

Adobe Photoshop®

Feature Techniques, U-1; Unexpected Results, U-9; Application Errors, U-42; System Errors, U-52; Printing Problems, U-62; Installation Issues, U-64; General Information, U-71

Feature Techniques

MAC OS / WINDOWS

Using Gray Balance in Photoshop

Gray Balance is the proportion of cyan, magenta, and yellow needed to create a neutral gray, which is a tone between pure white and black that has no color cast (i.e., a gray that does not appear pinkish, greenish, warm, or cool). Without Gray Balance, images printed with cyan, magenta, and yellow inks will have a color cast. Color casts can also result from ink impurities, non-uniform dot gain among printing inks, the order in which the inks are printed, and the screen angles of the inks.

Photoshop's Gray Balance settings in the Printing Inks Setup dialog box enable you to compensate for color casts in a printed image by adjusting the gamma curve for the cyan, magenta, yellow, and black (CMYK) channels. Each channel's Gray Balance text box (i.e., C, M, Y, K) has a default value of 1.00 with a range from 0.50 to 2.00. Raising the value in a Gray Balance text box decreases that color's percentage in the image; lowering the value increases that color's percentage in the image. For example, a value higher than 1.00 in the M text box decreases magenta in the image, and a value lower than 1.00 increases magenta in the image. As with all Printing Inks Setup settings, Gray Balance settings affect both the display of an image in CMYK mode and the conversion of an image from RGB to CMYK. Changes made to Gray Balance settings while in the CMYK mode only affect new data added to the image and changes do not affect data that has already been converted from RGB to CMYK.

To correct color casts by adjusting Gray Balance in Photoshop: Obtain the Gray Balance settings for the final output device from your service bureau, enter these settings in the Printing Inks Setup dialog box, then click Save.

OR: Determine Gray Balance settings using a proof print:

1. Print a proof print using Ole No Moire (Macintosh), Testpict.jpg (Windows), or other proof print image from the final output device. Photoshop for the Macintosh installs the "Ole No Moire" file in the Separation Sources folder in the Calibration folder in the Goodies folder

in the Photoshop folder. Photoshop for Windows installs the TESTPICT.JPG file in the PHOTOSHOP\CALIBRAT subdirectory.

2. Launch Photoshop then choose File > Preferences > Printing Inks Setup.
3. In the Printing Inks Setup dialog box, enter the default value of 1.00 in the C, M, Y, and K Gray Balance text boxes, then click OK.
4. Open the proof print image in CMYK mode.
5. Choose Image > Adjust > Levels.
6. Click Preview, then select each channel (i.e., Cyan, Magenta, Yellow, Black) from the Channel pop-up menu and adjust the Input Levels gamma slider (i.e., middle gray slider) until the on-screen image matches the proof print.
7. Note the gamma value (i.e., the number in the middle Input Levels text box) for each channel, then click Cancel to close the Levels dialog box without modifying the image.
8. Choose File > Preferences > Printing Inks Setup.
9. Enter the gamma values for the channels in the Gray Balance text boxes, then click OK to apply the settings or click Save to save the settings to a file for later use.

NOTE: When calibrating your system, and not an individual image, cancel changes in the Levels dialog box then change the overall gray balance for Photoshop's color conversions by entering the gamma values in Gray Balance fields in the Printing Inks Setup dialog box.

Using Custom Colors in Adobe Photoshop

The following technical note applies to both Macintosh and Windows versions of Adobe Photoshop. Please note that the Control and Alt keys in the Windows version function as the Command and Option keys in the Macintosh version, respectively. In the following text, the Windows key is given after the Macintosh key.

Adobe Photoshop is primarily intended to operate in the four-color CMYK model. PANTONE, FOCOLTONE, TRUMATCH, and TOYO inks are offered in the color picker to provide process color equivalents. In CMYK mode, Adobe Photoshop uses CMYK values that are provided by each company to ensure Adobe Photoshop's compliance with each company's color palette.

FOCOLTONE and TRUMATCH are color systems based on process color separations. However, PANTONE and TOYO have also created process colors that closely match their own colors. Both offer swatch books that compare their process equivalents, and Adobe Photoshop's equivalents, side-by-side. In RGB mode, Adobe Photoshop converts the custom color you specify into RGB equivalents. Except for Duotone mode, Adobe Photoshop does not support custom color plates, a process that creates separate plates for each custom color used in an image. Instead, Adobe Photoshop creates a plate for each process color: cyan, magenta, yellow, and black. When printed properly, the combination of colors is almost limitless. Custom color plate capabilities also can be simulated from within the RGB or CMYK modes by using individual CMYK channels or Alpha channels.

USING CMYK CHANNELS

If you use four or fewer custom colors, you can arbitrarily assign each color to a CMYK channel and then prepare your image by using pure cyan, magenta, yellow, and black. When you print the document using the colors you select, you get a plate for each color. Your printer should know which plate is used for which color, since the plates become incorrectly labeled cyan, magenta, yellow, or black. If you start with a black-and-white image in Grayscale mode, select All (Command/Ctrl+A), and Cut (Command/Ctrl+X) before you convert it to CMYK mode. Then go to the Black channel (Command/Ctrl+4) and Paste (Command/Ctrl+V). This prevents Adobe Photoshop from separating the black-and-white image.

You can then proceed in two ways: Go to the CMYK view, and color as desired using the other three colors. The new information replaces the already existing information on the black plate as you paint. Select the areas you want to color, copy and paste the information from the black channel to the appropriate color channel, then delete that area from the black channel.

To create custom colors using CMYK channels:

1. Choose Printing Inks Setup from the Preferences menu.
2. Click Save and name the file.
3. Click Ink Colors and select Custom.
4. Click the cyan-colored box to the right of the C: row. A color picker appears.
5. Select a color that is closest to the color you assigned the cyan channel.
6. Repeat steps 4 and 5 for magenta and yellow. Leave the remaining colors unchanged.
7. Click OK.
8. Click Save and name the file.

USING ALPHA CHANNELS

Isolate each spot color in a separate alpha channel. This does not work if you place this image into another program. Manually strip this image to incorporate it with the other images.

To create custom colors using alpha channels:

1. Select the part of the image you want to print with a custom color by double-clicking the magic wand tool in the toolbox. Make sure the anti-aliasing box isn't checked. **NOTE:** Skip steps 2 and 5 if you are using 100% of a color. If you use anything other than 100% of a color, the halftone information must be included in the alpha channel.
2. Copy the contents to the Clipboard (Command/Ctrl+C).
3. Delete the contents of your selection. This removes the color from the rest of the image.
4. Choose Save Selection from the Select menu. Invert the results using Command/Ctrl+I.
5. Load the selection you just saved while viewing the alpha channel and paste the contents of the Clipboard (Command/Ctrl+V).
6. Repeat steps 2 through 6 for each color.
7. Select one of the channels and choose Selected Channel Only from the Print dialog box. Repeat this step for the other colors. This creates a distinct plate for each custom color. Select Negative in Page Setup if you want negative plates.

TRAPPING

The Adobe Photoshop trapping feature affects CMYK channels, but not alpha channels. To run the color into other areas, create borders around selections, following standard trapping rules.

USING DUOTONE MODE

The Duotone mode is the only mode that creates separate plates for each custom color. It sends the same image information to the printer for each plate, but contains different halftone information and transfer functions. Without extensive work and modifications to the image (see the steps that follow), you cannot create spot color plates for certain portions of the image. In addition to selecting certain custom colors by name (e.g., PANTONE coated and uncoated sets, FOCOLTONE, TRUMATCH, and TOYO colors), you can also create custom colors by using combinations of the four process colors.

Use the Duotone feature to print monotones, duotones, tritones, and quadtones. Printing or saving files from the Duotone mode creates distinct custom color plates. The following procedure is an advanced technique and does not work for all images. When successful, this technique produces a hand-colored look with the use of spot color.

To create spot color in a duotone:

1. Open a grayscale image.
2. Choose Duotone from the Mode menu. (Choose duotone, tritone, or quadtone, depending on the number of spot plates, plus the number of normal printing plates; e.g. if you want a duotone (two plates), and also want two spot plates, choose quadtone 2+2).
3. Click the desired color swatches, and set the colors you want from darkest to lightest, or Ink 1 to Ink 4. (If you

use this image in another program, use the exact same names for the colors in your page layout or illustration program; minor differences will cause your image to print incorrectly.)

4. Select the range of values that you want for the spot color by using the curves dialog box and selections (see step 6). Set the transfer curve of each spot color to affect only the specific area of gray values that are to be printed in the spot color.

For example, a landscape image with mountains and sky can be created as follows: set the transfer function for the sky to 0:0, 40:0, 100:100 and the transfer curve for the mountains to 0:100, 40:40, 50:0, 100:0. This forces the gray values below 40% to print in the spot color and the gray values above 40% to print in black. Transfer curve for sky Transfer curve for mountains

NOTE: You cannot see these effects on screen until step 6.

5. Select the areas to be printed in the spot color, which was selected in step 2. For multiple spot colors, select each area, and save the selections using the Save Selection command under the Select menu. Be sure to select the area(s) not being printed with spot colors as well.
6. Choose Adjust Curves from the Image menu (Command/Ctrl+M) to modify the curve of each selection. Do this to limit the gray values to the specific nonintersecting range of values that was selected for each spot color in step 4. Using the example in step 5, set the sky to have values from 1 to 40% gray, and the mountains to have values from 50 to 100%. These values must correspond to the values set in the transfer curves of the colors in the duotone box and the ranges of values cannot intersect or overlap.
7. Modify the selections with the Curves or the Levels dialog box. Try the manipulation or map controls in the Image menu for added effects.

NOTE: Set any of the painting tools to any value of gray that is being converted to a spot color (in the example, any value below 40%) to paint directly in that spot color.

Converting Between Gray Levels and Percentages in Photoshop

Adobe Photoshop measures shades of gray in levels, on a scale from 0 to 255. Graphic artists and printing professionals, however, often measure shades of gray in ink density percentages, on a scale from 0 to 100%. For example, a press operator may specify an ink density output range in percentages (e.g., highlights no less than 5% and shadows no more than 85%). To use these percentages in Photoshop, convert them to levels, then enter the level values in the Output Levels text boxes in Photoshop's Levels dialog box.

CONVERTING FROM PERCENTAGE TO GRAY LEVEL

Use this formula when you know the ink density percentage (0-100%), and want to find the corresponding gray level (0-255):

$$\text{Level} = 256 - [(256)(P)/100]$$

where P equals the percentage.

For example, a 5% ink density would convert to a level value of 243 (i.e., 256 multiplied by 5, divided by 100, then subtracted from 256).

CONVERTING FROM GRAY LEVEL TO PERCENTAGE

Use this formula when you know the gray level (0-255), and want to find the corresponding ink density percentage (0-100%):

$$\text{Percentage} = .390625(256 - L)$$

where L equals the gray level.

For example, a level value of 38 would convert to a percentage of 85 [i.e., .390625 multiplied by (256 minus 38)].

Opening Kodak Photo CD Images in Photoshop General Information

Adobe Photoshop uses the Kodak Precision Color Management System (KPCMS) to open Photo CD images. KPCMS uses source and destination profiles, or "Precision Transforms," to convert an image from Photo CD format to a format that Photoshop can use. A source profile describes the film from which the Photo CD was made (e.g., negative, slide); a destination profile describes the color mode into which the image will be opened in Photoshop (e.g., Adobe Photoshop RGB, Adobe Photoshop CIELAB). These source and destination profiles enable KPCMS to provide accurate and consistent color as it converts the Photo CD image for Photoshop.

The Kodak source profiles included with Photoshop are Color Negative v3.0, for color negatives, Universal Kodachrome v2.0, for Kodachrome color slides, and Universal Ektachrome v2.0, for all other color slides. The Kodak destination profiles included with Photoshop are Adobe Photoshop RGB, for on-screen display, and Adobe Photoshop CIELAB, for printing separations.

To open a Photo CD image in Photoshop:

1. In Photoshop, choose File > Open.
2. Open your CD-ROM drive, then open the Images folder inside the Photo_CD folder.
3. Select an image (e.g., img0001.pcd), then click Open.
4. In the Kodak Precision CMS Photo CD dialog box, select a resolution from the Resolution pop-up menu. The file size of the image is displayed below the Resolution pop-up menu.
5. Click Source to display the Choose Source Precision Transform dialog box.
6. In the Description scroll box, select the source profile that describes the film type of the original image. For color negative or black-and-white film, select Color Negative v3.0. For Kodachrome slide film, select Universal Kodachrome v2.0. For any other type of slide film, select Universal Ektachrome v2.0.

NOTE: If you do not know whether the slide film was Kodachrome or Ektachrome, use the Image Info dialog box to determine the product type:

- A. Click Cancel in the Choose Source Precision Transform dialog box, then click Image Info. (If the Image Info dialog box is blank [Macintosh] or if the Image Info button is dimmed [Windows], your Photo CD was created before the Image Info feature was implemented in the KPCMS.)
- B. Note the code next to Product Type of Original, then click OK.
- C. Click Source, then select the slide film source profile (i.e., Universal Kodachrome v2.0 or Universal Ektachrome v2.0) whose Input Medium Desc. code matches the Product Type of Original code that you noted in the Image Info dialog box.
7. Click Destination to display the Choose Destination Precision Transform dialog box.
8. Select a destination profile from the Destination Device pop-up menu, then click OK. The default choices are Adobe Photoshop RGB and Adobe Photoshop CIELAB. If you plan to print separations, choose Adobe Photoshop CIELAB, otherwise select Adobe Photoshop RGB.

NOTE: Other applications may install additional destination profiles. You can also obtain source and destination profiles from Kodak.

9. Click OK to open the image in Photoshop.

Counting Pixels for Selected Pixel Color in Photoshop

Pixel counting is most accurate with indexed color images. Using more than 256 colors results in a unique color for each pixel, and a count of one for similar colors.

To count the number of pixels that are the same color in Adobe Photoshop 2.5 and later:

1. Open the image and convert it to indexed color by selecting Indexed Color from the Mode menu.
2. Double-click the magic wand icon in the toolbox, then change the Tolerance option to zero and deselect Anti-aliased in the Magic Wand Options dialog box.
3. Zoom in to the maximum magnification (i.e., 16:1) of the image to display individual pixels.
4. Select the pixel you want to count with the magic wand tool.
5. Choose Select > Similar.
6. Choose Image > Histogram and make sure the Channel option is set to Gray. The Pixels count at the bottom of the dialog box gives the pixel count of the selected color.

Actions Palette Replaces Commands Palette in Photoshop 4.0

The Actions palette in Adobe Photoshop 4.0 replaces the Commands palette in Photoshop 3.0.x. Whereas the Commands palette enables you to choose frequently used commands, the Actions palette enables you to group a series of commands into a single command, or action, that you can play on a single file or on multiple files. Both palettes contain a default set of commands. Photoshop 4.0 includes the Commands palette default set as a saved action set file named Commands.atn on the Adobe Photoshop 4.0 Application CD-ROM. You can add, or load, the Commands palette default set to the existing set of actions in the Actions palette, or you can replace the existing set of actions in the Actions palette with the Commands palette default set.

To load the Commands palette default set:

1. Insert the Adobe Photoshop 4.0 Application CD-ROM.
2. Start Photoshop 4.0.
3. Choose Windows > Show Actions to display the Actions palette.
4. From the Actions palette menu (black triangle in the upper-right corner of the Actions palette), choose Load Actions.
5. Open the Other Goodies folder (Macintosh) or the Goodies directory (Windows) on the Adobe Photoshop 4.0 Application CD-ROM.
6. Open the Actions folder or directory and then select the Commands.atn file.
7. Click Open.

To replace the existing action set with the Commands palette default set:

NOTE: If you replace the existing set of actions with the Commands palette default set, you will lose all unsaved actions in the Actions palette. To save your action set, see the instructions below.

1. Insert the Adobe Photoshop 4.0 Application CD-ROM.
2. Start Photoshop 4.0.
3. Choose Windows > Show Actions to display the Actions palette.
4. From the Actions palette menu (black triangle in the upper-right corner of the Actions palette), choose Replace Actions.
5. Open the Other Goodies folder (Macintosh) or the Goodies directory (Windows) on the Adobe Photoshop 4.0 Application CD-ROM.
6. Open the Actions folder or directory and then select the Commands.atn file.
7. Click Open.

NOTE: To display Actions in as buttons (i.e., Commands palette format), choose Button Mode from the Actions palette menu. After you choose to display the Actions palette in Button Mode, the Play, Stop and Record buttons disappear.

To save a set of actions:

1. Choose Windows > Show Actions to display the Actions palette.
2. From the Actions palette menu, choose Save Actions.
3. Type a file name for your Actions set, specify a location, then click Save.

Applying Fade Out in Photoshop 2.5x

You can apply a fade-out rate in Adobe Photoshop 2.5x on images in RGB, CMYK, Lab, Multichannel, Duotone, or Grayscale mode, but not on images in Bitmap or Indexed color mode.

To apply a fade-out rate to one side of an image:

1. Select the ending fade-out color as the foreground color.
 2. With the rectangular marquee tool, select the area of the image where you want the color to fade out.
 3. In the Channels palette, select New Channel from the pop-up menu.
 4. In the Color Indicates section of the Channel Options dialog box, click on Selected Areas, name the selection, and then click OK.
 5. With the Gradient tool in the selection area, drag the crosshairs icon in the direction in which you want your image to fade out. For example, if you have white as the foreground color and black as the background color, dragging the crosshairs down the selection creates a fade with black at the bottom of the selection and white at the top of the selection.
 6. Choose Select > None.
 7. In the Channels palette, click on the icon for the composite channel of your image and then click on the eye icon on the new channel so it is invisible.
 8. Choose Select > Load Selection. The marquee selection may not look the same as your original selection.
 9. Press Alt + Delete (Windows) or Option + Delete (Macintosh) to apply the foreground color as the fill for the selection. The image fades out to the foreground color in the area you selected.
- OR: Choose Edit > Fill and then select a color to fill the selection area.
10. Choose Select > None.

To apply a fade-out rate to more than one side on an image:

1. Choose Image > Canvas Size, then increase the canvas size height and width by 1-2 inches.
2. With the Move tool, drag the image in the upper right corner of the canvas so that the new canvas extends past the left and bottom of the image, then click OK. This is to define a fade out where the color fades to the left and bottom of the image.
3. With the rectangular marquee tool, select the left side of the image making sure to extend the selection into the canvas.

4. Hold down the Shift key and select the bottom of the image, selecting both the area of the canvas and the area of the image where you want the color to fade out. Holding down the Shift key while making a selection enables you to add to an existing selection, making the selection area an “L” shape.
5. Once you have the L-shaped selection, choose Select > Feather.
6. In the Feather dialog box, enter a value of 20 pixels, then click OK. The selection on your image expands and rounds out on the corners. You can change this value you entered in the Feather dialog box to achieve the effect you want.
7. Fill the selection with the ending fade-out color (i.e., foreground color) by pressing Alt + Delete (Windows) or Option + Delete (Macintosh).
8. Choose > None.

Floating Selections in Photoshop 4.0 General Information

In Photoshop, a floating selection is pixels in an active selection assigned to a temporary layer located above the last active layer. Many operations that create floating selections in Adobe Photoshop 3.0.x (e.g., moving a selection, pasting, dragging and dropping, adding type) create a new layer in Photoshop 4.0.

MOVING A SELECTION

If you move a selection with the selection tool in Photoshop 4.0, you move only the selection boundary, not the selected pixels. Photoshop does not create a floating selection because there are no pixels to float. To move the selected pixels and create a floating selection in Photoshop 4.0, move the selection with the Move tool, which is located at the upper-right corner of the toolbox. You can switch to the Move tool from any other tool by pressing the Command key (Macintosh) or Ctrl key (Windows).

To move a copy of the selected pixels as a floating selection, use the Move tool while holding down the Option (Macintosh) or Alt (Windows) key and moving the selection. To defloat, or merge, selected pixels to the layer below it while the pixels remain selected, choose Layer > Defloat or press the keyboard shortcut Command + E (Macintosh) or Control + E (Windows).

If you move a selection with the selection tool (e.g., Marquee, Magic Wand) in Photoshop 3.0x, you move the selected pixels and Photoshop creates a floating selection above the last active layer.

FLOATING A SELECTION

Photoshop 4.0 replaces the Float command with the Layer Via Copy and Layer Via Cut commands, which respectively copies or cuts the selected pixels to a new active layer positioned directly above the last active layer, and deselects the original selection. To choose the Layer Via Copy command, choose Layer > New > Layer Via Copy, or press the

keyboard shortcut Command + J (Macintosh) or Control + J (Windows). To choose the Layer Via Copy command, choose Layer > New > Layer Via Copy, or press the keyboard shortcut Shift + Command + J (Macintosh) or Shift + Control + J (Windows).

When you've finalized work on a new layer in Photoshop 4.0, you can merge (combine) it with the layer below it using the Merge Down command. To merge down, make sure that the two layers you want to merge are visible, then with the top layer selected choose Layer > Merge Down, or press the keyboard shortcut Command + E (Macintosh) or Control + E (Windows), or choose Merge Down from the Layers palette menu.

To float selected pixels in Photoshop 3.0.x, choose Select > Float, or press the keyboard shortcut Command + J (Macintosh) or Control + J (Windows). The Float command copies selected pixels to a floating selection positioned directly above the originally selected pixels. To defloat a floating selection, choose Select > Defloat, or press the keyboard shortcut Command + J (Macintosh) or Control + J (Windows). As in Photoshop 4.0, the Defloat command merges the selected pixels to the layer below it while keeping the pixels selected.

Photoshop 3.0.x's Constrain File Size Option vs. Photoshop 4.0's Resample Image Option General Information

Adobe Photoshop 4.0's Image Size dialog box does not contain the Constrain File Size option found in Photoshop 3.0.x's Image Size dialog box. In Photoshop 3.0.x and earlier, you select Constrain File Size when you want to prevent Photoshop from adding or deleting pixels from an image (i.e., resampling) as you change the image's width, height, or resolution. When you deselect Constrain File Size and change the image's width, height, or resolution, Photoshop resamples the image using the interpolation method (i.e., Bicubic, Bilinear, Nearest Neighbor) selected in the General Preferences dialog box.

