C8A2F@xxxxxxxxxxxxxxxxxxxx

I'm not sure what you mean by "layout
wanked." That can be understood
as
a
good thing or a not-so-good thing,
depending upon your point of view.
If
this is a negative comment, then let me
simply repeat what my
experience
has
been viewing my web site on several
different computers, some with IE6
and
FF2, some with IE7 and FF2.

The only failure I experienced was with
FireFox 2 when accessed with my
display set at 96dpi. The forms pages are
jumbled (although usable)
and
other pages have cosmetic problems like text
too small in a big text
box.
However, FF2 worked perfectly when I was
set at 120dpi

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Both versions of IE — IE6 and IE7 — displayed entirely correctly in both 120dpi and 96dpi. The forms worked properly, all buttons and boxes were in the proper place, and all pages looked and functioned properly. Just last night (as I reported) I used both IE7 and IE6 at 96dpi on two computers at another location, and both worked perfectly.

As for what other web sites look like, I visit probably fifty or sixty a day and I sometimes can detect a site that may have been created in Publisher. If the content of the page is over to the left with lots of white space on the right, it could be a Publisher site because Pub can't do centering. I am much more likely to see weird jumbled things when I am using FireFox than with IE, so I suspect there are other web authoring tools that have the same limitations as Publisher in terms of cross-browser compatibility. I haven't spent a lot of time switching back and forth between 96 and 120, but then I don't visit lots of sites with forms pages either.

Finally, just to sum up: I have had only one problem: viewing my web site at 96dpi on FireFox2. When I view it on FireFox2 at 120dpi, I have no problem. I have had no problem with either

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IE6 or IE7 at either 96dpi
or
120dpi.

"Rob Giordano (Crash)" wrote:

Ok let's review:

IE7
@ 96 dpi – layout wanked
@ 120 dpi – layout wanked
FF2
@ 96 dpi – layout wanked
@ 120 dpi – layout wanked

think about this...view any
website other than yours (try
Google, MS,
CNN...whatever) with your
monitor setting at 96 dpi,
then change it to
120
dpi...does it wank out the
layout?

--

~~~~~

Rob Giordano  
Microsoft MVP Expression

"CWWJ"

<CWWJ@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:CF21E805-63E3-4E5C-AC23-155FB7F33D2E@xxxxxxxxxxxxxxxxxxxx](mailto:news:CF21E805-63E3-4E5C-AC23-155FB7F33D2E@xxxxxxxxxxxxxxxxxxxx)

John:  
I am writing  
this from  
the crisis  
center  
where I  
work as a  
volunteer  
on  
a

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brand new  
Dell at  
96dpi with  
a  
widescreen  
monitor and  
both  
FireFox  
and  
IE7.  
Our website  
works  
perfectly on  
IE7.  
Remember  
that the site  
was  
created  
with  
a setting of  
120dpi, so  
if there was  
going to be  
a problem I  
would  
see  
it  
here. The  
forms are  
jumbled on  
FireFox as  
they have  
been all  
along  
when  
accessing  
our site on a  
96dpi  
setting, but  
they are  
perfect on  
IE7,  
and  
so  
is  
everything  
else (except  
the left  
registration  
is even  
more

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pronounced  
with  
a  
widescreen).  
So I am still  
baffled as to  
why you are  
having an  
IE7  
problem  
at either  
resolution.  
Maybe it  
has  
something  
to do with  
the fact  
that  
toilets flush  
in reverse in  
Australia?

"John G"  
wrote:

Well  
I  
just  
looked  
again  
(9:00AM  
Australian  
eastern  
time  
Friday)  
and  
the  
evaluation  
form  
still  
has  
the  
buttons  
all  
in  
the  
wrong  
places  
wiith  
IE7

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and  
FF2  
and  
the  
Submit  
and  
Revise  
buttons  
are  
still  
over  
the  
line  
starting  
"Would  
you  
like  
to  
reveal"  
(I  
did  
refresh  
and  
try  
on  
2  
machines  
at  
1024  
X  
768  
and  
96dpi)

How  
did  
you  
set  
your  
screen  
resolution  
to  
1024  
X  
FOUR68  
or  
was  
that  
a  
typo??

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--

John

G.

Wots

your

REAL

problem?

"CWWJ"

<CWWJ@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

[news:A4E6D513-7671-452C-B59B-96A14B70F2A0@xxx](mailto:news:A4E6D513-7671-452C-B59B-96A14B70F2A0@xxx)

David

and

John

G.

One

final

thing.

I

downloaded

IE7

this

morning

and

accessed

our

web

site.

Used

the

forms

with

no

problem

whatsoever,

so

I

don't

understand

John's

insistence

that

they

"fail"

with

both

FireFox

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and  
IE7.  
However,  
I  
note  
a  
peculiarity  
in  
IE7  
---  
when  
viewing  
a  
web  
site  
(this  
one  
we're  
on  
right  
now,  
for  
example),  
only  
the  
top  
half  
of  
the  
page  
is  
visible;  
the  
bottom  
half  
is  
just  
white  
space.  
You  
have  
to  
scroll  
down  
to  
see  
the  
rest  
of  
the  
page.

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This  
is  
disconcerting  
at  
best.  
Anybody  
have  
the  
same  
experience?  
I  
am  
at  
96dpi  
and  
with  
a  
screen  
resolution  
of  
1024x468.  
What  
gives?

"DavidF"  
wrote:

Hiya,

I  
agree  
with  
your  
computer  
guys.  
I  
don't  
like  
my  
workaround  
anymore  
than  
telling  
people  
that  
they  
have  
to  
use  
IE

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in  
order  
to  
view  
a  
page  
properly,  
which  
you  
see  
on  
some  
web  
sites.  
I  
also  
think  
the  
issue  
of  
centering  
your  
pages  
or  
laying  
your  
pages  
out  
so  
that  
they  
simulate  
centering  
is  
not  
really  
that  
important,  
if  
your  
forms  
pages  
are  
still  
jumbled  
for  
some  
users  
in  
some  
browsers.

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This  
key  
issue  
is  
how  
the  
Publisher  
html  
coding  
engine  
fails  
to  
produce  
code  
that  
works  
equally  
well  
whether  
it  
is  
produced  
or  
viewed  
on  
a  
screen  
or  
monitor  
set  
at  
either  
96  
dpi  
or  
120  
dpi.  
Until  
now  
most  
people  
have  
been  
able  
to  
live  
with  
the  
pages  
produced

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at  
96  
dpi,  
as  
most  
screens  
and  
monitors  
came  
at  
that  
setting,  
but  
that  
is  
increasingly  
not  
the  
case  
these  
days.  
Also  
I  
have  
no  
reason  
to  
doubt  
John  
G  
when  
he  
says  
that  
IE7  
also  
now