When you want to constrain file size in Photoshop 4.0, deselect the Resample Image option in the Image Size dialog box before changing an image's width, height, or resolution. Resample Image, which is selected by default, causes Photoshop to resample up (adds pixels) or down (removes pixels) as you change an image's width, height, or resolution, thereby increasing or decreasing the image's file size. From the pop-up menu next to the Resample Image option, you can choose an interpolation method (i.e., Bicubic, Bilinear, Nearest Neighbor) to determine how Photoshop adds or deletes pixels as you resample an image.

Photoshop's interpolation methods (i.e., how pixels are added or deleted) are described below:

- Bicubic is slowest, but the most precise method of interpolation, and is Photoshop's default. It averages the color or gray values of surrounding pixels and adds that

average value to the image. It uses a complex and calculation-intensive algorithm to produce the smoothest tonal gradations.

- Bilinear is a medium quality interpolation method. It averages neighboring pixels, but uses a less sophisticated algorithm than Bicubic.
- Nearest Neighbor is the fastest, but least precise method of interpolation. It simply copies the value of one pixel and uses that value to create a pixel next to it.

Preparing a Photoshop Spot Color Document for Printing from Another Application

What's Covered

Creating Spot Colors Using Third Party Plug-ins

Creating Spot Colors in Photoshop's Duotone Mode

Simulating Spot Colors in Photoshop's CMYK Mode

Spot colors, or "custom colors," are printed using pre-mixed inks, rather than reproduced by mixing cyan, magenta, yellow, and black (CMYK) inks. Each spot color requires its own film separation and press plate, which is coated with the pre-mixed ink.

Because Photoshop is a process-color (CMYK) application, you cannot assign spot colors to an image in Photoshop. However, you can prepare a Photoshop document to be separated on spot plates using a third-party plug-in, using Photoshop's Duotone mode, or by assigning spot colors to process channels in Photoshop's CMYK mode. This document describes each of these techniques.

Creating Spot Colors Using Third Party Plug-ins

The following third-party plug-ins for Photoshop enable you to prepare a Photoshop document for spot color printing.

- PhotoSpot by Second Glance
PhotoSpot is a set of plug-ins that can reduce the number of colors in an RGB or CMYK image, or produce eight color variations of stochastic separations. You can use PhotoSpot's Export command to create separations for individual colors, which you can print from Photoshop or import into another application (e.g., Adobe PageMaker, QuarkXPress) for printing.

- PlateMaker by A Lowly Apprentice PlateMaker enables you to isolate custom colors into separate channels in CMYK, Indexed Color, or Multichannel modes, and then save the custom colors with your image in DCS 2.0 format. You can then separate the DCS image from a page layout application that supports DCS 2.0 (e.g., Adobe PageMaker 6.x, QuarkXPress 3.x).

Creating Spot Colors in Photoshop's Duotone Mode

If you want to apply spot colors to an entire image, rather than to a specific area of the image, you can do so using Photoshop's Duotone mode, which is the only Photoshop mode that supports true spot color. In Duotone mode you can create monotones, duotones, tritones and quadtones, enabling you to use up to four spot colors. Monotones are grayscale images printed with a single, nonblack ink. Duo-

tones, tritones, and quadtones are grayscale images printed with two, three, and four inks, respectively. In these types of images, custom inks are used to reproduce tinted grays rather than to reproduce discrete spot colors. You can choose from several libraries of custom spot color inks (e.g., Pantone Coated, Focoltone, Trumatch). For more information on Duotone mode, see the Adobe Photoshop User Guide.

Simulating Spot Colors in Photoshop's CMYK Mode

If you want to apply a spot color to a specific area of an image, rather than to the entire image, you can simulate up to four spot colors using the C, M, Y, and K channels in Photoshop's CMYK mode. You begin by converting an image to Grayscale mode and then CMYK mode, keeping all of the pixel information in the Black channel. Then, using Photoshop's selection tools, you isolate specific areas of the image to the C, M, or Y channels, which act as substitutes for spot color separations. You can then print the appropriate process separations from Photoshop or a page layout application, indicating to your commercial printer which spot color ink to use for each process separation.

Isolating Image Areas to CMYK Channels

To convert an image to CMYK mode and isolate areas to individual channels:

1. Open the image you want to prepare for spot color printing.
2. Choose Image > Mode > Grayscale (Photoshop 4.0) or Mode > Grayscale (Photoshop 3.0.x and earlier).
3. Choose File > Color Settings > Separation Setup (Photoshop 4.0) or File > Preferences > Separation Setup (Photoshop 3.0.x and earlier).
4. Note the Black Generation setting, then select Maximum from the Black Generation pop-up menu. (The Maximum setting ensures that all the pixel information will be on the Black channel when you convert the image to CMYK mode.)
5. Click OK.
6. Choose Image > Mode > CMYK Color (Photoshop 4.0) or Mode > CMYK Color (Photoshop 3.0.x and earlier).
7. Repeat step 3, then change the Black Generation option to the setting you noted in step 4.
8. Select an area of the image to which you want to apply a spot color. Make sure anti-aliasing is deselected in the options palette for the selection tool that you use.
9. Assign the selection to the C, M, or Y channel:
If your selection is black-and-white line art or a continuous-tone area (e.g., a photograph) that you want to fill with a solid color, do the following:
 - A. Click on one of the blank channels. You can select any empty channel, but it is a good idea to select the one whose color is closest to the spot color you'll use.
 - B. Fill the selection with 100% black, a percentage of black, or with a black-to-white gradient. (In a Photoshop color channel, 100% black represents 100% of the channel color, and 100% white represents 0% of the channel color.)

If your selection is a continuous-tone area (e.g., a photograph) and you want to retain its highlights and shadows (i.e., gray values), do the following:

- A. Choose Edit > Copy to copy the selected area to the clipboard.
 - b. Click on one of the blank channels. You can select any empty channel, but it's a good idea to select the one whose color is closest to the spot color you'll use.
 - c. Choose Edit > Paste.
10. With the selection still active, click on the Black channel in the Channels palette, then press the Delete key to delete the selected area from the Black channel.
11. Repeat steps 8 to 10 for up to two additional spot colors.
12. Save the file as an EPS or TIFF graphic.

Displaying Spot Colors in CMYK Channels

You can change the display color of the C, M, Y, or K channels to match the spot color they represent, enabling you to preview the spot colors on screen. You use the Custom Colors and Printing Inks Setup dialog boxes to change the color values for the channels.

To change the display color of a channel:

1. Click the foreground color selection box in the toolbox to display the Color Picker dialog box.
2. Click Custom.
3. Select the desired spot color and click OK.
4. Choose File > Color Settings > Printing Inks Setup (Photoshop 4.0) or File > Preferences > Printing Inks Setup (Photoshop 3.0.x and earlier).
5. Select Custom from the Ink Colors pop-up menu.
6. Click the swatch next to the channel whose color you want to change. The Color Picker appears.
7. With the Color Picker dialog box still displayed, move the cursor over the foreground color selection box in the toolbox. The cursor changes to an eyedropper.
8. Click the foreground color selection box to sample the spot color. The channel color changes from its default color to the spot color. Click OK three times to exit the Printing Inks dialog box.
9. Repeat steps 1 to 8 to change the color value for other channels.
10. Before exiting the Printing Inks Setup dialog box for the last time, click Save, name the file, then click Save to save this printing inks setup.

NOTE: To return the printing inks to their default values, choose SWOP Coated from the Ink Colors pop-up menu in the Printing Inks Setup dialog box.

Printing the Image from Photoshop or a Page Layout Application

Once you've assigned specific areas of your image to the C, M, Y, and K channels, you can print process separations of the image from Photoshop, and then indicate to your commercial printer which spot color you want for each plate. You can also separate the image from a page layout application using the steps below.

NOTE: Because you will use the process separation plates to print spot colors, do not import the Photoshop image into

a page layout document that contains process color elements.

To separate the image from another application:

1. In Photoshop, choose File > Preferences > General, select Short Pantone Names, then click OK.
2. Save the image as a TIFF or EPS graphic. If you save in EPS format, deselect Include Halftone Screen and Include Transfer Function in the EPS Format dialog box.
3. Import the image into the page layout application.
4. Set the screen angles recommended by your service provider or the manufacturer of your imagesetter or final output device.
5. Assign the appropriate spot color to the cyan, magenta, and yellow plates, according to the documentation provided with the application, or tell your commercial printer which spot color you want for each of the color plates.

To separate the image from Adobe PageMaker:

1. In Photoshop, choose File > Preferences > General, select Short Pantone Names, then click OK.
2. Save the image as a TIFF or EPS graphic. If you save in EPS format, deselect Include Halftone Screen and Include Transfer Function in the EPS Format dialog box.
3. Place the image into a new or existing PageMaker publication.
4. If the publication already contains one or more of the spot colors you'll use for the Photoshop image, redefine the spot colors in PageMaker so they print on the appropriate cyan, magenta, yellow, or black plate:
 - A. Choose Element > Define Colors.
 - B. Select a spot color used in the Photoshop image, then click Edit.
 - C. Select Process from the Type pop-up menu in the Edit Color dialog box.
 - D. Select CMYK from the Model pop-up menu.
 - E. Increase the percentage value for the process plate on which you want the spot color to print to 100, then change the other process color percentages to zero. For example, if you want the spot color to print on the cyan plate (i.e., you isolated the Photoshop elements to the C channel), then redefine the spot color as 100% cyan, 0% magenta, 0% yellow, and 0% black.
 - F. Click OK.
 - G. Repeat for any other spot colors defined in PageMaker that are used in the Photoshop image.
5. Choose File > Print, then click Color.
6. Select the Separations option. The Cyan, Magenta, Yellow, and Black inks are automatically selected in the Print Ink scroll box. If you want to print any spot colors on additional plates, make sure that they are also selected.
7. Make other print settings as desired, then click Print.
8. Indicate to your commercial printer which spot color you want to use for each process color plate.

Video LUT Animation in Photoshop General Information

What's Covered

- Previewing Color Adjustments
- Displaying Threshold Mode

Advantages and Disadvantages of Video LUT Animation

Your computer's video card or built-in video uses a video color lookup table (LUT) to convert digital color values to analog voltages, which your monitor then uses to display color. Adobe Photoshop modifies the video LUT for two processes, previewing color adjustments and displaying threshold mode, when Video LUT Animation is enabled in the Display & Cursors Preferences (Photoshop 4.0) or the General Preferences (Photoshop 3.0.x) dialog box.

NOTE: On most systems running Windows, Video LUT Animation works only if the monitor is set to 256 colors.

Previewing Color Adjustments

When you make a color adjustment to an image in the Levels, Curves, Color Balance, or Brightness/Contrast dialog box, Photoshop pre-

views your adjustment either by applying it to each pixel in the selection, or by using Video LUT Animation, which applies the adjustment to the entire screen.

If you select the Preview option in the color adjustment dialog box, Video LUT Animation is disabled, so that only the image or the selected area of the image shows the color adjustment. If you deselect the Preview option, Video LUT Animation is enabled, so that the whole screen shows the color adjustment. Video LUT Animation previews color adjustments much faster than the Preview option because Photoshop applies the adjustment to the video's color lookup table, rather than calculating it for each pixel in the selected area. Video LUT Animation is less accurate, however, since it is controlled by the video card, not by Photoshop.

Displaying Threshold Mode

Photoshop uses Video LUT Animation to display an image in Threshold mode, which you use to identify the lightest and darkest areas in an image. You can view an image in Threshold mode by pressing modifier keys in the Levels dialog box.

To view an image in Threshold mode:

1. Choose Image > Adjust > Levels.
2. Deselect the Preview option to enable Video LUT Animation.
3. Hold down the Option key (Macintosh) or Alt key (Windows) while dragging the white or black Input Levels triangle.

Photoshop displays a high-contrast preview of the image as you drag the white or black Input Levels slider. The visible areas indicate the lightest parts of the image if you are dragging the white slider and the darkest parts of the image if you are dragging the black slider.

Advantages and Disadvantages of Video LUT Animation

Because in most cases the advantages of Video LUT Animation outweigh the disadvantages, Video LUT Animation is enabled in Photoshop by default. However, consider the following as you enable or disable it.

Advantages of Video LUT Animation:

- Enables you to view color adjustments almost instantly in the Levels, Curves, Color Balance and Brightness/Contrast dialog boxes.
 - Enables you to view an image in Threshold mode.
- Disadvantages of Video LUT Animation:*
- Previews are slightly less accurate, especially in CMYK and Duotone modes.
 - Because the color adjustment is applied to the entire screen, you lose the context (e.g., neutral gray desktop) in which you view the image, which can skew your color perception.
 - Video LUT Animation is incompatible with some monitors and video cards, which may cause display problems. If severe display problems occur (e.g., a duplicate of the image appears on the desktop), try disabling Video LUT Animation.

Unexpected Results

MAC OS / WINDOWS

Unable to Save Index Color Mode Image in JPEG Format from Photoshop 3.0x

ISSUE

When saving an Adobe Photoshop 3.0x image in Indexed Color mode, the “JPEG” file format option is unavailable (i.e., grayed out).

SOLUTIONS

Save the Photoshop image in a file format other than JPEG (e.g., CompuServe GIF, TIFF, EPS).

OR: Select a different color mode from the Mode menu (e.g., RGB color, CMYK) then save in JPEG format.

ADDITIONAL INFORMATION

Because the JPEG file format does not support index color, the “JPEG” file format option is unavailable in the “Format” popup menu in the Photoshop “Save As” dialog box when saving a Photoshop 3.0x image in “Indexed Color” mode.

Kodak PhotoCD Images Open Slowly in Photoshop 3.0

ISSUE

Kodak PhotoCD images open slowly in Adobe Photoshop 3.0.

SOLUTIONS

Copy the file containing the desired image from the CD-ROM to the hard disk, then open the file located on the hard disk.

OR: Upgrade to Photoshop 3.0.4 or later.

OR: Update the Kodak CMS PhotoCD plug-in filter and associated PhotoCD system extensions, available from Kodak and online services. The Kodak CMS PhotoCD plug-in filter is located in the Kodak PhotoCD folder in the File Format folder in the Photoshop’s Plug-ins folder.

ADDITIONAL INFORMATION

Photoshop must decompress PhotoCD images, which are stored compressed, and wait for the CD-ROM drive to access the image information, resulting in slow opening times for PhotoCD images. Moving compressed PhotoCD images to a volume (e.g., hard disk) with faster access times than CD-ROM drives enables Photoshop to access and open the decompressed files faster.

The updated Kodak PhotoCD plug-in filter and associated PhotoCD system extensions increase opening speeds (e.g., up to a five times increase in opening speed) of PhotoCD files on both Macintosh and Power Macintosh computers. Photoshop 3.0.4 and later include an updated version of the Kodak CMS PhotoCD plug-in filter and associated PhotoCD system extensions.

Photoshop CMYK JPEG Image Imports at Unexpected Size in Another Application

ISSUE

When you import a CMYK JPEG image saved in Adobe Photoshop into another application (e.g., QuarkXPress, Adobe Illustrator 6.x), it displays at a different size than expected. The CMYK JPEG image was saved at greater or less than 72 pixels per inch (ppi).

SOLUTION

Resave the CMYK JPEG image in Photoshop in another format (e.g., TIFF, EPS).

ADDITIONAL INFORMATION

The CMYK JPEG file format specification include the total number of pixels in the image, but does include the number of pixels per inch (i.e., image resolution). When saving CMYK JPEG images, Photoshop includes the image resolution in a JPEG marker. When an application (e.g., QuarkXPress, Adobe Illustrator 6.x) imports a CMYK JPEG file and is unable to read the image resolution in the JPEG marker, it imports the image with a default resolution of 72 ppi. Because CMYK JPEG files include the total number of pixels in the image, the application resizes the image to distribute the pixels at 72 pixels per inch (ppi / 72 x original image dimensions = imported image dimensions), which causes CMYK JPEG images with a resolution great-

er than 72 ppi to increase in size and those with a resolution less than 72 ppi to decrease in size.

Because RGB and Grayscale JPEG images include the image's resolution within the JPEG file format, they do not resize when imported into another application.

When you place a CMYK JPEG image into Adobe PageMaker 6.0 for the Macintosh, PageMaker 6.0 reads the resolution information in the JPEG marker and imports the image at the expected size.

"Define Pattern" Option Unavailable in Photoshop 2.x and Later

ISSUE

The "Define Pattern" option is unavailable (grayed out) from the Edit menu in Adobe Photoshop 2.x and later.

SYMPTOMS

The "Feather" option is set to "1" or higher in the "Marquee Options" palette.

SOLUTIONS

Set "Feather" to "0" (zero) in the "Marquee Options" palette and reselect the selection. To access the Marquee Options palette, double-click on the marquee tool in the upper left corner of the toolbox.

NOTE: Changing the "Feather" option in the Marquee Options palette will affect the next selection; current selections are not changed.

OR: When the "Feather" option in the "Marquee Options" palette is set to "0" and "Feather" was applied by choosing "Feather" from the Select menu, clear and reselect the selection and do not apply the "Feather" option. Choosing "Feather" from the Select menu affects only the current selection and does not have any effect on subsequently made selections.

NOTE: The number zero is not an acceptable value in the "Feather Selection" dialog box, so after making no changes then clicking "OK," feathering will be assigned to the current selection. The change will not show in the "Marquee Options" palette, nor will it affect the next selection made with the selection tools.

ADDITIONAL INFORMATION

The "Define Pattern" option is unavailable as it is not designed to fill a selection with the "Feather" option applied (i.e., the "Feather" option set to "1" or higher). Feathering blurs the edges of a selection by building a transition boundary between the selection and the surrounding pixels.

The "Fill..." command fills selected areas of an image with a pattern. Before filling a selection with a pattern, you must define the pattern using the "Define Pattern" command from the Edit menu.

Plug-in Filters Unavailable in Photoshop

ISSUE

Plug-in filters are missing or dimmed in the Filter menu in Adobe Photoshop 2.5.x or later.

SOLUTIONS

When using Photoshop for the Macintosh, do one or more of the following:

- A. Make sure the plug-ins are located in the Plug-ins folder. Plug-ins for Photoshop 2.5.x must be loose in the Plug-ins folder (i.e., not in a subfolder within the Plug-ins folder).
- B. Update Photoshop's preferences file:
 1. Quit Photoshop.
 2. At the Finder, force Photoshop to read the Plug-ins folder when launching by pressing the Command key and double-clicking the Photoshop application icon.
- C. Retarget the Plug-ins folder:
 1. In Photoshop, choose File > Preferences > Plug-ins.
 2. In the Select the Plug-ins Folder dialog box, click once on the Plug-ins folder to select it.
 3. Click the Select 'Plug-ins' button, located in the lower-right corner of the Select the Plug-ins Folder dialog box.
 4. Restart Photoshop.
- D. Recreate Photoshop's preferences file:
 1. Quit Photoshop.
 2. At the Finder, open the Preferences folder in the System Folder.
 3. Delete the Adobe Photoshop 3.0 Prefs file (Photoshop 3.0.x) or the Photoshop Prefs file (Photoshop 2.5.x).

NOTE: Deleting Photoshop's preferences file restores Photoshop's default preferences settings, and custom preferences settings are lost.

OR: When using Photoshop for Windows, do one or more of the following:

- A. Make sure the plug-ins are located in the Plug-ins directory, and not a subdirectory of it.
- B. Retarget the Plug-ins directory:
 1. In Photoshop, choose File > Preferences > Plug-ins.
 2. Click once to select the Photoshop Plug-ins directory, then click OK.
 3. Relaunch Photoshop.
- C. Recreate Photoshop's preferences file:
 1. Quit Photoshop.
 2. Use the Windows Explorer (Windows 95) or File Manager (Windows 3.x) to rename or delete the Photos30.psp (Photoshop 3.0.x) or Photoshp.psp (Photoshop 2.5.x) file, located in the Windows directory (Photoshop 3.0.4 and earlier) or the Win32app\Photoshp\Prefs directory (Photoshop 3.0.5).
 3. Relaunch Photoshop.

NOTE: Deleting Photoshop's preferences file restores Photoshop's default preferences settings, and custom preferences settings are lost.

- D. Respecify the location of Photoshop 3.0.x's Plug-ins directory in the Photos30.ini file:

1. Quit Photoshop.
2. Open the Photos30.ini file, located in the Windows directory (Photoshop 3.0 and 3.0.4) or the Win32app\Photoshp\Prefs directory (Photoshop 3.0.5), in a text editor that can save in text-only format (e.g., NotePad).
3. Edit or add the Plug-ins directory location in the line that begins “PlugInDirectory.” For example:

```
PlugInDirectory=C:\Photoshp\Plugins
```

 where C:\Photoshp\Plugins is the path of the of the Plug-ins directory location.

NOTE: Photoshop’s default Plug-ins directory location is C:\Photoshp\Plugins (Photoshop 3.0 and 3.0.4) or C:\Win32app\Photoshp\Plugins (Photoshop 3.0.5). The Photos30.ini file is not case- or line-order sensitive.

4. Save the Photos30.ini file in text-only format.

ADDITIONAL INFORMATION

Photoshop’s preferences file contains the location of the Plug-ins folder or directory. When the Plug-ins folder name or location changes, and the Photoshop preferences file is not updated with these changes, Photoshop cannot access plug-in filters. Deleting the preferences file and relaunching Photoshop forces Photoshop to create a new preferences file that contains updated plug-in folder and file information, and default preferences settings.

Photoshop 2.5.x for the Macintosh and Photoshop 2.5 or later for Windows search for plug-ins in one folder or directory, and are unable to locate and recognize plug-ins in a subdirectory or subfolder in the Plug-ins directory or folder.

Photoshop for Windows is unable to access plug-ins whose directory location is not defined in Photoshop’s Photos30.ini file.

After you delete the Photoshop initialization (*.ini) file, Photoshop does not recreate the following two lines in the Photoshop .ini file when launching:

Photoshop 3.0 and 3.0.4:

```
PhotoshopDirectory=C:\Photoshp\  
PlugInDirectory=C:\Photoshp\Plugins
```

Photoshop 3.0.5:

```
PhotoshopDirectory=C:\Win32app\Photoshp\  
PlugInDirectory=C:\Win32app\Photoshp\Plugins
```

The filenames of the Photoshop preferences files are as follows:

Photoshop Version	Preferences File Name
Photoshop 3.0.x for the Mac	Adobe Photoshop 3.0 Prefs
Photoshop 3.0.x LE for the Mac	Adobe Photoshop LE Prefs
Photoshop 2.5.x for the Mac	Photoshop Prefs
Photoshop 2.5.x LE for the Mac	Photoshop LE Prefs
Photoshop 3.0.x for Win	Photos30.psp
Photoshop 3.0.x LE for Win	Phot30le.psp
Photoshop 2.5.x for Win	Photoshp.psp
Photoshop 2.5.x LE for Win	Photosle.psp

The filenames of the Photoshop for Windows initialization files are as follows:

Photoshop Version	Initialization File Name
Photoshop 3.0.x for Win	Photos30.ini
Photoshop 3.0.x LE for Win	Phot30le.ini
Photoshop 2.5.x for Win	Photoshp.ini
Photoshop 2.5.x LE for Win	Photosle.ini

Can’t Save a Copy as PICT, Targa, or Pixar With Multiple Alpha Channels

ISSUE

When saving an image in Adobe Photoshop 3.0 that contains multiple alpha channels in PICT, Targa, or Pixar format, “Don’t Include Alpha Channels” is selected but unavailable (grayed out) in the “Save a Copy” dialog box.

SOLUTION

Make sure the image is in RGB mode and delete or combine any alpha channels in the image file so there is only one alpha channel.

OR: If the alpha channels must be retained, save the image in TIFF or Photoshop format.

ADDITIONAL INFORMATION

The PICT, Targa, and Pixar formats only support one alpha channel when they are in RGB mode; no alpha channels can be saved in a grayscale PICT, Targa or Pixar file. When there is more than one alpha channel in an image, the “Don’t Include Alpha Channels” option is selected but unavailable (grayed out) in the “Save a Copy” dialog box when PICT, Targa or Pixar format is selected from the “Save File as Format Type:” drop-down list.

A PICT image that includes an alpha channel may cause unpredictable results when placed or opened in other applications. TIFF format is best when working with alpha channels.

GIF Image Reopens at Unexpected Size and Resolution in Photoshop

ISSUE

When you open a GIF image in Adobe Photoshop 2.5.x or later, the image displays at a different size and resolution (i.e., 72 ppi) than those specified when saved.

SOLUTION

Save the image in a different file format (e.g., Photoshop 3.0 [*.PSD], TIFF [*.TIF], EPS [*.EPS]).

ADDITIONAL INFORMATION

The GIF and CMYK JPEG file formats do not include resolution information. When you save a file in a format that

does not include resolution information, the application (e.g., Photoshop) assigns a default resolution of 72 ppi when opening or saving the image.

The Photoshop 3.0, TIFF, and EPS formats include resolution information.

Adaptive Palette Uses Too Few Colors After Changing to Indexed Color

ISSUE

After you change the color mode from RGB to Indexed Color and select the Adaptive palette in Adobe Photoshop 2.0 or later, the color table has fewer colors than expected, or significantly fewer colors than another palette (e.g., Exact palette).

SOLUTION

To create the Color Table, select either the Uniform, System, Custom, or Previous palette, instead of the Adaptive palette.

ADDITIONAL INFORMATION

Photoshop's Adaptive palette calculation code is designed for images with a broad range of hues. In monochromatic images, or images with a narrow tonal range, Photoshop's Adaptive palette creates a limited color table, resulting in lower resolution and posterization.

No Pressure Sensitivity with Summagraphics Tablets in Photoshop 2.5x or Later

ISSUE

There is no pressure sensitivity when using the SummaSketch FX, SummaSketch II, or SummaSketch III tablets in Adobe Photoshop 2.5x or later.

SOLUTIONS

Do one or more of the following:

- A. Use the SummaSketch FX tablet, instead of the SummaSketch II Plus or SummaSketch III Plus tablet.
- B. Install the SummaSketch FX 2.07 driver, which is WinTab compliant.
- C. Open SUMMA.EXE, located in the WINDOWS directory, then in the Features dialog box, do one or more of the following:
 - A. Select Pressure Stylus in the Transducer section.
 - B. Raise the pressure sensitivity to 25% or higher by moving the slider bar to Hard in the Sensitivity section.
 - C. Change the SmartPen Enabled setting by deselecting the SmartPen Enabled option when selected, or select the SmartPen Enabled option when deselected.
 - D. In the Windows Setup control panel, select SummaSketchMM WinTab Driver, Version for Mouse.

- E. Edit the SYSTEM.INI to contain the required comments. For instructions, see Additional Information.
- F. Reinstall the Summagraphics tablet software to ensure the tablet is configured correctly.

ADDITIONAL INFORMATION

The SummaSketch FX tablet does not support pressure sensitivity on the Macintosh. The SummaSketch II Plus and SummaSketch III Plus tablets are digitizing pads that do not support pressure sensitivity.

When SmartPen is enabled, it overrides the default pressure settings of the SummaSketch FX tablet with SmartPen pressure settings. SmartPen pressure settings are set each time you press down within the active area of the tablet with your pressure stylus. When SmartPen is disabled, the maximum pressure setting defaults to the highest nominal maximum pressure value for your stylus.

WinTab is a set of specifications that defines how tablets turn their data from the tablet to mouse events. Pen drivers are hardware-dependent Microsoft Windows DLL (dynamic-link libraries) files and virtual drivers that are responsible for detecting, enabling, disabling, reading, and commanding stylus hardware.

The Summagraphics 2.07 driver supports using the mouse (i.e., 4-button cursor) or the pen, but not both at the same time.

To edit the SYSTEM.INI to contain the required comments:

1. Make a backup copy of the SYSTEM.INI file.
2. Open the original SYSTEM.INI file located in the WINDOWS directory in a text editor that can save in text-only format (e.g., Notepad).
3. In the [boot] section, add or edit the "drivers=" line to read:


```
drivers=winmm16.dll mmsystem.dll penwindows
```

 where the DLL files listed after "drivers=" may be in any order.
4. In the [boot] section, add or edit the line that references the MWTSUMM.DRV file to read:


```
mouse.drv=mwtsumm.drv
```
5. In the [drivers] section, add or edit the following lines to read:


```
pen=wtpen.drv
penwindows=penwin.dll
```
6. In the [boot.description] section, add or edit the following line to read:


```
mouse.drv=SummaSketch MM WinTab Driver,
Version 2.07
```
7. Save the SYSTEM.INI file in text-only format in the WINDOWS directory.

Constrain File Size Deselects When Changing Image's Width or Height in Photoshop

ISSUE

After changing the Width or Height value in Photoshop's Image Size dialog box, the Constrain File Size option is deselected.

SOLUTION

Choose a unit of measurement (e.g., inches, cm, picas) other than pixels or percent from the Width and Height pop-up menus in Photoshop's Image Size dialog box.

ADDITIONAL INFORMATION

Resizing an image with the pixels or percent unit of measurement selected in Photoshop's Image Size dialog box then changing the Width or Height value changes the number of pixels in the image. Because one pixel equals a certain number of bits, and eight bits equals one byte, changing the number of pixels in an image (i.e., changing the Width or Height value in pixels) changes the image's file size. Photoshop can only constrain the file size when the image's number of pixels does not change.

Resizing an image using inches, cm, points, picas, or columns as the unit of measurement does not change the number of pixels in the image, which enables Photoshop to constrain the image's file size.

Cursor Displays as Cross Hairs in Photoshop

ISSUE

Photoshop displays tool cursors as cross hairs (+) instead of the default tool cursor (e.g., brush, eraser).

SOLUTIONS

Do one or more of the following:

- A. Release the Caps Lock key.
- B. Choose File > Preferences > General, then deselect the Precise option in the Tool Cursors section of the General Preferences dialog box.

ADDITIONAL INFORMATION

When you activate the Caps Lock key or select the Precise Tool Cursor option in the General Preferences dialog box, Photoshop displays the "precise" cursor (i.e., cross hairs) for most tools, instead of the default tool cursors. The cross hairs give you greater accuracy because the hot spot of the cursor is at the intersection of the cross hairs. When you release the Caps Lock key and deselect the Precise Tool Cursor option, the default tool cursors are restored.

Free or Rotate Command is Dimmed in Photoshop 2.0 or Later

ISSUE

The Image > Rotate > Free or Image > Rotate > Arbitrary command is dimmed in Adobe Photoshop 2.0 and later.

SOLUTIONS

Do one or more of the following:

- A. Change the open image from bitmap mode to another mode (e.g., grayscale) before using the Free or Arbitrary rotate command, then change the image back to bitmap mode when finished.

NOTE: Converting the image to grayscale mode provides the most direct conversion back to bitmap mode.

- B. When working in Photoshop 2.0 or later and selecting Background as the target layer, make a selection in the image before choosing Image > Rotate > Free.

ADDITIONAL INFORMATION

Photoshop enables the Arbitrary and Free commands in all modes except bitmap mode. When the target layer in Photoshop 3.0.x is a non-Background layer, the Free command is available whether or not you've made a selection in the image.

Photoshop 3.0.4 EPS Files Appear Pixelated in Other Applications

ISSUE

A Photoshop 3.0.4 EPS file appears very pixelated (i.e., low resolution, bitmapped) when placed into another application (e.g., Adobe PageMaker, Adobe Persuasion, QuarkX-Press).

SOLUTIONS

Save the image in a file format that doesn't include an image preview (e.g., TIFF).

OR: Upgrade to Photoshop 3.0.5 or later for the Macintosh, then install the Unlimited Full Size Previews plug-in. For instructions on installing the Unlimited Full Size Previews plug-in, see Additional Information.

ADDITIONAL INFORMATION

When you open an EPS file in Photoshop, Photoshop displays the actual EPS, rather than the image's preview file. Therefore, the image does not appear pixelated in Photoshop. However, applications that do not open EPS files (e.g., Adobe PageMaker, Adobe Persuasion, QuarkX-Press) use an EPS's preview file to display the image on-screen. Because Photoshop 3.0.4 does not create EPS preview files larger than 512-by-512 pixels, EPS files larger than 512-by-512 pixels appear pixelated when placed into other applications. Regardless of how an EPS's image preview appears, it will print correctly to a PostScript device (e.g.,

PostScript printer) because a PostScript device uses the EPS file data, not the EPS preview data, to output the file.

Photoshop 3.0.5 and later for the Macintosh includes the Unlimited Full Size Previews plug-in that removes the limit on EPS TIFF preview file size. When the Unlimited Full Size Previews plug-in is installed in Photoshop's Plug-ins folder, EPS TIFF preview files display correctly in other applications.

To install Photoshop 3.0.5 or later Macintosh's Unlimited Full Size Previews plug-in:

1. Quit Photoshop.
2. Insert the Photoshop 3.0.5 or later CD-ROM.
3. Open the Adobe Photoshop 3.0.5 (or Adobe Photoshop 4.0) > Disk Images > Install-Disk 1 > Optional Extensions folder.
4. Drag the Unlimited Full Size Previews plug-in from the Optional Extensions folder to Photoshop's Plug-ins folder on your hard drive.
5. Restart Photoshop.

Indexed Color EPS Files Open as RGB in Photoshop 3.0.x and Earlier

ISSUE

When you open an Indexed Color image saved as an EPS file in Adobe Photoshop 3.0.x and earlier, Photoshop converts the image to RGB mode.

SOLUTIONS

Open the EPS file in Photoshop and reconvert it to Indexed Color mode by choosing Mode > Indexed Color.

OR: Save the Indexed Color image in another file format (e.g., TIFF, PCX, PICT).

ADDITIONAL INFORMATION

Photoshop was designed to open Indexed Color EPS files in RGB mode. The palette information of the Indexed Color image is retained in the EPS file, only the Mode is changed. When you reconvert the RGB EPS file to Indexed Color, clicking OK in the Indexed Color dialog box recreates the Indexed Color file.

Artistic, Brush Stroke, Sketch, and Texture Filter Groups Dimmed in Photoshop 4.0

ISSUE

Filter groups (i.e., Artistic, Brush Stroke, Sketch, Texture and Video) or individual filters (e.g., Smart Blur, Lens Flare) are dimmed in the Filters menu

when you have an image open in Adobe Photoshop 4.0.

SOLUTIONS

Convert the image to a color mode the filter or group of filters supports (e.g., RGB, Grayscale, Duotone, Multichannel mode).

OR: Apply the filter to each channel in the image:

1. Click on a channel (e.g., Cyan) in the Channels palette.
2. Apply the filter.
3. Click on each remaining channel and apply the same filter.

NOTE: Lens Flare, Lighting Effects, and NTSC Colors work only when your image is in RGB mode, and cannot be applied to individual channels.

ADDITIONAL INFORMATION

Photoshop dims filters in the Filter menu when you don't have an image open or when the filters do not support the image's color mode (e.g., CMYK, Lab Color). The filters listed below (excluding Lens Flare, Lighting Effects and NTSC Colors, which work only in RGB mode) work only in RGB, Grayscale, Duotone, and Multichannel modes, and in individual channels, which are actually just grayscale (i.e., 8-bit) documents. Asterisks (*) indicate entire filter groups that Photoshop dims in the Filter menu when the image is in an unsupported color mode.

*Artistic

- Colored Pencil
- Cutout
- Dry Brush
- Film Grain
- Fresco
- Neon Glow
- Paint Daubs
- Palette Knife
- Plastic Wrap
- Poster Edges
- Rough Pastels
- Smudge Stick
- Sponge
- Underpainting
- Watercolor
- Blur
- Smart Blur
- *Brush Strokes
- Accented Edges
- Angled Strokes
- Crosshatch
- Dark Strokes
- Ink Outlines
- Spatter
- Sprayed Strokes
- Sumi-e
- Distort - Diffuse Glow
- Glass
- Ocean Ripple
- Render
- Lens Flare
- Lighting Effects
- Stylize - Glowing Edges
- *Sketch
- Bas Relief
- Chalk & Charcoal

- Charcoal
- Chrome
- Conte Crayon
- Graphic Pen
- Halftone Pattern
- Note Paper
- Photocopy
- Plaster
- Reticulation
- Stamp
- Torn Edges
- Water Paper
- *Texture
- Craquelure
- Grain
- Mosaic Tiles
- Patchwork
- Stained Glass
- Texturizer
- *Video
- De-Interlace
- NTSC Colors

Cannot Add Pixels to Transparent Areas of a Document in Photoshop

ISSUE

You cannot paint or add pixels to transparent areas of a document in Photoshop 3.0.x or later.

SOLUTIONS

Do one or more of the following:

- A. Deselect the Preserve Transparency option in the Layers palette.
- B. Add pixels to the transparent area in the layer that contains the transparency, instead of in a channel:
 1. Select the Channels palette tab, then select the composite channel (e.g., RGB) so that all the default channels are active.
 2. Select the Layers palette tab, then select the layer that contains the transparent area to which you want to add pixels.
 3. In the Layers palette, deselect the Preserve Transparency option for that layer.
 4. Add pixels to the transparent area.

ADDITIONAL INFORMATION

The Preserve Transparency option in the Layers palette prevents Photoshop from adding pixels to transparent areas of an image. When this option is selected, painting is limited to the areas of a layer that contain pixels. By default, transparent areas of a document appear as a light gray checkerboard pattern.

Because transparency is a function of layers, you can only edit transparent areas within the layer that contains the transparency; you cannot edit them from within a chan-

nel. To remove transparency from a layer, you can fill the transparent areas, merge the layer containing transparency with a non-transparent layer, or flatten the image.

To fill the transparent areas of a layer:

1. Select the layer in the Layers palette.
2. Load the Transparency Mask by pressing Control + Alt + T (Windows) or Option + Command + T (Macintosh) in Photoshop 3.0.x, or by pressing the Control (Windows) or Command (Macintosh) key and clicking the layer in the Layers palette in Photoshop 4.0.
3. Deselect the Preserve Transparency option.
4. Choose Select > Inverse.
5. Choose Edit > Fill.
6. Click OK.

To merge a layer that contains transparency with a non-transparent layer:

1. Select the layer that contains transparency and the non-transparent layer by holding the Shift key and clicking both layers in the Layers palette.
2. Choose Merge Layers from the Layers palette pop-up menu.

NOTE: The Merge Layers command is dimmed in the Layers palette pop-up menu when less than two layers are visible.

To flatten an image:

1. Make all layers you want to include in the flattened image visible in the Layers palette. Click the leftmost column in the layers palette to show or hide a layer. When a layer is visible, an eye icon appears in the leftmost column of the Layers palette for that layer.
2. Choose Flatten Image from the Layers palette pop-up menu.

To change the pattern Photoshop uses for transparent areas, choose File > Preferences > Transparency & Gamut (Photoshop 4.0) or File > Preferences > Transparency (Photoshop 3.0.x) and then select a different grid size and color.

Custom Pattern Option Dimmed in Photoshop's Bitmap Dialog Box

ISSUE

When you convert an image from grayscale to bitmap mode in Adobe Photoshop, Photoshop dims the Custom Pattern option in the Bitmap dialog box.

SOLUTION

Define a custom pattern before you convert the image from grayscale to bitmap mode:

1. Open the image from which you want to define a pattern, then select the area of the image you want to use for the pattern with the rectangular marquee tool, or choose Select > All (Command + A [Macintosh], Ctrl + A [Windows]) to select the entire image.
2. Choose Edit > Define Pattern, then close the file.
3. Open the grayscale file you want to convert to bitmap mode.

4. Choose Image > Mode > Bitmap (Photoshop 4.0) or Mode > Bitmap (Photoshop 3.0.x) and select the Custom Pattern option.

ADDITIONAL INFORMATION

To use the Custom Pattern conversion method in Photoshop's Bitmap dialog box, you must first define a pattern.

Dragging a Selection Moves Only the Selection Boundary in Photoshop 4.0

ISSUE

When you move a selection with the selection tool in Adobe Photoshop 4.0, the selection boundary moves without the selected pixels, and Photoshop does not create a floating selection.

SOLUTIONS

To move the selected pixels and create a floating selection, move the selection using the Move tool, which is located at the upper right corner of the toolbox.

OR: To move a copy of the selected pixels and create a floating selection, hold down the Option key (Macintosh) or Alt key (Windows) while dragging the selection with the Move tool.

ADDITIONAL INFORMATION

If you move a selection with the selection tool (e.g., Marquee, Magic Wand) in Photoshop 4.0, you move only the selection boundary, not the selected pixels, and Photoshop does not create a floating selection. To move selected pixels and create a floating selection, use the Move tool.

When you move a selection with the selection tool in Photoshop 3.0x, the selected pixels move with the selection boundary and Photoshop creates a floating selection above the last active layer.

EPS Preview or Encoding Option Dimmed in Photoshop 3.0 or 3.0.1

ISSUE

When you save a Lab Color, CMYK Color, RGB Color, Indexed Color, Duotone, or Grayscale image from Adobe Photoshop 3.0 or 3.0.1 in EPS format, the TIFF [8 bits/pixel], Macintosh [8 bits/pixel], and Macintosh JPEG options in the EPS Format dialog box are dimmed.

SYMPTOM

The last EPS file you saved in Photoshop was in Bitmap mode.

SOLUTIONS

Use Photoshop 3.0.4 or later.

OR: Do one or more of the following:

- A. Restart Photoshop:

1. Save the image by selecting one of the available EPS preview and encoding options (e.g., Macintosh [1 bit/pixel] preview and ASCII encoding).
 2. Restart Photoshop.
 3. Reopen the image and then resave it in EPS format with the EPS preview and encoding options you want.
- B. Recreate the Photoshop preferences file:
 1. Quit Photoshop.
 2. Delete the Adobe Photoshop 3.0 Prefs file from the Preferences folder in the System Folder.
 3. Restart Photoshop and then resave the image in Photoshop with the EPS preview and encoding options you want.

ADDITIONAL INFORMATION

After you save an image in Bitmap mode in EPS format, Photoshop 3.0 and 3.0.1 dim the TIFF [8 bits/pixel], Macintosh [8 bits/pixel], and Macintosh JPEG options in the EPS Format dialog box until you restart Photoshop or recreate its preferences file.

File Size Increases After Saving File in EPS Format from Photoshop 2.5.x or Later

ISSUE

After you save a file in EPS format from Photoshop 2.5.x or later, its file size is approximately double that of the original file.

SOLUTIONS

Resave the EPS file with Binary encoding:

NOTE: Some network software, print spoolers, and third-party printer drivers may be unable to print binary-encoded files.

1. Choose File > Save As. 2. Select EPS from the Format pop-up menu, then click Save.
3. In the EPS Format dialog box, select the Binary from the Encoding pop-up menu, then click OK.

OR: Resave the image in another file format (e.g., TIFF).

ADDITIONAL INFORMATION

The encoding options in the EPS Format dialog box determine how Photoshop writes the information in the EPS file. Binary-encoded files are about half the size of ASCII-encoded files, and so they take about half as long to transfer to a printer, but some network software, print spoolers, and third-party printer drivers do not support files that are binary-encoded.

Gradients That Contain Transparency Are Not Transparent in Photoshop 4.0

ISSUE

When you apply a gradient that contains transparency (e.g., Foreground to Transparent, Transparent Stripes) to an im-

age in Adobe Photoshop 4.0, the portion of the gradient that you expect to be transparent is opaque.

SOLUTION

Select Mask in the Gradient Tool Options palette, then re-apply the gradient.

ADDITIONAL INFORMATION

A gradient is a gradual transition between two or more colors. Each gradient in Photoshop contains a transparency mask that controls the opacity of the fill at different locations on the gradient. When the transparency mask is turned off, gradients appear opaque, rather than transparent. You can turn the transparency mask on or off by clicking Mask in the Gradient Tool Options palette.

Photoshop Pauses When You Select a Tool or a Menu, or Use a Paint Tool

ISSUE

Adobe Photoshop 3.0 pauses for as long as 15 seconds when you select a tool or menu item, or use the Paint tool.

SYMPTOMS

The active image file is 10 MB or larger.

SOLUTIONS

Change the Thumbnail Size setting to None in the Palette Options section of the Layers, Paths, and Channels palettes. or: When using Photoshop 3.0 for Macintosh, check general performance settings by doing do one or more of the following:

- A. Make sure the Disk Cache is set to 32K and that Virtual Memory is off in the Memory control panel. When running on a Power Macintosh using System 7.5 or later, make sure the Modern Memory Manager is enabled in the Memory control panel.
- B. Make sure Photoshop has been allocated all but one or two megabytes of the largest available block size, which is noted in the About This Macintosh dialog box.
- C. Make sure there is 30 MB or more of defragmented hard drive space.

or: When using Photoshop 3.0 for Windows, make sure there is 30 MB or more of defragmented hard drive space.

ADDITIONAL INFORMATION

Because Photoshop is constantly processing and updating an active image to create accurate thumbnails, changing the Thumbnail Size setting to None speeds up performance. The delay is related to the amount of CPU time it takes to process the image and is independent of the amount of RAM on the computer. The delay is more pronounced when working on a bitmap mode image. Photoshop 2.5x does not have a Thumbnails feature.

Random Pixels in GIF Image Appear Transparent in Web Browser

ISSUE

When you view an Adobe Photoshop 3.0.x GIF image in a Web browser, random pixels in the image are transparent. The image was exported from Photoshop in Indexed Color mode using the GIF89a Export 1.0 plug-in.

SOLUTIONS

Export the image using the GIF89a Export 1.5 or later plug-in, available from the Adobe BBS, CompuServe, America Online, or the Adobe World Wide Web site. When using Photoshop 3.0.4 for Windows, update to Photoshop 3.0.5, which includes the GIF89a Export 1.5.x plug-in.

or: When you convert an RGB Color or Grayscale mode image to Indexed Color mode, specify the number of colors in the Indexed Color dialog box:

1. In Photoshop, choose Mode > Indexed Color.
 2. In the Resolution section of the Indexed Color dialog box, select Other and type "255" in the Colors text box.
 3. Select the desired Palette and Dither options, then click OK.
 4. Choose File > Export > GIF89a Export, then click OK.
- or: With the RGB Color or Grayscale image open in Photoshop, choose File > Export > GIF89a, then click OK.

ADDITIONAL INFORMATION

The GIF89a Export 1.0 plug-in, included with Photoshop 3.0.4 for Windows and the Macintosh and with early releases of Photoshop 3.0.5 for the Macintosh, may make random pixels transparent when you export an image in Indexed Color mode with 256 colors. The GIF89a plug-in 1.5.x does not make random pixels transparent.

Exporting a file without first converting it to Indexed Color mode, or using only 255 colors when converting it to Indexed Color mode, enables you to export the image without random pixel transparency when using the GIF89a Export 1.0 plug-in.

Rubber Stamp Tool Option Changes to Clone (Aligned) in Photoshop 3.0.x and Later

ISSUE

When you use the rubber stamp tool in Adobe Photoshop 3.0.x or later, the selected option (e.g., nonaligned Clone) unexpectedly changes to the aligned Clone option.

SOLUTION

Reselect the desired option, then do not double-click in the image window while pressing the Option key (Macintosh) or Alt key (Windows).

ADDITIONAL INFORMATION

Double-clicking in the image window while pressing the Option key (Macintosh) or Alt key (Windows) changes the

rubber stamp tool option to the default option, aligned Clone.

Scitex EPS File Loses Clipping Path When Opened in Photoshop 4.0

ISSUE

Clipping paths in a Scitex EPS file are lost after you open the file in Adobe Photoshop 4.0.

SYMPTOM

Photoshop 4.0 displays the Rasterize Generic EPS Format dialog box before it opens the file.

SOLUTION

Temporarily disable the EPS Parser (Macintosh) or Epsparsr.8by file (Windows), then restart Photoshop and open the Scitex EPS file:

NOTE: When the EPS Parser (Macintosh) or Epsparsr.8by file (Windows) is disabled, Photoshop 4.0 cannot import (open, place, paste, drag and drop) non-Photoshop EPS files (e.g., Adobe Illustrator files, Macromedia FreeHand EPS files). To enable Photoshop to rasterize Illustrator files after you disable the EPS Parser, you can install the Photoshop 3.0.x Adobe Illustrator Parser plug-in (Macintosh) or Aiparser.8by file (Windows) into Photoshop's Plug-ins folder. The Adobe Illustrator Parser, however, does not support some Illustrator features (e.g., stroked text, raster-based images, patterns) that are supported by the EPS parser. If you want to open non-Adobe EPS files other than Scitex EPS files, or if you want to open Illustrator files that contain elements that are not supported by the Adobe Illustrator Parser, reenale the EPS Parser file.

If you are using Photoshop 4.0 for Windows:

1. Quit Photoshop.
2. Remove or rename the Epsparsr.8by file, which is located in the Formats subdirectory in Photoshop's Plugins directory.
3. Restart Photoshop.

If you are using Photoshop 4.0 for the Macintosh:

1. Quit Photoshop.
2. Rename the EPS Parser plug-in file, which is in Photoshop's Plug-ins folder, by typing Option + l (lowercase "L") at the beginning of the EPS Parser name, or by moving the EPS Parser plug-in to another location (e.g., desktop).
3. Restart Photoshop.

ADDITIONAL INFORMATION

Photoshop 4.0 opens non-Photoshop EPS files using the EPS Parser plug-in (Epsparsr.8by). The EPS Parser rasterizes (i.e., converts to bitmap) vector-based EPS files, but it does not support clipping paths. To open bitmap-based Scitex EPS files with clipping paths in Photoshop 4.0, disable the EPS Parser so that Photoshop opens the file as a native Photoshop EPS file, which supports clipping paths.

Photoshop opens a non-Photoshop EPS file as a native Photoshop EPS file if it is written in such a way that Photoshop recognizes it as a Photoshop EPS file.

Because Photoshop 3.0.x does not include the EPS Parser, it automatically opens Scitex EPS files in Photoshop EPS file format.

TIFF Files Open or Save Slowly in Photoshop

ISSUE

A TIFF file opens or saves more slowly than expected in Adobe Photoshop 2.5x or later.

SOLUTIONS

Resave the TIFF file without LZW compression:

1. Open the TIFF file in Photoshop.
2. Choose File > Save As.
3. Select TIFF from the format pop-up menu, then click Save.
4. In the TIFF Options dialog box, deselect LZW Compression.
5. Click OK.

OR: Save the file in file format that does not use LZW compression (e.g., Photoshop format, EPS).

ADDITIONAL INFORMATION

In Photoshop 2.5 or later, you can save TIFF files with or without LZW compression. Photoshop saves TIFF files without LZW compression by default. LZW compression is a lossless form of compression that decreases the size of a file on disk, but increases the time it takes for an application to open or save the file because the application must decompress the file to open it and then recompress the file to save it.

Other factors (e.g., file size, processor speed, media access speed) can greatly affect the amount of time it takes to open or save a file.

Unable to Delete Action in Photoshop 4.0

ISSUE

You cannot delete an action in Adobe Photoshop 4.0. If you drag the action over the trash icon in the Actions palette, the cursor changes to a circle with a slash through it and the Delete [ActionName] option is dimmed in the Actions palette menu.

SYMPTOM

The Record button (solid circle) in the Actions palette is active (i.e., red).

SOLUTION

Stop recording the action by clicking the Stop button (solid square) in the Actions palette, or by selecting Stop Recording from the Actions palette menu.

ADDITIONAL INFORMATION

An action can only be deleted in Photoshop 4.0 after you stop recording it.

Unable to Export, Open, or Save Images in Amiga IFF or HAM Format in Photoshop 4.0

ISSUE

Adobe Photoshop 4.0 does not list Amiga HAM in the File > Export menu or Amiga IFF in the file format pop-up menu in the Open or Save dialog box.

SOLUTION

Install the Amiga IFF plug-in and the Ham Export plug-in from the Photoshop 4.0 Application CD-ROM:

If you are using Photoshop 4.0 for Windows:

1. Quit Photoshop 4.0.
2. Insert the Photoshop 4.0 Application CD-ROM.
3. To install the Ham Export plug-in, copy the Ham8b.8be file from the Goodies\Plug_ins directory on the CD-ROM to the Photoshop\Plugins\Export directory.
4. To install the Amiga IFF plug-in, copy the Aiff8b.8bi file from in the Goodies\Plug_ins directory on the CD-ROM to the Photoshop\Plugins\Formats directory.
5. Restart Photoshop 4.0.

If you are using Photoshop 4.0 for the Macintosh:

1. Quit Photoshop 4.0.
2. Insert the Photoshop 4.0 Application CD-ROM.
3. To install the Ham Export plug-in, copy the Ham Export plug-in from the Export folder in the Optional Plugins folder in the Other Goodies folder on the CD-ROM to the Import/Export folder in Photoshop 4.0's Plug-ins folder.
4. To install the Amiga IFF plug-in, copy the Amiga IFF plug-in from the File Format folder in the Optional Plugins folder in the Other Goodies folder on the CD-ROM to the File Format folder in Photoshop 4.0's Plug-ins folder.
5. Restart Photoshop 4.0.

ADDITIONAL INFORMATION

When you install Photoshop 4.0, its installer does not install the Amiga IFF and HAM Export plug-ins, but they are included as optional plug-ins on the Photoshop 4.0 Application CD-ROM. The Photoshop 3.0.x installer installs the Amiga IFF and HAM Export plug-ins as part of the default set of Photoshop plug-ins.

The Amiga IFF plug-in enables you to save Indexed Color mode images in the Commodore Amiga Interchange File Format, which enables you to transfer documents to and from Commodore Amiga computers. The HAM Ex-

port plug-in enables you to save images in Commodore Amiga HAM (Hold and Modify) format, which is a proprietary image format developed for use with Commodore Amiga computers. The HAM format uses an encoding scheme to convert images to 6-bit color with the approximate equivalent of 12-bits of image data in 6-bits per pixel.

Unable to Open or Place EPS File in Photoshop 2.5x LE

ISSUE

Adobe Photoshop 2.5x Limited Edition (LE) does not display the Place command on the File menu.

When you open an Adobe Illustrator file, Adobe Photoshop 2.5x LE returns the error "Could not open 'path and file' because Photoshop was unable to parse the PostScript."

SOLUTIONS

Use the full retail version of Adobe Photoshop 3.0.x to open or place EPS graphics saved in Adobe Illustrator EPS format.

OR: Save the EPS in a graphic format that Photoshop 2.5x can open. For graphic formats you can open in Photoshop 2.5x LE, see Additional Information.

ADDITIONAL INFORMATION

Only full retail version of Photoshop include the Place command, which enables you to import an EPS file into an open Photoshop file. Photoshop 2.5x Limited Edition does not include the Place command.

Photoshop 2.5x LE opens the following graphic formats:

- Photoshop 2.5
- Photoshop 2.0
- Photoshop EPS files
- Filmstrip
- JPEG
- PhotoCD LE
- PICT File
- PICT Resource Targa
- TIFF

WINDOWS

CompuServe GIF Format Doesn't List When Saving in Photoshop 2.5 or Later

ISSUE

The CompuServe GIF file format does not appear in the list of available file formats in the Save, Save As, or Save a Copy dialog box in Adobe Photoshop 2.5.x and later for Windows.

SOLUTIONS

Do one or more of the following:

- A. Convert the image to Indexed color by choosing Mode > Indexed Color.

NOTE: To best preserve the colors of the original image when you convert to Indexed Color, select the Adaptive Palette option and the Diffused Dither option in the Indexed Color dialog box.

- B. Move the Gif8b.8bi plug-in file into the Photoshop's Plug-ins directory.
- C. In Photoshop 3.0 or later, reset the location of the Plug-ins directory:
 1. Launch Photoshop, then choose File > Preferences > Plug-ins.
 2. In the Select Plug-in Directory dialog box, click once on the Plug-ins directory to select it, then click OK.
 3. Restart Photoshop.
- D. Recreate the Photoshop preferences file:
 1. Quit Photoshop.
 2. Delete or rename the Photos30.psp file located in the Photoshop\Prefs directory (Photoshop 3.0.5), the Photos30.psp file located in the Windows directory (Photoshop 3.0 and 3.0.4), or the Photoshop.psp file located in the Windows directory (Photoshop 2.5.x).
 3. Launch Photoshop.

ADDITIONAL INFORMATION

The GIF image format, developed by CompuServe, supports a color palette with a maximum of 256 colors. Only the Indexed Color, Grayscale, or Bitmap modes in Adobe Photoshop support 256 or fewer colors.

Photoshop 2.5.x and later use the Gif8b.8bi plug-in to save a file as a CompuServe Graphic (*.GIF) file. When the Gif8b.8bi plug-in is not installed in Photoshop's plug-ins directory, when the link to the Photoshop's plug-ins directory is broken, or when an image is not in a color mode that supports 256 or fewer colors (e.g., Indexed Color mode), Photoshop does not list the CompuServeGIF format in the Save, Save As, or Save a Copy dialog box. Photoshop is unable to load plug-in files located in a subdirectory in the Plug-ins directory.

Photoshop's preferences file contains the location of the Plug-ins directory. When the Plug-ins directory's name or location changes and the Photoshop preferences file is not updated with these changes, or when the preferences file is damaged, Photoshop cannot access plug-in files. Deleting the preferences file and relaunching Photoshop forces Photoshop to create a new preferences file containing updated plug-in directory and file information, and default preferences settings.

Cannot Open Pro Photo CD Files at 4096x6144 (64Base) Resolution in Photoshop 3.0

ISSUE

The option to open a 4096 x 6144 resolution (64 Base, 72 MB) image from a Kodak Pro Photo CD is unavailable in Adobe Photoshop 3.0 under Windows 3.1 or Windows for Workgroups 3.11. All other resolution options are available.

The option to open a 4096 x 6144 resolution image from a Kodak Pro Photo CD is available when running Photoshop 3.0 under Windows NT.

SOLUTIONS

Update to Photoshop 3.0.4.

OR: Replace the Pcdlib32.dll file (99,840 bytes, dated 10/12/94) included with Photoshop 3.0, with the updated Pcdlib32.dll file (100,864 bytes, dated 1/31/95) included with Photoshop 3.0.4.

ADDITIONAL INFORMATION

The option to open a 4096 x 6144 resolution image from a Kodak Pro Photo CD is unavailable when using the Pcdlib32.dll file (99,840 bytes, dated 10/12/94) included with Photoshop 3.0, but is available when using the updated Pcdlib32.dll file (100,864 bytes, dated 1/31/95) included with Photoshop 3.0.4.

Kodak's updated Pcdlib32.dll file (100,864 bytes, dated 1/31/95) and its ReadMe file (PCD32.TXT) are available on the Adobe BBS, America Online, and CompuServe.

On the Adobe BBS, the files are located in the Photoshop-Windows\Pcd32 directory of the File Library. On America Online, the Pcd32.zip file is located in the "Kodak Photo CD PlugIn/Photoshop 3" listing under the Adobe PC Library directory of the Adobe Software Library. On CompuServe, the files are located in the Photoshop\Win library.

Unable to Place Illustrator File in Photoshop 3.0.x for Windows

ISSUE

When placing an Illustrator 5.x files in Adobe Photoshop 3.0.x, the Place command is dimmed.

SOLUTIONS

Do one or more of the following:

- A. Before importing an Illustrator file, open a new image window in Photoshop.
- B. Install the AIPARSER.8BY file (created 10/21/94, size 58,880 bytes) in the PHOTOSHP\PLUGINS subdirectory by running the Photoshop installer and selecting to install the Plug-in/Filters under Installation Options in the Adobe Photoshop Installer dialog box.

- c. When there are multiple PHOTOS30.INI files installed, rename all but one of the files and locate the PHOTOS30.INI file in the WINDOWS directory.
- d. Ensure the path in the PHOTOS30.INI file, located in the WINDOWS directory, points to the PLUGINS sub-directory of the PHOTOSHP directory (e.g., "PlugInDirectory=C:\PHOTOSHP\PLUGINS").

ADDITIONAL INFORMATION

Photoshop 3.0.x is able to import (i.e. place), but not open, Adobe Illustrator ".AI" files when the AIPARSER.8BY plugin file is installed. Photoshop reads the "PlugInDirectory=C:\PHOTOSHP\PLUGINS" line in the PHOTOS30.INI file to determine where the AIPARSER.8BY file is located.

Photoshop does not support importing file types other than Adobe Illustrator ".AI" files.

Removable Drive Not Available as Scratch Disk in Photoshop 3.0.x for Windows

ISSUE

Adobe Photoshop 3.0.x does not list a removable disk (e.g., Syquest, Bernoulli) in the Scratch Disks Preferences dialog box.

SOLUTION

Insert the line "AllowRemovableScratch=1" in the Photos30.ini file:

1. Exit Photoshop.
2. Open the Photos30.ini, located in the Windows directory (Photoshop 3.0 and 3.0.4) or the photoshp\prefs directory (Photoshop 3.0.5), in a text editor that can save in text-only format (e.g., Notepad).
3. Add the following line anywhere in the [Photoshop] section:

```
AllowRemovableScratch=1
```
4. Save the Photos30.ini file in text-only format, then restart Photoshop.

ADDITIONAL INFORMATION

Adding the "AllowRemovableScratch" line to Photoshop's Photos30.ini file enables Photoshop to list available removable disks in the Scratch Disks Preferences dialog box.

Photoshop 3.0.x does not list removable disks for scratch disks by default. Because removable disks are more susceptible to damage, and have slower access speeds than hard disks, Adobe Technical Support recommends using a local hard disk as Photoshop's scratch disk.

Application Window Doesn't Open Full Screen in Photoshop 3.0.x

ISSUE

When launching Adobe Photoshop 3.0.x in Windows 3.1x or later, Photoshop's application window is smaller than expected (i.e., minimized or not full-screen).

SOLUTIONS

When running Photoshop 3.0.x or later under Windows 3.1x or later, manually resize Photoshop's application window to the desired size by dragging corners of the window with the mouse, then restart Photoshop.

OR: When running Photoshop 3.0.4 or later under Windows 3.1x or later, modify the "Maximized=" line in Photoshop's PHOTOS30.INI file:

1. Make a backup copy of the PHOTOS30.INI file.
2. Open the original PHOTOS30.INI file, located in the WINDOWS directory, in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
3. Locate the line that begins with "Maximized=" in the [Photoshop] section.
4. Edit the line to read:

```
Maximized=1
```
5. Save the PHOTOS30.INI file in text-only format and restart Windows.

OR: When running Photoshop 3.0.4 or later under Windows 95, locate the shortcut for Photoshop, then set the shortcut's properties to open Photoshop with a maximized application window:

1. Click the Start button on the Windows 95 taskbar, then choose Settings > Taskbar.
2. In the Taskbar Properties dialog box, click the Start Menu Programs tab.
3. Click the Advanced button. The Windows Explorer window appears, and lists your Start Menu folder.
4. Open the Adobe folder, located in the Programs folder in the Start Menu folder.
5. Right-click the "Adobe Photoshop 3.0" shortcut icon, then select Properties from the pop-up menu.
6. In the Photoshop Properties window, click the Shortcut tab, select Maximized Window from the Run pop-up menu, then click OK.

OR: When running Photoshop 3.0.x or later under Windows 3.1x or later, modify Photoshop's PHOTOS30.INI file to reflect the video card's maximum resolution size in pixels:

1. Make a backup copy of the PHOTOS30.INI file.
2. Open the original PHOTOS30.INI file, located in the WINDOWS directory, in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
3. Locate the line that begins with "Window_Pos=" for example:

```
Window_Pos=[3,7,700,453]
```
4. Change the first two values in the Window_Pos= line to "0" and "0" and the second two values to the number of

your screen's maximum resolution size in pixels. For example:

```
Window_Pos=[0,0,800,600]
```

NOTE: The first two values of the "Window_Pos=" line are the (x,y) coordinates of the top left corner of Photoshop's application window, and the second two values are the (x,y) coordinates of the bottom right corner of Photoshop's application window. When unsure of your screen's maximum resolution size in pixels, use a common resolution size (i.e., [0,0,640,480], [0,0,800,600], or [0,0,1024,768]) or contact your video card manufacturer to help you determine your video card's current resolution setting. When the Windows 95 or Windows NT 3.5x taskbar obscures a portion of Photoshop's application window, modify your values to accommodate the taskbar. The Windows 95 taskbar is approximately 32 pixels high when at the top or bottom edge of the screen or 32 pixels wide when at the left or right edge of the screen.

5. Save the PHOTOS30.INI file in text-only format and restart Windows.

ADDITIONAL INFORMATION

When launching Photoshop for the first time after installation, Photoshop does not start up with a maximized application window in Windows 3.1x or later. After the first launch, Photoshop 3.0.x starts up with a maximized application window when the window has been manually resized, or the "Window_Pos=" line has been modified in the PHOTOS30.INI file. After the first launch, Photoshop 3.0.4 and later starts up with a maximized application window when the window has been manually resized, the "Window_Pos=" line has been modified in the PHOTOS30.INI file, the "Maximized=" line has been modified in the PHOTOS30.INI file, or Maximized Window has been selected from the Run pop-up menu in the Shortcut's Properties tab in Windows 95.

Unable to Save in MacPaint Format in Photoshop 3.0.x

ISSUE

When you save a document from Adobe Photoshop 3.0.x, Photoshop dims, or does not list, the MacPaint file format in the Save, Save As, or Save a Copy dialog box.

SOLUTIONS

Do one or more of the following:

- A. Change the image's color mode to Bitmap to convert it to 1-bit format.
- B. Ensure the image is smaller than 576-by-720 pixels.
- C. Install the Macpnt8b.8bi plug-in file into Photoshop's plug-ins directory. By default, Photoshop installs the Macpnt8b.8bi plug-in file in the Photoshop\Plugins directory.
- D. Recreate the Photoshop Preferences file:
 1. Quit Photoshop

2. Delete the Photos30.psp file from the Windows directory.
3. Start Photoshop.
- E. Reset the location of the Photoshop Plug-ins folder:
 1. Start Photoshop, then choose File > Preferences > Plug-ins.
 2. In the Select Plug-in Directory dialog box, click once on the Plugins directory to select it, then click OK.
 3. Restart Photoshop.

ADDITIONAL INFORMATION

The MacPaint file format only supports bitmap (i.e., black-and-white, 1-bit) images no larger than 576-by-720 pixels. Photoshop 3.x uses the Macpnt8b.8bi plug-in file to save files in Mac Paint (MPT, MAC) file format.

In Photoshop 3.0.x, the MacPaint file format does not appear in the Save, Save As, or Save a Copy dialog box when you save an image in a color mode other than Bitmap (e.g., RGB, Grayscale) or an image larger than 576-by-720 pixels. The MacPaint format is also unavailable when the Macpnt8b.8bi plug-in file is not installed in the Photoshop's plug-ins (Plugins) directory, or the link to the Photoshop's plug-ins directory is broken.

Gamma or Color Balance Settings Not Saved in Photoshop 3.0

ISSUE

The Color Balance slider is set to positive 100 in the Photoshop 3.0's Calibrate dialog after you set it to a negative value, click OK, and reopen the Calibrate dialog box.

NOTE: To view the Calibrate dialog box, choose File > Preferences > Monitor Setup, then click Calibrate.

SOLUTIONS

Upgrade to Photoshop 3.0.4.

OR: Do not reopen the Calibrate dialog box after selecting the desired Gamma and Color Balance settings and clicking OK or Preview.

ADDITIONAL INFORMATION

Photoshop 3.0 retains negative Gamma and Color Balance values, but displays negative values as positive 100 in the Calibrate dialog box. The incorrect values are not applied to the monitor display unless the you reopen the Calibrate dialog box and click OK or Preview. Negative Gamma and Color Balance settings saved in an Adobe Gamma Preferences (*.agp) file and loaded into the Calibrate dialog box also display incorrectly (i.e., positive 100) when you reopen the Calibrate dialog box.

Photoshop 3.0.4 retains and correctly displays negative values in the Calibrate dialog box.

Photoshop 3.0.x Doesn't Detect All Installed RAM in Windows 3.1x Troubleshooting Guide

ISSUE

The Available RAM value that Adobe Photoshop 3.0.x displays in the Memory Preferences dialog box is lower than the amount of installed RAM (e.g., the Available RAM value is 128 MB, but the amount of installed RAM is 256 MB).

SOLUTIONS

Do one or more of the following:

- A. Quit or disable all running applications and TSRs (terminate-and-stay-resident applications), then check the Available RAM value:
 1. Press Ctrl + Esc to open the Windows Task List dialog box. Exit all applications listed except Windows Program Manager.
 2. Disable the "load=" and "run=" lines of the Win.ini file:
 - A. Make a backup copy of the Win.ini file in the Windows directory.
 - B. Open the original Win.ini file in a text editor that can save in text-only format (e.g., Notepad).
 - C. In the [windows] section, insert a semicolon at the beginning of the lines that begin "load=" and "run=". For example:


```
;LOAD=
;RUN=
```
 - D. Save the Win.ini file in text-only format, then restart Windows.
3. Launch Photoshop.
4. Choose File > Preferences > Memory. The amount of Available RAM should approximate the amount of installed RAM minus the amount of RAM used by Windows (2-5 MB) and Photoshop (about 10 MB).
- B. Ensure that Windows is detecting all of your installed RAM:
 1. Open the Windows Control Panel, located in the Main group of Program Manager.
 2. Double-click the 386 Enhanced icon.
 3. Click Virtual Memory, write down the current settings, then click Change.
 4. In the Virtual Memory dialog box, choose None from the Type pop-up menu in the New Settings section, click OK, then restart Windows.
 5. After Windows restarts, choose Help > About Program Manager. The Memory value should equal the amount of installed RAM minus the amount of RAM used by Windows (2-5 MB). If the Memory value is significantly lower than this, Windows is not detecting all the installed RAM. Contact Microsoft Technical Support, or contact the computer manufacturer for an updated BIOS.
 6. If Windows is detecting all of the installed RAM, repeat steps 1-4 to reset Virtual Memory with the settings you noted in step 3, choosing Permanent from the Type pop-up menu instead of None. If Windows is not detecting

- all of the installed RAM, do not reset Virtual Memory until you have completed steps C and D.
- C. Ensure that DOS is detecting all of your installed RAM:
 1. Exit Windows.
 2. At the DOS prompt, type "mem" and press enter.
 3. Add the values for Conventional and Extended (XMS) memory in the Total column. This sum is the amount of RAM that DOS is detecting and reporting to Windows. If this value is less than the total amount of installed RAM, contact Microsoft Technical Support, the RAM manufacturer, or the computer manufacturer.
- D. If you are using a non-standard memory manager (e.g., QEMM), restart the computer from a bootable floppy disk with Autoexec.bat and Config.sys files that contain minimal device drivers and Windows standard memory manager (i.e., Himem.sys), then repeat step C. For instructions on creating a bootable floppy disk, see Additional Information. If restarting with a bootable floppy disk enables Windows or DOS to detect all of the installed RAM, remove the non-standard memory manager and use Himem.sys.

ADDITIONAL INFORMATION

Photoshop's Available RAM value is the amount of RAM that Windows detects minus the amount that Windows, Photoshop, and other applications are using. Because Windows uses about 2-5 MB and Photoshop uses about 10 MB, if no other applications are running, you can expect the Available RAM value to be about 12-15 MB less than the amount of installed RAM. However, if Windows or DOS does not detect all of the installed RAM, the Available RAM value will be even lower than expected.

Windows and DOS may not detect all of the installed RAM if the RAM is defective, if you are loading a non-standard memory manager (e.g., QEMM) in the Autoexec.bat or Config.sys file, or if the BIOS (Basic Input/Output System) is outdated or damaged. The BIOS is a set of low-level routines stored in read-only memory (ROM) on the computer's motherboard. Applications and operating systems use these routines to communicate with the computer and its hardware components (e.g., RAM, disk drives, keyboard).

Because the Memory value in the About Program Manager dialog box includes Virtual Memory, you must set Virtual Memory to None to find out how much installed RAM Windows detects.

Photoshop 3.0.x requires 10 MB of installed RAM.

To create a bootable floppy disk:

1. At the DOS prompt, insert a floppy disk and then type the following command:


```
FORMAT A: /s
```

 where A: is the floppy disk drive letter. The "/s" switch, which is required, tells DOS to create a "boot sector" on the floppy disk and copy three additional files necessary for DOS to function.
- OR: In Windows, open File Manager and choose Disk > Make System Disk. Insert a floppy disk and then click Yes

when prompted, "Are you sure you want to copy system files onto the disk in drive A:?"

2. Copy the Autoexec.bat and Config.sys files from the root directory of the hard disk to the floppy disk.
3. Minimize the Autoexec.bat file on the floppy disk:
 - A. Open the Autoexec.bat file on the floppy disk in a text editor that can save in text-only format (e.g., Notepad).
 - B. Delete all but the following lines:


```
PROMPT $p$g
PATH=
SET TEMP=
```

NOTE: The entries after "Path=" (or "Set Path=") and "Set Temp=" (or "Temp=") vary from one computer to another.

- C. Save the Autoexec.bat file on the floppy disk in text-only format.
4. Minimize the Config.sys file on the floppy disk:
 - A. Open the Config.sys file on the floppy disk in a text editor that can save in text-only format (e.g., Notepad).
 - B. Delete all but the following lines:


```
DEVICE=C:\WINDOWS\HIMEM.SYS
FILES=
BUFFERS=
STACKS=
```

NOTE: The Files, Buffers, and Stacks lines are followed by numbers which vary from one computer to another. The Himem.sys file may be located in either the DOS or Windows directory.

- C. Save the Config.sys file on the floppy disk in text-only format.
5. Restart the computer with the bootable floppy disk in the floppy disk drive.

Cannot Move Palettes or Select Tools Using Mouse in Photoshop 3.0

ISSUE

In Adobe Photoshop 3.0.x, you cannot move palettes, select tools (e.g., marquee, gradient, smudge, brush, line), make selections with the marquee or lasso tool, or paint a stroked line (a dotted line is painted instead).

SOLUTIONS

Unswap the left and right mouse buttons:

1. Open the Windows Control Panel, which is in the Main group of Program Manager.
 2. Double-click the Mouse icon.
 3. Deselect Swap Left/Right Buttons, then click OK.
- OR: If you are using a third-party mouse driver that uses its own switches for swapping the mouse buttons, unswap the left and right mouse button in their mouse driver instead of in the Windows Control Panel.
- OR: Hold down both right and left mouse buttons at the same time while moving palettes, selecting tools, making selections, or painting stroked lines.

ADDITIONAL INFORMATION

After you swap the left and right mouse buttons, conflicts between the video driver and mouse driver prevent you from moving palettes, selecting tools, making selections with the mouse, or painting stroked lines correctly in Photoshop 3.0x.

Cannot Open High Resolution PhotoCD Image in Photoshop 2.5.1 or Later in Windows 3.1x

ISSUE

Adobe Photoshop 2.5.1 or later is unable to open a high resolution PhotoCD image (e.g., 2048 x 3072 [18 MB], 4096 x 6144 [72 MB]) in Windows 3.1x (e.g., Photoshop may freeze, quit, or return an out of memory error message).

SYMPTOM

Lower resolution images open successfully.

SOLUTION

Edit the "Smartdrv.exe" line in the Autoexec.bat file to increase SMARTDrive's element size:

1. Make a backup copy of the Autoexec.bat file, located in the root directory.
2. Open the original Autoexec.bat file in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
3. Locate the line that contains a reference to Smartdrv.exe. For example:


```
C:\WINDOWS\SMARTDRV.EXE
```
4. Edit the line to read:


```
C:\WINDOWS\SMARTDRV.EXE /E:2048
```
5. Save the Autoexec.bat file in text-only format and restart the computer.

ADDITIONAL INFORMATION

When Photoshop is unable to open a high resolution PhotoCD file, you can increase SMARTDrive's element size, which specifies how many bytes SMARTDrive can cache at one time. Adding "/E:2048" to the "Smartdrv.exe" line in the Autoexec.bat file enables SMARTDrive to cache up to 2,048 bytes (2 megabytes) of data at one time. Enabling SMARTDrive to cache more bytes at one time, may enable Photoshop to open high resolution PhotoCD files.

Cannot Open Multiple Files in Photoshop 4.0 Running in Windows NT 3.5x

ISSUE

After you select more than one file in the Open dialog box and then click Open, Adobe Photoshop 4.0 opens only the file that you selected last. You are using Photoshop in Windows NT 3.5x.



SOLUTIONS

Select and open only one file at a time.
 OR: Run Photoshop in Windows NT 4.0.

ADDITIONAL INFORMATION

Photoshop 4.0 for Windows enables you to open multiple files in the Open dialog box, except when you are using Photoshop in Windows NT 3.5x. The Windows NT 3.5x version of the Commdlg.dll file, which provides a standard look for common dialog boxes (e.g., Open, Save), is incompatible with Photoshop's ability to open multiple files.

To select multiple files in Photoshop's Open dialog box, hold down the Shift key or the Ctrl key while you click multiple files. Press the Shift key to select consecutive files or press the Ctrl key to select non-consecutive files.

Marquee or Lasso Tools Don't Function Correctly in Photoshop for Windows

ISSUE

The marquee or lasso tool doesn't function as expected in Adobe Photoshop 3.0.x for Windows 3.1x or Windows 95 (e.g., no selection is created, the selection changes size after you release the mouse button).

SYMPTOM

You are using a Logitech mouse or trackball. If you press any two buttons on the mouse or trackball and drag, the marquee and lasso tools function correctly.

SOLUTION

Contact Logitech to obtain a mouse driver designed for your model of Logitech mouse.

ADDITIONAL INFORMATION

Mouse drivers control the interaction between Windows, applications running in Windows, and the mouse. For optimal mouse performance, your mouse driver should be designed for the version of Windows you are running and your specific model of mouse or trackball. If you use a version of the Logitech mouse driver that is not specific your mouse model, Photoshop's marquee or lasso tools function incorrectly.

Network Drive Not Available as Scratch Disk in Photoshop 3.0.x for Windows

ISSUE

Adobe Photoshop 3.0.x does not list a network volume in the Scratch Disks Preferences dialog box.

Solution Insert the line "AllowNetworkScratch=1" in the PHOTOS30.INI file:

1. Exit Photoshop.
2. Open the PHOTOS30.INI file, located in the Windows directory (Photoshop 3.0 and 3.0.4), or the

photoshp\prefs directory (Photoshop 3.0.5), in a text editor that can save in text-only format (e.g., Notepad).

3. Add the following line anywhere in the [Photoshop] section:
`AllowNetworkScratch=1`
4. Save the PHOTOS30.INI file in text-only format, then restart Photoshop.

ADDITIONAL INFORMATION

Adding the "AllowNetworkScratch" line to Photoshop's PHOTOS30.INI file enables Photoshop to list available network volumes in the Scratch Disks Preferences dialog box.

By default, Photoshop 3.0.x does not list network volumes for scratch disks. Adobe Technical Support recommends using a local hard disk as Photoshop's scratch disk. Because a network connection can suddenly become unavailable, Photoshop may lose access to the network volume, making the risk of data loss and application errors substantially higher.

When you use a network volume as a scratch disk, network traffic may severely degrade Photoshop's performance during scratch disk use and may place additional strain on network resources. Check with your network administrator before using a network volume as a scratch disk.

Paths Don't Appear in Photoshop for Macintosh Images Opened in Photoshop for Windows

ISSUE

Paths in Adobe Photoshop 2.5.1 or later for Macintosh images do not appear when opened in Photoshop 2.5.1 or later for Windows.

SOLUTIONS

Include the path with the image in Photoshop 2.5.1 or later for Macintosh:

1. Open the image in Photoshop 2.5.1 or later for Macintosh.
2. Select the "Paths Palette" menu arrow, choose "Save Paths," and name the path, if desired.
3. Save the file in Photoshop format.

ADDITIONAL INFORMATION

In Photoshop for Windows 2.5.1 and later, the following formats are all cross-platform compatible and include path information: PC TIFF, MAC TIFF, EPS, PSD (Photoshop format), and DCS. When using Photoshop 3.0x on both the Windows and Macintosh platforms, the PSD file format is recommended because it retains layer and channel information.

Photoshop Begins to Start But Doesn't Open in Windows 3.1x

ISSUE

When you start Adobe Photoshop 3.0.x in Windows 3.1x, the hour glass appears momentarily, but Photoshop doesn't start and you are returned to Windows without an error. Vertisoft Remove It 1.x is installed.

SOLUTIONS

Upgrade to Remove It 2.x or later, available from Vertisoft. **OR:** Disable the "C:\Removeit\Watchit.exe" line in the Autoexec.bat file:

NOTE: Disabling this line will affect Remove It's functionality. Contact Vertisoft for more information.

1. Make a backup copy of the Autoexec.bat file, located in the root directory.
2. Open the original Autoexec.bat file in a text editor that can save in text-only format (e.g., Notepad).
3. Locate the line that references "Watchit" (e.g., C:\Removeit\Watchit.exe) and disable it by typing a semicolon at the beginning of the line. For example:
;C:\REMOVEIT\WATCHIT.EXE
4. Save the Autoexec.bat file in text-only format.
5. Restart the computer, then start Photoshop.

ADDITIONAL INFORMATION

Watch It, a file usage utility that is installed with Vertisoft Remove It, conflicts with Photoshop. Photoshop will not start when Watch It is running. Disabling the "Watchit.exe" line in the Autoexec.bat file prevents Watch It from loading so you can open Photoshop.

Remove It 2.x and Remove It for Windows 95 do not add the reference to "Watchit.exe" to the Autoexec.bat file.

Remove It removes unwanted applications from Windows.

Plug-ins Included on Photoshop 3.0 Deluxe CD Unavailable

ISSUE

Adobe Photoshop 3.0x does not display the plug-in modules (e.g., Alien Skin, Kai's Power Tools, Andromeda Software filters) included with the Photoshop 3.0x Deluxe CD in its Filter menu when running Photoshop on Windows NT. The plug-ins are installed correctly and other plug-ins display as expected.

SOLUTION

Install Windows NT-compatible versions of the plug-in modules, which are available from the plug-in manufacturer.

ADDITIONAL INFORMATION

The third-party plug-in modules included on the Adobe Photoshop 3.0 Deluxe CD are incompatible with Windows NT.

Rulers Don't Scroll with Image in Photoshop 3.0.5 for Windows

ISSUE

When you scroll or use the hand tool to move an image in an image window in Adobe Photoshop 3.0.5 for Windows, the rulers do not scroll or move with the image.

SOLUTIONS

Use Photoshop 4.0.

OR: Use Photoshop 3.0.4 or earlier.

ADDITIONAL INFORMATION

The rulers do not scroll or move with an image in Photoshop 3.0.5 for Windows. In Photoshop 4.0 and in Photoshop 3.0.4 and earlier, rulers scroll and move with an image.

Save As Dialog Box Stays on Screen After Clicking OK in Photoshop 3.0.x

ISSUE

After you click OK, the Save As dialog box remains on screen in Adobe Photoshop 3.0.x for Windows 3.1x. The only way you can close the Save As dialog box is by clicking Cancel, which prevents you from saving the file.

SOLUTIONS

Do one or more of the following:

- A. Make sure you have a directory for temporary files, and that it is specified in the "set temp=" line in the Autoexec.bat file:

NOTE: It is preferable to have a dedicated directory for temporary files (e.g., C:\Temp rather than C:\Dos) located directly off the root drive (e.g., C:\Temp rather than C:\Dos\Temp). The "set temp=" line in the Autoexec.bat file should point to a directory on a non-compressed disk.

1. Determine which directory your temporary files are written to: a. Open the Autoexec.bat file in a text editor.
- B. Note the directory specified after the "set temp=" line.
- C. Close the Autoexec.bat file.
- D. In File Manager, make sure the directory specified in the "set temp=" line exists.
2. If no "set temp=" line exists in the Autoexec.bat file or the directory it specifies does not exist, create a dedicated temp directory, then edit the "set temp=" line in the Autoexec.bat file to specify it: a. In File Manager, double-click the root directory (e.g., C:\).
- B. Choose File > Create Directory.

- c. Type the name “temp” and click OK. d. Make a backup copy of the Autoexec.bat file.
- e. Open the original Autoexec.bat file, located in the root directory, in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
- f. Locate the “set temp=” line.
- g. Create or edit the “set temp=” line in the Autoexec.bat file to point to the new temp directory. For example:
set temp=c:\temp
- h. Save the Autoexec.bat file and restart the computer.
- B. Make sure you have at least 20 MB of free space on the hard disk for temporary files by doing one or more of the following:
 - A. Exit to DOS and delete all files with a “.tmp” extension from the root directory.
 - B. Delete other files from your hard disk to create disk space on the volume to which the “set temp=” line points.
 - C. Edit the “set temp=” line in the Autoexec.bat file to point to a temp directory on a volume with more free disk space.

ADDITIONAL INFORMATION

Photoshop’s Save As dialog box stays on screen after you click OK if Windows cannot save temporary files. When you save a Photoshop file, you must have enough free disk space for the file itself, and for the temporary files that Windows creates while you work on the file. If the “set temp=” line in the Autoexec.bat file is invalid (i.e., it specifies a directory that does not exist) or missing, or if you do not have adequate free space on the hard disk, Windows cannot save temporary files.

Type Does Not Align Vertically in Photoshop 3.0.x and Later for Windows

ISSUE

After you select one of the vertical alignment options for text in the Type Tool dialog box and click OK, Adobe Photoshop 3.0.x or later rotates the text 90 degrees clockwise, instead of aligning the text vertically.

SOLUTION

Add or edit the “RealVerticalText” line in the Photos40.ini file (Photoshop 4.0) or Photos30.ini file (Photoshop 3.0.x):

1. Exit Photoshop.
2. Make a backup copy of the Photos40.ini or Photos30.ini file in the Photoshop\Prefs directory (Photoshop 3.0.5 and later) or the Windows directory (Photoshop 3.0.4 and earlier)
3. Open the original Photos40.ini or Photos30.ini file in a text editor that can save in text-only format (e.g., Notepad).
4. Locate the “RealVerticalText=” line.
5. If the file does not include a “RealVerticalText=” line, add one anywhere in the [Photoshop] section so that it reads:

```
RealVerticalText=1
```

6. If the “RealVerticalText=” line is set to zero, edit the line to read:

```
RealVerticalText=1
```

7. Save the Photos40.ini or Photos30.ini file in text-only format and restart Photoshop.

ADDITIONAL INFORMATION

Text can be aligned vertically in Photoshop 3.0.x or later only when the Photos40.ini or Photos30.ini file includes the setting “RealVerticalText=1.” By default, the Photos40.ini or Photos30.ini file does not include this line. You can disable vertically-aligned text in Photoshop by deleting the “RealVerticalText=1” line or by editing the line to read “RealVerticalText=0.”

Unable To Save or Load a Microsoft Palette (*.pal) Color Palette in Photoshop 3.0 and Earlier for Windows

ISSUE

The Microsoft Palette (*.pal) palette format is not an available option when you try to save or load a custom color palette in an Indexed Color image’s Color Table dialog box in Adobe Photoshop 3.0 and earlier.

SOLUTION

Upgrade to Photoshop 3.0.4 or later.

ADDITIONAL INFORMATION

Photoshop 3.0.4 and later support the Microsoft Palette (*.pal) palette format; Photoshop 3.0 and earlier do not.

To save a custom color palette in Photoshop 3.0.4 later:

1. With an Indexed Color mode image open in Photoshop, choose Mode > Color Table.
2. Click Save.
3. Enter a name for the file in the File Name text box.
4. Select Microsoft Palette (*.PAL) from the Save As pop-up menu, then click Save.

To load a custom color palette in Photoshop 3.0.4 or later:

1. With an Indexed Color mode image open in Photoshop, choose Mode > Color Table.
2. Click Load.
3. Select Microsoft Palette (*.PAL) from the Files of Type pop-up menu.
4. Locate the desired color palette (*.pal) file, then click Open.

HP DeskScan II Scans Black-and-white Image as Negative in Photoshop

ISSUE

An image scanned using the Hewlett-Packard DeskScan TWAIN 2.3 and earlier driver in Adobe Photoshop 3.0.x and earlier displays inverted (i.e., negative).

SYMPTOMS

The image was scanned with the Black and White Drawing option selected in DeskScan II.

The preview image displays as expected.

SOLUTIONS

Invert the image in Photoshop by choosing Image > Map > Invert.

OR: Rescan the image as a negative by clicking the second icon (i.e., the white stick figure on a black background) at the bottom of the DeskScan II window.

OR: Start the DeskScan application included with the Hewlett-Packard scanner, rescan the image, then save the image as an uncompressed TIFF file. Start Photoshop and choose File > Open, select the TIFF file, and click OK.

ADDITIONAL INFORMATION

When you scan an image with the Black and White Drawing option selected in DeskScan II, the image previews positive as expected. After you save the image in DeskScan II and view it in an image editing or page layout application, the image is inverted or negative, instead of positive.

Screen Turns White When You Select Lessons in Photoshop Deluxe Tutorial

ISSUE

When you select New Features from the startup screen in the Adobe Photoshop 3.0 Deluxe tutorial, the screen turns white.

SOLUTIONS

Do one or more of the following:

- A. Make backup copies of the QuickTime files, then delete and reinstall them to ensure they are not damaged.
1. Open the Windows File Manager, select the root drive (i.e., C:\), then select File > Create Directory.
2. Type "qtfiles" in the Name text box of the Create Directory dialog box, then click OK.
3. Select the Windows directory from the directory tree, then choose View > Sort by Name so all QuickTime files are listed together.
4. Select the Qtw.ini file, located in the Windows directory, and choose File > Move. Type "c:\qtfiles" in the To text box of the Move dialog box to move the Qtw.ini file into the Qtfiles directory.
5. Select the System subdirectory of the Windows directory and hold down the Control key while selecting the following files:

```
Qcmc.qtc
Qtcvid.Qtc
Qthndlr.dll
Qtim.dll
Qtimcmgr.dll
Qtjpeg.qtc
Qtmovie.vbx
```

```
Stmsvc.qtc
Qtnotify.exe
Qtole.dll
Qtpic.vbx
Qtraw.qtc
Qtrle.qtc
Qtrpza.qtc
Qtrt21.qtc
Qtsmc.qtc
Qtvhdw.dll
Qtyvu9.qtc
```

6. Choose File > Move and type "c:\qtfiles" in the To text box of the Move dialog box.

NOTE: QuickTime files other than the those listed above may have been installed with other applications on your computer. Move all QuickTime files to the Qtfiles directory.

7. Start the Photoshop installer from the Photoshop Deluxe CD-ROM and select both the Program Files and Deluxe CD Tutorials installation options.

NOTE: Make sure you install the Program Files into the same directory in which they were originally installed (the default directory for the Program Files is Photoshop). Program Files must be installed for all QuickTime files to be installed.

8. Follow the installation prompts and run the Photoshop Deluxe Tutorial.
9. If the Photoshop Deluxe Tutorial and other 32-bit Windows applications run as expected (i.e., no errors, doesn't freeze), delete the Qtfiles directory and the files within.
- B. If you are running either Windows 3.11 or Windows for Workgroups 3.11, use the Windows SVGA 256-color video driver:
 1. Make a backup of the System.ini file, located in the Windows directory.
 2. Double-click the Windows Setup icon, located in the Main Group of Windows Program Manager.
 3. In Windows Setup, choose Options > Change System Settings.
 4. Select the SVGA 256-color driver from the Display pop-up menu, then click OK.

NOTE: If the SVGA 256-color driver is not present on the system, you'll need your Windows for Workgroups installation disks to install the driver.

5. Exit and restart Windows.
- OR: If you are running Windows 3.1, make sure your video driver is compatible with QuickTime 1.1.1. To obtain a video driver that is compatible with QuickTime 1.1.1, contact the video card manufacturer.

ADDITIONAL INFORMATION

The Photoshop CD-ROM Deluxe Tutorial requires QuickTime version 1.1.1, which is included on the Photoshop 3.0x CD-ROM. If any of the required QuickTime files is missing or damaged or the video driver in use is not compatible with QuickTime 1.1.1 Photoshop's Deluxe Tutorial will not run.

MAC OS

Q (3.0 only) I have an Agfa desktop scanner that comes with FotoLook, a Plug-in that allows me to scan directly into Photoshop. Recently it stopped working—when I select “FotoLook” from the Acquire menu, it tells me my scanner isn’t connected or turned on, even though it is. What’s wrong?

A You’re probably running into a conflict with RAM Doubler—both Agfa’s FotoLook and FotoSnap Plug-ins (versions 2.05) don’t work with this utility. Contact Agfa at (800) 879-2432 for information regarding an upgrade to version 2.07 of FotoLook or FotoSnap, which no longer conflicts with RAM Doubler.

Q (3.x only) I just got a Power Mac 8500, but now some of my Photoshop Plug-ins don’t work. For instance, when I tried to use the KPT Cyclone filter (which worked just fine on my previous Power Mac), it really messed up my display. Is there something wrong with Photoshop?

A Some of the Kai’s Power Tools from KPT version 2.1 are not compatible with the new Power Macs based on the PowerPC 604 chip and/or the PCI bus architecture—namely the Power Mac 7200, 7500, 8500, and 9500 series. Attempting to use some of the KPT version 2.1 Plug-ins on these Macs can cause crashes and video problems that aren’t easy to correct (simply rebooting your Mac may not always return your display to normal).

Fortunately, the developer of Kai’s Power Tools, MetaTools Software (formerly HSC), has recently released version 3.0 of Kai’s Power Tools. Version 3.0 adds some new tools, combines others, and drops a few, but all should now be compatible with the newest Macs. For information on the new KPT Plug-ins, contact MetaTools at (805) 566-6200.

Q No matter what format I save Photoshop documents to, when I go to open them up again, they seem to be back in Photoshop’s native file format. Why can’t I save to other formats?

A It sounds as though you’re running Photoshop under a beta (pre-release) version of Apple’s System 7.5.3, which Adobe doesn’t support. In order for Photoshop to function correctly, you’ll need to get the released version of System 7.5.3 (or go back to an earlier version).

Be sure not to confuse this issue with a perfectly normal situation in Photoshop: certain file formats not being available as choices when you try to “Save As.” That occurs whenever the image you’re trying to save contains some type of information that isn’t supported in that file format. For example, you can’t save a document that includes layers as a TIFF file—you’ll have to flatten your image (that is, make it into a single layer) to save it as a TIFF. For more information on this topic, see Adobe Magazine, July/August 1995, page 83.

Illustrator CMYK Colors Display Differently in Photoshop

ISSUE

CMYK colors in an Adobe Illustrator 5.0 or later image look different (e.g., darker) and have different CMYK color values when the image is rasterized into Adobe Photoshop 3.0.x or later.

SOLUTION

Use Photoshop’s *Printing Inks Setup and Monitor Setup settings in Illustrator’s Color Matching dialog box:*

1. In Photoshop, choose File > Preferences > Printing Inks Setup. Note the setting in the Ink Colors pop-up menu, then click OK.
2. Choose File > Preferences > Monitor Setup. Note the settings in the Monitor pop-up menu and the Gamma text box, then click OK.
3. In Illustrator 5.0 or later, choose File > Preferences > Color Matching.
4. In the Color Matching dialog box, select CIE Calibration, then choose the same options for the Ink and Monitor pop-up menus and enter the same value in the Gamma text box as noted in Photoshop. Click OK.

NOTE: Illustrator does not support custom settings for Ink or Monitor. When you have selected a custom setting for Ink Colors or Monitor in Photoshop, select the closest matching option in Illustrator.

ADDITIONAL INFORMATION

Illustrator 5.0 and later and Photoshop 3.0.x and later enable you to calibrate the way CMYK colors display on screen. If you use the same settings in Illustrator’s Color Matching dialog box as you use in Photoshop’s Printing Inks Setup and Monitor Setup dialog boxes, CMYK colors in Illustrator will match CMYK colors in Photoshop.

Text in Illustrator EPS Files Display Incorrectly in Photoshop 3.0.x

ISSUE

After opening or placing an Adobe Illustrator 3.x or later EPS file into Adobe Photoshop 3.0, Photoshop 3.0.1, or Photoshop 3.0.3, text displays with different letter spacing, word spacing, or baseline shift values in Photoshop than it did in Illustrator.

SOLUTIONS

Upgrade to Photoshop 3.0.4 or later.

OR: Before opening or placing the Illustrator EPS file into Photoshop 3.0.x, convert the text to outlines in Illustrator by selecting the text, then choosing Text > Create Outlines.

OR: Before placing or opening the Illustrator EPS file in Photoshop, remove kerning or baseline shift from the text in Illustrator.

OR: Place or open the Illustrator EPS file in Photoshop 2.5x.

ADDITIONAL INFORMATION

Text with baseline shift values applied in Illustrator EPS files display in Photoshop 3.0x with unexpected kerning and the first letters dropped or raised depending on the amount of baseline shift. Text with manual kerning applied in Illustrator EPS files display in Photoshop 3.0, Photoshop 3.0.1, and Photoshop 3.0.3 with unexpected kerning.

Unexpected character spacing and kerning is often encountered when working on Lesson 13 in the Adobe Photoshop Classroom in a Book for Macintosh, pages 241-242.

Files and Folder Names Display Slowly in Photoshop 3.0.x's Open Dialog Box

ISSUE

File and folder names display slowly in Adobe Photoshop 3.0.x's Open dialog box.

SOLUTION

In the Memory control panel, increase the Cache Size value to 96K.

NOTE: For optimal performance in Photoshop 3.0.x, avoid increasing the Disk Cache size to a value larger than 96K.

ADDITIONAL INFORMATION

Folders containing a large number of files (e.g., 400 files requiring 50 MB of disk space) display slowly in Photoshop 3.0.x's Open dialog box when the Disk Cache size is 32K. Increasing the size of the Disk Cache enables Photoshop to quickly display file names in folders containing a large number of files.

The Disk Cache size does not affect the amount of time required for file and folder names to display in Photoshop 2.5.x's Open dialog box.

Anti-Aliased PICT Images Open Smaller Than Expected or Distorted in Photoshop 3.0.x

ISSUE

After you acquire a PICT image in Adobe Photoshop 3.0.x using the Anti-aliased PICT plug-in, the PICT image is smaller than expected (i.e., 2048 x 2048 pixels) or distorted. The Anti-Aliased PICT dialog box displays the correct dimensions of the PICT image (i.e., greater than 2048 x 2048 pixels). The Image Size dialog box displays 2048 x 2048 pixels as the PICT image's dimensions.

SOLUTIONS

Choose File > Open to open the PICT file in Photoshop, instead of choosing File > Acquire > Anti-aliased PICT.

OR: Resize the image in another application, then reopen it in Photoshop using the Anti-aliased PICT plug-in:

1. Open the PICT image in another application (e.g., Macromedia FreeHand, Deneba Canvas).

2. Resize the image to 2048 x 2048 pixels or smaller.
3. Save the image in PICT format.
4. Open the PICT image in Photoshop by choosing File > Acquire > Anti-aliased PICT.

ADDITIONAL INFORMATION

The Anti-Aliased PICT plug-in supports PICT images equal to or smaller than 2048 x 2048 pixels. When acquiring a PICT file larger than 2048 x 2048 pixels, the Anti-Aliased PICT plug-in resizes the PICT file to 2048 x 2048 pixels, distorting the image when the PICT image's original height and width are not equal.

Photoshop's Anti-aliased PICT plug-in acquires PICT images and applies anti-aliasing, which blurs or softens edges in the image, minimizing jaggedness.

Slow Performance When Creating Paths Using Pen Tool in Photoshop 3.0.1

ISSUE

Performance slows (e.g., slow screen redraw, slow pen tool, jerky or jumpy cursor) when you create paths with the pen tool in Adobe Photoshop 3.0.1 on a Power Macintosh computer.

SOLUTIONS

Use Photoshop 3.0.4 or later.

OR: Install the DirectBits 3.0.2 or later plug-in for the Power Macintosh, available on the Adobe BBS, America Online, and CompuServe.

ADDITIONAL INFORMATION

The DirectBits 3.0 plug-in, which accelerates screen redraw in Photoshop, is written for 68000-series (68K) Macintosh computers and runs in emulation mode on Power Macintosh computers, which slows its performance. Using the DirectBits 3.0 plug-in on a Power Macintosh causes performance in Photoshop to slow when you create paths with the pen tool.

The DirectBits 3.0.2 or later plug-in is written for both 68K and Power Macintosh computers (i.e., fat binary), enabling the plug-in to run in native mode when installed on a Power Macintosh computer.

Photoshop 3.0.4 and later automatically installs the fat binary version of all Photoshop plug-ins. The DirectBits 3.0.2 or later plug-in is included with Photoshop 3.0.4. Photoshop installs the DirectBits Plug-in in the DirectBits folder in the Extensions folder in the Plug-ins folder in the Adobe Photoshop 3.0 folder.

The DirectBits 3.0 plug-in is included with Photoshop 3.0.1, 3.0.2 (non-U.S. version), and 3.0.3 (non-U.S. version). Because Photoshop 3.0.4 is a U.S. version, Photoshop 3.0.2 and Photoshop 3.0.3, which are non-U.S. versions, cannot be upgraded to Photoshop 3.0.4.

Path Tool Unexpectedly Changes to Marquee Tool in Photoshop 3.0, 3.0.1, and 3.0.3

ISSUE

When using the path tool, the cursor changes to the marquee cursor with the marquee cursor's functionality when palettes are hidden by pressing the tab key in Adobe Photoshop 3.0, 3.0.1, and 3.0.3.

SOLUTIONS

Update to Photoshop 3.0.5 or later.

OR: Press the Tab key to restore the cursor to the path tool and the path tool's functionality.

ADDITIONAL INFORMATION

Pressing the Tab key to hide palettes causes the path tool's cursor to change to the marquee tool cursor, with the marquee tool's cursor functionality, when working with the path (pen) tool in Photoshop 3.0, 3.0.1, and 3.0.3 for the Macintosh and Power Macintosh. After pressing the Tab key again to display the palettes, the cursor changes back to the path tool and the path tool's functionality is restored.

When the path tool changes to the marquee cursor, the selected path remains selected, but the path is not visible.

The path tool does not change to the marquee tool cursor after pressing the Tab key in Photoshop 3.0.4 or later for the Macintosh and in Photoshop for Windows.

GIF Format Dimmed or Missing When Saving in Photoshop for the Macintosh

ISSUE

After choosing File > Save As or File > Save a Copy in Adobe Photoshop 2.5.x and later, the GIF file format is missing or dimmed.

SOLUTIONS

Do one or more of the following:

- A. Choose Mode > Indexed Color.

NOTE: To best match the colors of the original image, set the Palette option to Adaptive and the Dither option to Diffusion in the Indexed Color dialog box.

- B. Locate the CompuServe GIF plug-in file in the File Format folder in the Photoshop Plug-ins folder (Photoshop 3.0 and later), or in the Plug-ins folder (Photoshop 2.5x).
- C. Retarget the Plug-ins folder:
 1. In Photoshop, choose File > Preferences > Plug-ins.
 2. In the Select the Plug-ins Folder dialog box, click once on the Plug-ins folder to select it.
 3. Click Select 'Plug-ins'.
 4. Restart Photoshop.
- D. Update Photoshop's preferences file:
 1. Quit Photoshop.
 2. At the Finder, force Photoshop to read the Plug-ins folder when launching by pressing the Command key and double-clicking the Photoshop application icon.

- E. Reset the Photoshop preferences:
 1. Quit Photoshop.
 2. At the Finder, open the Preferences folder in the System Folder.
 3. Delete the Adobe Photoshop 3.0 Prefs file (Photoshop 3.0.x) or the Photoshop Prefs file (Photoshop 2.5.x).

NOTE: Deleting Photoshop's preferences file restores Photoshop's default preferences settings, and custom preferences settings are lost.

ADDITIONAL INFORMATION

The GIF image format, developed by CompuServe, supports a color palette of 256 or fewer colors. Only the Grayscale, Indexed Color, or Bitmap modes in Photoshop store 256 or fewer colors.

Photoshop 2.5.x and later uses the CompuServe GIF plug-in to save documents in CompuServe GIF file format. When the CompuServe GIF plug-in is not installed in Photoshop's plug-ins folder, or Photoshop's link to the plug-ins folder is broken, the CompuServe GIF file format option is unavailable in the Save, Save As, or Save a Copy dialog box.

Photoshop's preferences file contains the location of the Plug-ins folder. When the Plug-ins folder name or location changes and the Photoshop preferences file is not updated with these changes, or when the preferences file is damaged, Photoshop cannot access plug-ins. Deleting the preferences file and relaunching Photoshop forces Photoshop to create a new preferences file that contains updated plug-in folder and file information, and default preferences settings.

Unable to Open or Place Illustrator File in Photoshop 3.0.x

ISSUE

You cannot open or place an Adobe Illustrator file in Adobe Photoshop 3.0.x.

SYMPTOMS

The Place command in Photoshop 3.0.x is dimmed.

Files saved in Adobe Illustrator file format do not appear in Photoshop 3.x's Open dialog box when you select the Show All Files option.

After opening an Illustrator EPS file in Photoshop 3.0.x, Illustrator displays the artwork at low resolution (72 dpi).

SOLUTIONS

Do one or more of the following:

- A. Open a new or existing file in Photoshop before placing a file.
- B. Reselect the Plug-ins folder:
 1. In Photoshop 3.0, choose File > Preferences > Plug-ins.
 2. Locate and select the Adobe Photoshop 3.0 Plug-ins folder.

3. Click the Select Plug-ins button at the bottom of the dialog box.
4. Restart Photoshop.
- c. Make sure the Adobe Illustrator Parser plug-in is located in the Parser folder in the Plug-ins folder. If you cannot find the Adobe Illustrator Parser plug-in, reinstall the plug-ins included with Photoshop:
 1. Move third-party plug-ins from the Plug-ins folder to another location (e.g., the desktop) to prevent them from being overwritten.
 2. Start the Photoshop Installer and select Custom Install in the Install Adobe Photoshop dialog box.
 3. Select Plug-ins in the Install Adobe Photoshop dialog box.
 4. When the installation is complete, move the third-party plug-ins into the Plug-ins folder.

NOTE: Photoshop 3.0 installs the Parser folder and the Adobe Illustrator Parser plug-in by default.

- d. Delete the Adobe Photoshop 3.0 Preferences file, which is located in the Preferences folder in the Systems Folder:
 1. Quit Photoshop.
 2. Delete the Adobe Photoshop 3.0 Preferences file.
 3. Restart Photoshop.

NOTE: Other installed system extensions (INITs) or control panel documents (CDevs) may interfere with placing a file into Photoshop. Run the application with all extensions off to verify that added extensions are not the cause. To turn off all extensions in System 7, restart the computer holding the Shift key down until the message "Welcome to Macintosh, Extensions Off" appears.

ADDITIONAL INFORMATION

Photoshop's Place command is available only when a file is open. When opening or placing an Illustrator file, Photoshop 3.0x uses the Adobe Illustrator Parser plug-in to convert Illustrator artwork into a bitmap image.

When the Adobe Illustrator Parser plug-in is unavailable, Photoshop does not display Illustrator (*.ai) files in the Open dialog box unless Show All Files is selected and the Place command in the File menu is dimmed. When Photoshop 3.0.x opens an Illustrator EPS file without the Adobe Illustrator Parser plug-in, it rasterizes the Illustrator EPS file's 72 dpi screen preview instead of the Illustrator EPS file's PostScript code.

Photoshop cannot access plug-ins when the folder selected in the Plug-ins Preferences dialog box does not contain plug-ins, or when the Preferences file is damaged. Deleting the Preferences file and restarting Photoshop causes Photoshop to create a new Preferences file.

Photoshop 2.x and earlier have built-in support for opening Illustrator files.

Desired File Format Unavailable When Saving in Photoshop 3.0.x for the Macintosh

ISSUE

When you save a file, Adobe Photoshop 3.0.x dims, or does not list, the desired file format (e.g., MacPaint, JPEG, GIF, PCX) in the Save or Save As dialog box.

SOLUTIONS

Do one or more of the following:

- A. Use the Save a Copy command to create a copy of the file without layer information.
 - B. Ensure the selected color mode is supported by the file format in which you want to save the file. For example, CompuServe GIF supports images in Indexed, Grayscale, and Bitmap color mode. See Additional information for a list of file formats and supported color modes.
 - C. Ensure the image's dimensions do not exceed the maximum dimensions supported by the file format in which you want to save the file. For example, MacPaint format supports images with dimensions up to 576 x 720 pixels.
 - D. Install the desired File Format plug-in file for the desired file format into the File Format folder in the Photoshop Plug-ins folder. By default, Photoshop installs the Amiga IFF, BMP, CompuServe GIF, FilmStrip, MacPaint, PCX, Pixar, PixelPaint, and Targa File Format plug-in files into the File Format folder in the Photoshop Plug-ins folder.
 - E. Update Photoshop's link to the Photoshop Plug-ins folder:
 1. Quit Photoshop.
 2. Press the Command key while double-clicking the Photoshop application icon.
 - F. Reset the location of the Photoshop Plug-ins folder:
 1. Launch Photoshop, then choose File > Plug-ins > Preferences.
 2. In the Select the Plug-ins Folder dialog box, click once on the Plug-ins folder to select it.
 3. Click the Select 'Plug-ins' button, located at the bottom of the Select the plug-ins folder dialog box.
 4. Restart Photoshop.
 - G. Recreate the Photoshop Preferences file:
 1. Quit Photoshop.
 2. Delete Photoshop's Adobe Photoshop 3.0 Prefs file, located in the Preferences folder in the System Folder.
- NOTE: Deleting Photoshop's preferences file restores Photoshop's default preferences settings, which causes custom preferences settings to be lost.

ADDITIONAL INFORMATION

Photoshop 3.0.x uses File Format plug-in files to save documents in Amiga IFF, BMP, CompuServe GIF, FilmStrip, MacPaint, PCX, Pixar, PixelPaint, and Targa format. When the File Format plug-in file required to save one of these formats is not installed in Photoshop's plug-ins folder or Photoshop's link to its plug-ins folder is broken, the Amiga

IFF, BMP, CompuServe GIF, FilmStrip, MacPaint, PCX, Pixar, PixelPaint, or Targa file formats are unavailable in the Save, Save As, or Save a Copy dialog box.

Photoshop's preferences file contains the location of the Plug-ins folder. When the Plug-ins folder name or location changes and the preferences file is not updated with these changes, or when the preferences file is damaged, Photoshop cannot access plug-in filters. Deleting the preferences file and relaunching Photoshop forces Photoshop to create a new preferences file that contains updated plug-in folder and file information, and default preferences settings.

Because the ability to save documents in Photoshop 3.0, EPS, JPEG, PICT File, PICT Resource, RAW, Scitex CT, and TIFF file formats are built into Photoshop 3.0.x, Photoshop does not require an installed File Format plug-in file to list these file formats in the Save, Save As, or Save a Copy dialog box.

Photoshop dims file formats in the Save, Save As, and Save a Copy dialog box that do not support the Photoshop features used in the image (e.g., Color mode, layers, alpha channels).

Most file formats do not support alpha channels or layers. The only image format that supports layers is the Photoshop 3.0 file format. The Save a Copy command creates a copy of the image and flattens the layers. When saving an image using the Save a Copy command, all file formats supported by the image's color mode appear in the Save a Copy dialog box.

Photoshop is unable to create FilmStrip files. The full retail builds of Photoshop 2.0 and later can open and save FilmStrip files created in other applications (e.g., Adobe Premiere 4.0). Once a FilmStrip file is opened in Photoshop and saved in another format (e.g., EPS, Photoshop), Photoshop dims the FilmStrip format and is unable to re-save the file in FilmStrip format.

The following file formats support alpha channels:

File format	Supported color mode
Photoshop 3.0	CMYK, RGB, Grayscale
Photoshop 2.0	CMYK, RGB, Grayscale
PICT File	RGB
PICT Resource	RGB
Pixar	RGB, Grayscale
Raw	CMYK, RGB, Grayscale
Targa	RGB
TIFF	CMYK, RGB, Grayscale

Color modes supported by Photoshop file formats:

File format	Supported color mode
Photoshop 3.0	Multichannel, Lab Color, CMYK, RGB, Indexed, Duotone, Grayscale, Bitmap
Photoshop 2.0	Multichannel, CMYK, RGB, Indexed, Duotone, Bitmap

Amiga IFF	RGB, Indexed, Grayscale, Bitmap
BMP	RGB, Indexed, Grayscale, Bitmap
CompuServe GIF	Indexed, Grayscale, Bitmap
EPS	Lab Color, CMYK, RGB, Indexed, Duotone, Grayscale, Bitmap
FilmStrip	RGB
JPEG	CMYK, RGB, Grayscale
MacPaint	Bitmap
PCX	RGB, Indexed, Grayscale, Bitmap
PICT File	RGB, Indexed, Grayscale, Bitmap
PICT Resource	RGB, Indexed, Grayscale, Bitmap
Pixar	RGB, Grayscale
PixelPaint	Indexed, Grayscale, Bitmap
Raw	Multichannel, Lab Color, CMYK, RGB, Indexed, Duotone, Grayscale
Scitex CT	CMYK, RGB, Grayscale
Targa	RGB, Indexed, Grayscale
TIFF	Lab Color, CMYK, RGB, Indexed, Grayscale, Bitmap

"Calibrate..." Button Appears in Photoshop 3.0

ISSUE

After clicking in the lower right hand corner of Adobe Photoshop 3.0's "Monitor Setup" preferences dialog box, a "Calibrate..." button appears. Clicking on the "Calibrate..." button does not produce an additional dialog box.

SOLUTION

Use the Gamma control panel included with Photoshop 3.0 to calibrate the display of your monitor. The Gamma control panel is installed in the Calibration folder within the Goodies folder in the Adobe Photoshop 3.0 folder.

ADDITIONAL INFORMATION

After clicking in the lower right hand corner of the Adobe Photoshop 3.0's "Monitor Setup" preferences dialog box, a "Calibrate..." button appears. Clicking on the "Calibration..." button does not calibrate Photoshop or open a dialog box containing calibration options. The "Calibration..." button located in the "Monitor Setup" preferences dialog box in Photoshop 3.0 for Windows opens the "Calibration" dialog box, which allows calibration of gamma, color balance, white-and-black points of color, and grayscale monitors within Photoshop.

The "Calibrate..." button is disabled in Photoshop 3.0 for Macintosh. Photoshop 3.0 for Macintosh includes the Gamma control panel for calibrating the gamma, color balance, white-and-black points of color, and grayscale monitors. To install the Gamma control panel, move the Gamma control panel, located in the Calibration folder in the Goodies folder in the Adobe Photoshop 3.0 application folder, into the Control Panel folder in the System Folder, then restart the Macintosh.

Unable to Open IPTC Files in Photoshop

3.0.4 Using Drag and Drop

ISSUE

When opening an IPTC file by dragging the IPTC file icon onto the Adobe Photoshop 3.0.4 application icon, Photoshop's application icon does not become selected (i.e., highlighted) and Photoshop does not open the IPTC file.

SOLUTIONS

Open the IPTC file by choosing File > Open instead of by dragging the IPTC file icon onto the Photoshop application icon.

OR: Use Photoshop 3.0.1 by deinstalling Photoshop 3.0.4, rebuilding the desktop, then installing Photoshop 3.0.1.

OR: Modify the Photoshop application file in a resource editing application (e.g., Apple ResEdit) to enable Photoshop's application icon to recognize all files as openable when they are dragged on it. For instructions on editing Photoshop's application using ResEdit, see Additional Information.

ADDITIONAL INFORMATION

When the Photowrap plug-in is installed, Photoshop 2.5.1 and later open and save IPTC (International Press Telecommunications) files, but only Photoshop 2.5.x and Photoshop 3.0.1 open IPTC files not saved in Photoshop when the file is dragged onto the application's icon at the Finder (i.e., using drag and drop). Photoshop 3.0.4 with the Photowrap plug-in installed can open IPTC files using the File > Open command, and can open IPTC saved by Photoshop using drag and drop.

Applications (e.g., Photoshop 2.5.x, Photoshop 3.0.1) that include the file type "*****" in the list of files they recognize identify any file as openable when the file is dragged onto the application's icon at the Finder. Adding the "*****" file type to Photoshop 3.0.4 or later's list of recognized file types enables Photoshop 3.0.4 to attempt to open unknown file formats when using drag and drop.

To modify Photoshop using ResEdit to enable Photoshop to recognize all file types when using drag and drop:

DISCLAIMER: This procedure is not supported by Adobe Systems and is only provided as a guideline. Experience using ResEdit is highly recommended, since it has the capability of changing or removing any resource from any file. Always modify a copy of the file to be edited. Never modify an open file. If the wrong resource is modified or alterations are incorrectly performed, the application can be damaged. In the event of problems, revert to the original copy.

1. Launch ResEdit.
2. Open the "Adobe Photoshop 3.0.4" or "Adobe Photoshop 3.0.5" file.
3. Double-click the BNDL icon.
4. Double-click the file that has an ID of 128.
5. Choose BNDL > Extended View to expand the BNDL ID = 128 from Adobe Photoshop 3.0.x window.

6. Choose Resource > Create New File Type.
7. Select the "???" value in the Type column and change it to "****" (four asterisk characters).
8. Select the value in the Res ID column and change it to 128.
9. Save then quit ResEdit.
10. Rebuild the desktop file to update the Finder.

Unable to Paste from Photoshop into Scrapbook

ISSUE

After copying an image from Adobe Photoshop, the image does not paste into the Scrapbook after pressing the "Paste" command's keyboard shortcut (i.e., Command + V) or the "Paste" command is unavailable (i.e., grayed out) in the Scrapbook's Edit menu. The Macintosh is running System 7.5.

SOLUTION

Increase the memory allocated to the Scrapbook application:

1. Close the Scrapbook.
2. At the Finder, locate the Scrapbook application, located in the Apple Menu Items folder, then select "Get Info" (Command + I) from the File menu.
3. In the "Scrapbook Info" dialog box, increase the Memory Requirements value for the "Minimum size:" and "Preferred size:" then close the "Scrapbook Info" dialog box.

Additional information:

The "Paste" command is unavailable (i.e., grayed out) in the System 7.5 Scrapbook application when the element on the clipboard requires more memory than is allocated to the Scrapbook application. Increasing the amount of memory allocated to Scrapbook application allows the clipboard element to be pasted from the clipboard into the Scrapbook file.

In System 7.5, the Scrapbook is an application. The Scrapbook application included with System 7.5 installs with the Memory Requirements of "Suggested size:" 256K, "Minimum size:" 256K, and "Preferred size:" 256K.

System 7.1.x and earlier's Scrapbook is a Desk Accessory, which does not included the ability to adjust the amount of memory available to the Scrapbook.

Unable to Place Illustrator File in Photoshop 3.0x for Macintosh

ISSUE

When placing an Adobe Illustrator file in Adobe Photoshop 3.0.x, the Place command is dimmed.

SOLUTIONS

Do one or more of the following:

- A. Open a file in Photoshop, then choose File > Place.
- B. Reselect the Plug-ins folder:
 1. In Photoshop 3.0, choose File > Preferences > Plug-ins.
 2. Locate the Adobe Photoshop 3.0 Plug-ins folder and select it by clicking it once.
 3. Click the Select 'Plug-ins' button.
 4. Restart Photoshop.
- C. Install the Adobe Illustrator Parser plug-in in the Parser folder in the Plug-ins folder:
 1. Move plug-in filters not included with Photoshop from the Plug-ins folder to another location (e.g., desktop).
 2. Launch the Photoshop Installer, select Custom Install, then select Plug-ins in the Install Adobe Photoshop window.
 3. When the installation is complete, move the plug-in filters located in another location (e.g., desktop) into the new Plug-ins folder.
- D. Delete the Adobe Photoshop 3.0 Preferences file located in the Preferences folder in the Systems Folder:
 1. Quit Photoshop.
 2. Delete the Adobe Photoshop 3.0 Preferences file.
 3. Restart Photoshop.

NOTE: Other installed extensions or control panels may interfere with Photoshop placing a file. Run Photoshop with all extensions off to verify that added extensions or control panels are not the cause. To turn all extensions off upon startup in System 7, restart the computer while holding the Shift key until the message "Welcome to Macintosh. Extensions Off." appears.

ADDITIONAL INFORMATION

Because Photoshop 3.0x uses the Adobe Illustrator Parser plug-in to place (i.e., import) Illustrator 5.x files, Photoshop is unable to place Illustrator 5.x files when it is unable to find the Adobe Illustrator Parser filter. Photoshop is unable to access plug-ins when the folder selected in the Plug-ins Preferences dialog box does not contain filters, or when the Preferences file is damaged. Deleting the Preferences file and relaunching Photoshop forces Photoshop to create a new Preferences file.

Photoshop 2.x and earlier has built-in support for opening Illustrator files. The Parser folder and the Adobe Illustrator Parser filter are installed as a default when Photoshop 3.0 is installed.

Unable to Copy and Paste from Illustrator into Photoshop 3.0.x

ISSUE

Objects copied from Adobe Illustrator 5.x and pasted into Adobe Photoshop 3.0.x appear as a PostScript icon with the words "Adobe Illustrator artwork" beneath the icon. After opening a document in Photoshop, the Place command is dimmed in Photoshop's File menu.

SOLUTIONS

Do one or more of the following:

- A. Reselect the Plug-ins folder:
 1. In Photoshop 3.0.x, choose File > Preferences > Plug-ins.
 2. In the Plug-ins dialog box, locate the Adobe Photoshop 3.0.x Plug-ins folder then select it by clicking it once.
 3. Click the Select 'Plug-ins' button, located under the folder listing.
 4. Restart Photoshop.
- B. Install the Adobe Illustrator Parser plug-in in the Parser folder in the Photoshop Plug-ins folder. To reinstall plug-ins included with Photoshop:
 1. Move third-party plug-ins (i.e., plug-ins not included with Photoshop) from the Plug-ins folder to another location (e.g., the desktop)
 2. Launch the Photoshop Installer then select Custom Install in the Install Adobe Photoshop dialog box.
 3. Select Plug-ins in the Install Adobe Photoshop dialog box.
 4. When the installation is complete, move the third-party plug-in into the Plug-ins folder.
- C. Delete the "Adobe Photoshop 3.0 Prefs" file located in the Preferences folder in the Systems Folder:
 1. Quit Photoshop.
 2. Delete the "Adobe Photoshop 3.0 Prefs" file.
 3. Restart Photoshop.

NOTE: Other installed extensions or control panels may interfere with importing a document into Photoshop. Run the application with all extensions off to verify that added extensions or control panels are not the cause. To turn all extensions off upon startup in System 7, restart the computer while holding the Shift key until the message "Welcome to Macintosh. Extensions Off." appears.

ADDITIONAL INFORMATION

Photoshop 3.0.x uses the Adobe Illustrator Parser plug-in to open or place Illustrator 5.x documents and to paste Illustrator objects into Photoshop. When Photoshop cannot access the Adobe Illustrator Parser plug-in, Photoshop is unable to paste, open, or place Illustrator artwork. When installing Photoshop 3.0.x, Photoshop's installer automatically installs the Parser folder and the Adobe Illustrator Parser plug-in.

Photoshop cannot access plug-ins when the folder selected in the Plug-ins Preferences dialog box does not contain filters, or when the Preferences file is damaged. Deleting the Preferences file and relaunching Photoshop forces Photoshop to create a new Preferences file. After deleting the Adobe Photoshop 3.0 Prefs file, Photoshop may not relink to the expected or desired plug-ins folder, requiring the plug-ins folder to be reselected.

Objects copied and pasted within Illustrator are written to the internal clipboard. After copying artwork in Illustrator then quitting Illustrator or switching to another application, Illustrator converts objects on the internal Illustrator clipboard to an AICB formatted PostScript lan-

guage file. AICB format clipboard objects can be copied and pasted between Adobe applications (e.g., Illustrator 5.x, Streamline 3.x, Dimensions 2.x, Photoshop 2.5.x and later). When an Illustrator 5.x object in AICB format is pasted into an application that does not support the AICB format (e.g., Microsoft Word, Adobe PageMaker 5.x), the object does not appear as expected or appears as a PostScript icon.

Photoshop 2.5 or Later Duotone Opens as Grayscale Image in Photoshop 2.0x

ISSUE

Adobe Photoshop 2.0x opens an Adobe Photoshop 2.5 or later duotone (i.e., monotone, duotone, tritone, or quad-tone) image as a grayscale image.

SOLUTIONS

Recreate the duotone image in Photoshop 2.0x.

OR: Open the duotone image in Photoshop 2.5 or later.

ADDITIONAL INFORMATION

Photoshop 2.0x and earlier save duotone color information in the resource fork of the duotone image's file. For cross-platform compatibility, Photoshop 2.5 and later save duotone color information in the file's data fork. When opening a duotone image file, Photoshop 2.0x looks in the file's resource fork for duotone color information. Because Photoshop 2.5 and later duotone image files do not contain color information in the resource fork, Photoshop 2.0x converts a Photoshop 2.5 and later duotone image to a grayscale image.

The resource fork is part of a file that contains Macintosh-specific resources. Files created in Windows do not include a resource fork. The data fork is a part of a file written in code. Neither the resource fork or data fork can be edited.

64Base Option Dimmed When Opening Photo CD Image in Photoshop 2.5 or Later

ISSUE

Adobe Photoshop 2.5 and later dims the option to open 4096x6144 resolution (i.e., 64Base, 72 MB) Kodak Pro PhotoCD images and does not display their thumbnails in the Open Resolution dialog box. All other resolution options are available.

SOLUTIONS

Do one or more of the following:

- A. Open the images from a Kodak Pro PhotoCD, which has the word "PROPhotoCD" on the label side of the CD-ROM disk.

- B. Use the Kodak CMS PhotoCD 3.0 or later plug-in filter, which is in the Kodak CMS Photo CD folder in the File Format folder in the Plug-ins folder.
- C. Reinstall the Apple Photo Access Extension, ISO 9660 File Access, Foreign File Access, and High Sierra File Access system extensions into the Extensions folder in the System Folder from the system software disks or the CD-ROM driver installation disk.

ADDITIONAL INFORMATION

Photoshop 2.5 and later requires the Apple Photo Access, ISO 9660 File Access, Foreign File Access, and High Sierra File Access system extensions to display 4096x6144 resolution (i.e., 64Base, 72 MB) PhotoCD images and thumbnail images. If these system extensions are missing or damaged, Photoshop dims the option to open 4096x6144 (64Base, 72 MB) images and does not display 4096x6144 (64Base, 72 MB) image thumbnails in the Open Resolution dialog box.

To verify the Apple Photo Access system extension is installed:

1. Open the PhotoCD image by double-clicking on the image's icon.
2. If the Slide Show Viewer application is present, the Apple Photo Access system extension is installed. If the Slide Show Viewer application is not present, the Apple Photo Access Extension is not installed.

Imported Photoshop 3.0.x EPS Graphic Displays as Gray Rectangle

ISSUE

An Adobe Photoshop 3.0.x EPS file displays as a gray rectangle (i.e., without a screen preview) when placed into another application (e.g., Adobe PageMaker, QuarkXPress).

SOLUTIONS

Do one or more of the following:

- A. Do not click Cancel when Photoshop 3.0.x indicates it is writing the EPS file's screen preview.
- B. When you save the EPS file in Photoshop, select either TIFF (1/bit pixel), TIFF (8/bit pixel), Macintosh (1/bit pixel), or Macintosh (8/bit pixel) screen preview for the EPS file from the Preview pop-up menu in the EPS Format dialog box.
- C. Reopen then resave the EPS file in Photoshop to ensure it is not damaged.
- D. When the EPS file was created in Photoshop for Windows, resave it in Photoshop for the Macintosh.
- E. Ensure graphic display preferences or options in the application in which you are placing the EPS are set to display previews. For example, in PageMaker, choose File > Preferences then select High Resolution for Graphics Display in the Preferences dialog box.

- F. Allocate additional memory (RAM) to the application in which you are importing the Photoshop EPS file, then replace the Photoshop EPS file.

ADDITIONAL INFORMATION

Most applications are unable to display a graphic by rasterizing, or reading, its Postscript description. Those applications (e.g., Adobe PageMaker, QuarkXPress) use the screen preview, included in the EPS file, to represent the Postscript description of the image on-screen. Screen previews included in EPS files are either a PICT graphic (Macintosh) or a TIFF image (Macintosh and Windows).

When writing an EPS file, Photoshop displays the Writing EPS Format dialog box, followed by Writing Preview progress dialog box. Photoshop 3.0.x writes the EPS file's screen preview while displaying the Writing Preview progress dialog box. When you click Cancel in the Writing Preview progress dialog box, Photoshop 3.0.x will not create the screen preview, the EPS file's custom file icon (i.e., miniature image that displays as the image file's icon at the Finder), or the Thumbnail (i.e., the image that displays in Photoshop's Open dialog box).

Photoshop 2.5.x writes the EPS file's screen preview while displaying the Writing EPS Format progress dialog box, instead of when displaying the Writing Preview progress dialog box. If you click Cancel in the Writing Preview progress dialog box, Photoshop will write the EPS file's screen preview, but not the custom file icon and Thumbnail.

When Photoshop writes and saves an EPS file quickly (e.g., when file size of the EPS is small or you are saving the EPS file on a computer with a fast processor), Photoshop does not display the progress dialog boxes.

Font Characters Clipped in Photoshop

ISSUE

Font characters with descenders (e.g., j, p, q, y) or ascenders (e.g., b, d, f, h) display and print truncated in Adobe Photoshop.

SOLUTIONS

Select Preserve Character Shapes in the ATM control panel:

1. Quit Photoshop.
2. Open the ATM control panel and select the Preserve Character Shapes option.
3. Restart the Macintosh.

OR: Convert the characters to outlines in another application, then open them in Photoshop:

1. Launch an application that can convert text to outlines or paths (e.g., Adobe Illustrator, Macromedia FreeHand).
2. Type the characters, then convert them to outlines.
3. Save the file in a format supported by Photoshop (e.g., EPS).
4. Open the file in Photoshop.

OR: Type the characters in another image editing application (e.g., Fractal Painter), save them in a format supported by Photoshop (e.g., TIFF), then open them in Photoshop.

ADDITIONAL INFORMATION

When you select Preserve Line Spacing in the ATM control panel, font characters with long descenders or tall ascenders typed in Photoshop display and print truncated from Photoshop. When you select Preserve Character Shapes in the ATM control panel, or when you type the characters in another application, the font characters display and print correctly in Photoshop.

ATM can either preserve character shapes or line spacing, but not both. ATM's Preserve Character Shapes option enables font characters to display and print as accurately as possible. ATM's Preserve Line Spacing option enables the line lengths of text to display and print as accurately as possible. Deselecting Preserve Line Spacing may change line breaks in text.

Truncated characters can occur in any font at any point size, however truncation is more obvious at larger point sizes (e.g., above 72 points), and in fonts that have particularly long ascenders and descenders, such as script or flourished fonts. The problem occurs in both Adobe fonts (e.g., Ex Ponto) and non-Adobe fonts (e.g., Letraset Papyrus). Adjusting the leading in Photoshop's type dialog box has no effect on the truncated characters.

JPEG Compression Options Dimmed When Saving PICT Files in Photoshop 2.5.x or Later

ISSUE

When you save a file in PICT file format in Adobe Photoshop 2.5.x or later, the JPEG Compression options are dimmed in the PICT File Options dialog box.

SOLUTIONS

Do one or more of the following:

- A. If you're saving an RGB PICT file, set the Resolution option to 32 bits/pixel in the PICT File Options dialog box.
- B. If you're saving a Grayscale PICT file, set the Resolution option to 8 bits/pixel in the PICT File Options dialog box.
- C. Make sure QuickTime 1.6.2 or later is installed in the Extensions folder in the System Folder.
- D. Remove and reinstall QuickTime, which is included on the Photoshop Deluxe CD-ROM (Photoshop 3.0 and later) and installation disks (Photoshop 2.5 and later).
To remove and reinstall QuickTime from the Photoshop CD-ROM:
 1. Quit all applications.
 2. Disable extensions by restarting the computer with the Shift key held down until the message "Welcome to Macintosh. Extensions Off." appears.

3. Delete QuickTime and the QuickTime PowerPlug (Power Macintosh only), located in the Extensions folder in the System Folder.
4. Restart the Macintosh.
5. Insert the Photoshop Deluxe CD-ROM.
6. Copy QuickTime and the QuickTime PowerPlug (Power Macintosh only) from the QuickTime folder on the Deluxe CD-ROM into the Extensions folder in the System Folder.
7. Restart the Macintosh.
To remove and reinstall QuickTime from the Photoshop installation disks:
 1. Quit all applications.
 2. Disable extensions by restarting the computer with the Shift key held down until the message "Welcome to Macintosh. Extensions Off." appears.
 3. Delete QuickTime and the QuickTime PowerPlug (Power Macintosh only), located in the Extensions folder in the System Folder.
 4. Insert Disk 1, then double-click the Install Adobe Photoshop icon.
 5. Click Continue.
 6. Select Custom Install from the Easy Install pop-up menu.
 7. Select the QuickTime installation option only.
 8. Click Install.
 9. Restart the Macintosh.

ADDITIONAL INFORMATION

Photoshop 2.5 and later require QuickTime 1.6.2 or later to compress PICT files using JPEG compression. JPEG-compressed RGB images must be 32 bits/pixel, and JPEG-compressed grayscale images must be 8 bits/pixel.

Menu Items Missing in Photoshop 2.5 or Later

ISSUE

Menu items are missing in Adobe Photoshop 2.5 or later when multiple SCSI devices are connected to the Macintosh.

SOLUTIONS

Connect no more than one removable media drive to the Macintosh.

OR: Turn off power to the Macintosh and all connected SCSI devices, then disconnect all SCSI devices from the Macintosh.

NOTE: Other installed extensions or control panels may interfere with Photoshop's display of menu items. Run Photoshop with all extensions off to verify that added extensions or control panels are not the cause. To turn all extensions off upon startup in System 7, restart the computer holding the Shift key down until the message "Welcome to Macintosh. Extensions Off." appears.

ADDITIONAL INFORMATION

You can connect up to seven SCSI devices in a daisy chain to a Macintosh but, according to the Apple SCSI specification, only one of the devices can be a backup device (i.e., removable drive). Connecting more than one backup device (e.g., Syquest, Bernoulli, optical, or tape drive) to the Macintosh can cause menu items to disappear in Photoshop 2.5 or later.

To prevent damaging the Macintosh computer or SCSI devices, turn off power to the Macintosh and all SCSI devices before connecting or disconnecting SCSI devices.

Unable to Save a Filmstrip File in Photoshop 2.0 or later

ISSUE

When you save a file in Adobe Photoshop 2.0 or later, the Filmstrip format option is dimmed. Or, after you select the Filmstrip format option, Photoshop returns the error "This image is no longer a valid filmstrip. Image size or number of channels has been altered. It can't be saved in Filmstrip format."

SOLUTIONS

Ensure the file was previously saved in Filmstrip format. Filmstrip files opened in Photoshop display as a series of frames in a column labeled with a number and time code. OR: Open the Filmstrip file in a retail version of Photoshop 2.0 or later, and not Photoshop Limited Edition.

ADDITIONAL INFORMATION

The retail version of Photoshop 2.0 and later can open and save Filmstrip files created in other applications (e.g., Adobe Premiere 4.0). Once a Filmstrip file is opened in Photoshop and saved in another format (e.g., EPS, Photoshop), Photoshop cannot resave the file in Filmstrip file format.

Photoshop 2.0 Limited Edition (LE) and Photoshop 2.5 Limited Edition (LE) cannot open or save files in Filmstrip format.

Acquire Command Dimmed or Plug-ins Don't Appear in Photoshop 2.5 or Later

ISSUE

In Adobe Photoshop 2.5 or later, the Acquire command is dimmed or plug-ins do not appear in the Acquire submenu.

SOLUTIONS

Do one or more of the following:

- A. Make sure plug-in files are located in a plug-ins folder.
- B. Update the plug-ins preferences resource:
 1. Quit Photoshop.
 2. At the Finder, press the Command key and double-click on the Photoshop application icon.

- c. Retarget the Plug-ins folder:
 1. In Photoshop, choose File > Preferences > Plug-ins.
 2. Select the plug-ins folder in the scroll box, then click the Select [folder name] button (Photoshop 3.0x) or the [folder name] button (Photoshop 2.5x).
 - d. Reset Photoshop's preferences:
 1. Quit Photoshop.
 2. At the Finder, delete the Adobe Photoshop Prefs file (Photoshop 3.0x), Photoshop Prefs file (Photoshop 2.5x), Adobe Photoshop LE Prefs file (Photoshop 3.x LE), or Photoshop LE Prefs file (Photoshop 2.5 LE). The files are located in the Preferences folder in the System Folder.
 3. Relaunch Photoshop.
- NOTE: When you reset Photoshop's preferences, custom preferences must be reset.

ADDITIONAL INFORMATION

Adobe Photoshop's Acquire command loads import plug-in modules from the plug-ins folder. If Photoshop cannot access the plug-ins, it dims the Acquire command or does not list plug-ins in the Acquire submenu.

The Photoshop preferences file stores location and content information about the plug-ins folder. If the folder's name or contents change and the file is not updated, Photoshop cannot access plug-ins. When you delete the preferences file and relaunch Photoshop, Photoshop creates a new preferences file with default settings.

Painting with Black on CMYK Image Creates Halo Around Stroke in Photoshop 2.x or Later

ISSUE

In Adobe Photoshop 2.0 or later, a halo (e.g., ring of lighter color) appears around the brush stroke after painting with a black color (e.g., 100% K) on a dark CMYK image using the Airbrush or Paint brush tool set to Normal.

SOLUTIONS

Paint using the Airbrush or Paint brush tool in Multiply mode:

1. Select the Airbrush or Paint brush tool.
 2. Open the Options palette (Photoshop 3.x) or Brushes palette (Photoshop 2.x), and choose Multiply from the pop-up menu.
- OR: Paint in RGB color mode with the Airbrush or Paint brush tool in Normal mode:
1. Choose Mode > RGB Color.
 2. Paint with the Airbrush or Paint brush tool.
 3. Choose Mode > CMYK Color to return to CMYK color mode.

ADDITIONAL INFORMATION

In Photoshop 2.0 and later, painting with the Paint brush and Airbrush tools creates an anti-aliased brush stroke.

When you paint in Photoshop's CMYK mode using the Airbrush or Paint brush tool set to Normal and using a color composed of Black and less than 100% of Cyan, Magenta, or Yellow, Photoshop creates an anti-aliased transition of a lighter color (e.g., a halo) between the brush stroke and background. When a black brush stroke is anti-aliased in CMYK color mode, the transition between the background and foreground color is composed of tints of the CMY colors in the background color and decreasing percentages of Black (K) in the foreground color. For example, when anti-aliasing a 100% Black brush stroke painted over a background color of 100% Cyan and 100% Magenta, the transition color created by anti-aliasing contains 33% Cyan, 33% Magenta, and 67% Black. The light color transition between the edge pixels of the brush stroke and the background color creates the appearance of a halo around the anti-aliased brush stroke.

Dark colors in RGB color mode are composed of decreasing amounts of Red, Green, and Blue. Black is composed of 0 Red, 0 Green, and 0 Blue. When painting with the Airbrush and Paint brush tools in RGB color mode, the anti-aliased edge pixels of the brush stroke are composed of RGB, seamlessly blending the brush stroke into the background.

When painting in CMYK color mode with the Airbrush and Paint brush tools set to Multiple, the anti-aliased transition between the brush stroke and background contains 100% of the CMY components of the background color, plus the decreasing percentages of K in the brush stroke color, creating a smooth transition between the brush stroke and the background colors.

Background of Photoshop's Levels and Curves Dialog Boxes Is Transparent

ISSUE

The background of Adobe Photoshop's Levels and Curves dialog boxes is transparent, allowing the desktop, Photoshop image, or other windows to show through. The Aaron system extension is installed.

SOLUTIONS

- Update to version 1.5 or later of the Aaron extension, available on America Online and CompuServe.
- OR: Remove the Aaron extension from the Extensions folder and restart the computer.
- OR: Disable all extensions by holding down the Shift key while restarting the computer.

ADDITIONAL INFORMATION

Version 1.0 and earlier of the Aaron extension causes the background of Photoshop's Levels and Curves dialog boxes to display transparent. Aaron 1.5 or later fixes this problem.

Aaron, written by Greg Landweber and Ed Voas, is a shareware extension that modifies the appearance of desk-

top elements (e.g., windows, folders, dialog boxes) to simulate the appearance of Apple's System 8 software, code-named "Copeland." System 8 is scheduled for release in late 1996 or early 1997.

Double-clicking Photoshop File Doesn't Start Photoshop After Updating to Photoshop 3.0.5

ISSUE

When you double-click on a Photoshop file at the Finder after updating to Adobe Photoshop 3.0.5, Photoshop doesn't start, and the Finder returns the error "The document '[filename]' could not be opened, because the application program that created it could not be found. Could not find a translation extension with appropriate translators."

SYMPTOM

A dialog box appears with a list of alternate applications to open the Photoshop document.

SOLUTION

Rebuild the desktop file on the volume where Photoshop is installed. To rebuild the desktop file, hold down the Command and Option keys while restarting the computer. Keep the keys held down until you receive the message "Are you sure you want to rebuild the desktop file on the disk '[diskname]'?" Then click OK.

ADDITIONAL INFORMATION

Every Macintosh volume (i.e., floppy disk, hard disk, CD-ROM) has an invisible file named the desktop file. The desktop file contains associations between files and the applications that created them. When you double-click on a file, the Finder uses the information in the desktop file to automatically launch the appropriate application.

When you update Photoshop 3.0.4 to Photoshop 3.0.5, the desktop file must be rebuilt to update the association between Photoshop files and Photoshop 3.0.5. After you rebuild the desktop file, double-clicking a Photoshop file at the Finder starts Photoshop 3.0.5.

Macintosh Easy Open is a control panel that creates file and application associations, so that you can open a file in an application that didn't create the file if the original application is not installed. If the desktop file does not include the application normally associated with a file type, Macintosh Easy Open offers a list alternate applications that can open the file.

Macintosh Easy Open may rebuild the desktop file a second time after you rebuild the desktop file and restart the Macintosh.

Duplicate of Layer or Image Appears on Desktop in Photoshop 3.0.x for the Macintosh

ISSUE

A duplicate of the active image, layer, or selection appears on the desktop when you're working in Adobe Photoshop 3.0.x for the Macintosh.

SOLUTIONS

Do one or more of the following:

- A. Disable Video LUT Animation in Photoshop's General Preferences dialog box:
 1. In Photoshop, choose File > Preferences > General.
 2. In the General Preferences dialog box, deselect Video LUT Animation.
 3. Click OK.
- B. Contact the manufacturer of your video card for updated video card software.

ADDITIONAL INFORMATION

When Video LUT Animation is turned on in Photoshop's General Preferences dialog box, some third-party video cards (e.g., Radius Thunder) duplicate the active image, layer, or selection in Photoshop on the Macintosh desktop.

Both Photoshop and your video card use the video lookup table (Video LUT). Some video cards conflict with Photoshop's use of the video lookup table, causing a duplicate the active image, layer, or selection in Photoshop to appear on the Macintosh desktop. Disabling Photoshop's Video LUT Animation option prevents this conflict. Upgrading your video card's software may also prevent this conflict.

Video cards use the video lookup table to convert digital RGB values to the analog voltages that enable monitor color display. Photoshop uses the video lookup table, when the Video LUT Animation option is selected, to speed previews, and to display the black-point and white-point clipping (i.e., Threshold mode) in the Image > Adjust dialog boxes (e.g., Levels, Curves). Disabling Video LUT Animation slows the display of previews, and disables Threshold mode, in the Image > Adjust dialog boxes.

Filters Appear Twice in Photoshop 3.0.x Distort Submenu

ISSUE

Filters (e.g., Displace, Pinch, Polar Coordinates, Ripple, Sheer, Sphereize, Twirl, Wave, Zigzag) appear twice in the Distort submenu in Adobe Photoshop 3.0.x.

SOLUTION

Remove the Distortions plug-in from the Photoshop Plug-ins folder and then restart Photoshop.

ADDITIONAL INFORMATION

When multiple copies of a plug-in module are installed in the Photoshop Plug-ins folder, Photoshop 3.0.x displays the plug-in multiple times in the menus.

In Photoshop 2.5x, all nine distortion effects (i.e., Displace, Pinch, Polar Coordinates, Ripple, Sheer, Sphereize, Twirl, Wave, Zigzag) are included in a single Distortions plug-in. In Photoshop 3.0.x, the distortion effects are each a separate, updated plug-in which Photoshop installs in the Distortions folder in the Plug-ins folder.

KPT Cyclone Plug-in Causes Video Display Problems on Some Power Macintoshes

ISSUE

When you use the KPT Cyclone plug-in by MetaTools on a Power Macintosh or PowerPC Performa, the screen turns black or displays the wrong colors. After you restart the Macintosh, the display problems may persist.

SOLUTION

Remove the KPT Cyclone plug-in from your Macintosh. If your screen remains black or video problems persist after restarting, contact MetaTools Technical Support.

ADDITIONAL INFORMATION

According to MetaTools, the KPT Cyclone plug-in is incompatible with Macintosh computers using the PowerPC 604 chip (e.g., Power Macintosh 8500 and 9500 series), those using PCI architecture (e.g., Macintosh 7200, 7500, 8500, 9500 series) and those running System 7.5.2 and later.

The KPT Cyclone plug-in, which generates and applies a sequence of arbitrary color maps to an Adobe Photoshop RGB file, has been discontinued by MetaTools.

Photoshop Channel Document Windows Disappear After Splitting Channels

ISSUE

After you split the channels of an Adobe Photoshop document, the individual channel documents disappear, and the layers, channels and paths palettes are empty. You have the Aaron system extension 1.2 installed.

SOLUTIONS

Update to version 1.3 or later of the Aaron extension, which is available on America Online and CompuServe.

or: Remove the Aaron extension from the Extensions folder and restart the computer.

or: Selectively disable the Aaron extension using an extensions manager (e.g., Apple Extensions Manager, Now Startup Manager), or disable all extensions by restarting the computer with the Shift key held down.

ADDITIONAL INFORMATION

Version 1.2 and earlier of the Aaron extension causes a document's split channels to disappear in Photoshop. Photoshop lists the channel documents in the Window menu, indicating they are open, but because Photoshop does not display them, they cannot be re-merged. Disabling or deinstalling the Aaron extension or upgrading to Aaron 1.3 enables you to successfully split and merge channels in Photoshop.

Aaron, written by Greg Landweber and Ed Voas, is a shareware extension that modifies the appearance of desktop elements (e.g., windows, folders, dialog boxes) to simulate the appearance of Apple's System 8 software, code-named "Copeland." System 8 is scheduled for release in late 1996 or early 1997.

Unable to Save File in Selected Format in Photoshop 3.0.x Running in System 7.5.3

ISSUE

When you save a file in Adobe Photoshop 3.0.x running in System 7.5.3, Photoshop does not display the expected save options dialog box (e.g., EPS Format dialog box) and saves the file in Photoshop format, instead of in the format (e.g., EPS, TIFF) you selected.

SOLUTION

Save the file in Photoshop running in a released (i.e., non-beta) version of System 7.5.3.

ADDITIONAL INFORMATION

When you save files in Photoshop running in a beta version of System 7.5.3, Photoshop saves all files in Photoshop format, instead of in the format (e.g., TIFF, EPS) you selected. When you save a file in Photoshop running in the released version of System 7.5.3, Photoshop saves files in the format you selected, as expected.

Unable to Scan in Photoshop with Agfa's FotoLook or FotoSnap Scanner Plug-ins

ISSUE

When you scan in Adobe Photoshop 3.0.x and later for Macintosh using Agfa's FotoLook or FotoSnap 2.05 or earlier plug-in, Photoshop returns the alert, "Be sure a scanner is connected and turned on," and the FotoLook or FotoSnap window does not appear.

SYMPTOMS

The scanner is connected and turned on.
You have Connectix RAM Doubler installed.

SOLUTIONS

Upgrade to version 2.07 or later of the FotoLook or FotoSnap plug-ins, which are available from Agfa.

or: Disable RAM Doubler by removing the RAM Doubler extension from the Extensions folder, or by selectively disabling it using an extensions manager (e.g., Apple Extensions Manager, Now Startup Manager), then restart the Macintosh.

ADDITIONAL INFORMATION

FotoLook and FotoSnap are Agfa's Photoshop plug-ins for use with all Agfa desktop scanners (e.g., Arcus, StudioScan). FotoSnap provides basic scanning controls, whereas FotoLook provides more extensive scanning controls (e.g., color correction, sharpening, descreening). Version 2.05 and earlier of Agfa's FotoLook and FotoSnap plug-ins for Photoshop are incompatible with RAM Doubler. When RAM Doubler is enabled, the FotoLook or FotoSnap 2.05 or earlier plug-in cannot access the scanner, causing Photoshop to return the alert, "Be sure a scanner is connected and turned on." Version 2.07 and later of the Agfa plug-ins are compatible with RAM Doubler.

Unable to Launch Photoshop 3.0 on Adobe Photoshop 3.0 Deluxe CD-ROM

ISSUE

After you start and personalize Adobe Photoshop 3.0 on the Adobe Photoshop 3.0 Deluxe CD, Photoshop returns the error, "Could not personalize your copy of Adobe Photoshop 3.0 because the disk is locked."

SOLUTION

Install Photoshop 3.0 onto the Macintosh hard drive. For instructions on installing Photoshop 3.0 on a hard drive, refer to the "How To Install" document located in the Adobe Photoshop 3.0 folder on the Adobe Photoshop 3.0 Deluxe CD.

ADDITIONAL INFORMATION

When you start Photoshop the first time after installation, it displays a Personalization dialog box, into which you enter your Name, Company, and Serial Number. After you enter the requested information and click OK, Photoshop writes the personalization information into the Photoshop 3.0 application. Photoshop requires the personalization information to launch.

CD-ROM disks (e.g., Adobe Photoshop 3.0 Deluxe CD) are read-only media (i.e., data can be read from a CD-ROM disk but not written to it). Because Photoshop 3.0 starts from the Adobe Photoshop 3.0 Deluxe CD-ROM disk, it cannot be personalized and will not start.

Application Errors

MAC OS / WINDOWS

Alert "The image's resolution is higher than 2.5 times the halftone screen frequency" in Photoshop

Because high image resolutions can slow printing, when you print an image whose resolution is greater than 2.5 times the halftone screen frequency (i.e., lines per inch) of your output device, Adobe Photoshop returns the alert, "The image's resolution is higher than 2.5 times the halftone screen frequency. Print anyway?" You can click Proceed to print the image, or Cancel to return to Photoshop.

Image resolution affects both the quality and file size of an image. If the image resolution is too low, the image appears blocky or coarse when printed. If the image resolution is too high, the image contains more pixel information than the printer can use and its file size is unnecessarily large, requiring more random access memory (RAM) and disk space to process, and slowing display and print times.

To ensure good-quality output when printing images from Photoshop, choose an image resolution based on the screen frequency (lpi) of your printer. In general, an image resolution from 1.5 to 2 times the screen frequency gives the best results without unnecessarily increasing the image's file size.

To determine your printer's halftone screen frequency, choose File > Page Setup, click Screens, then deselect Use Printer's Default Screens to display the printer's halftone screen frequency. Photoshop determines your printer's halftone screen frequency by reading the PostScript Printer Description (PPD) file selected for your PostScript printer.

To determine or change your image resolution, choose Image > Image Size.

Error "...the image is too wide to save as a PICT" When Saving PICT File in Photoshop 2.5.x or Later

ISSUE

When you save an image as a PICT file, Adobe Photoshop 2.5.x or later returns the error, "Could not save as [filename] because the image is too wide to save as a PICT."

SOLUTIONS

Decrease the image's pixel width or bit-depth so that it does not exceed the limitations of the PICT format. For instructions and limitations, see Additional Information.

OR: Save the image in a format that does not have a pixel limit (e.g., TIFF, EPS).

ADDITIONAL INFORMATION

If you save an image in PICT format when the image has a pixel width or bit depth that exceeds the PICT format limitations, Photoshop returns the error, “Could not save as [filename] because the image is too wide to save as a PICT.”

PICT format limitations:

Mode	Bit Depth	Maximum Pixel Width
RGB	32-bits/pixel	4,096
RGB	16-bits/pixel	8,192
Indexed Color	8-bits/pixel	16,380
Grayscale	8-bits/pixel	16,380

To decrease the pixel width of an image:

1. Choose Image > Image Size.
2. Select Pixels from the Width pop-up menu, then enter a new value in the Width text box.

To lower the bit-depth of an RGB image:

When you save the image in PICT file format, select a lower resolution (e.g., 16-bits/pixel) in the PICT File Options dialog box.

OR: Convert the image to Indexed Color mode, which enables you to reduce the colors (i.e., bit-depth) in your image to 256 (i.e., 8-bits/pixel) or less.

WINDOWS

**Error “Win32s Error Improper installation
”When Launching Photoshop 3.0x**

ISSUE

When launching, Adobe Photoshop 3.0x returns the error “Win32s Error Improper installation Win32s requires W32s.386 in order to run. Reinstall Win32s” followed by “Application Execution Error: One of the library files needed to run this application is damaged. Please reinstall this application”

SOLUTION

Add the “`device=c:\windows\system\win32s\w32s.386`” line to the [386Enh] section of the SYSTEM.INI file:

1. Make a backup of the SYSTEM.INI file, located in the WINDOWS directory.
2. Open the original SYSTEM.INI file in a text editor that can save in text-only format (e.g., Notepad).
3. Add the following line to the bottom of the [386Enh] section:


```
device=C:\WINDOWS\SYSTEM\WIN32S\W32S.386
```
4. Save the SYSTEM.INI in text-only format, then restart Windows.

ADDITIONAL INFORMATION

Win32s files are a set of Windows files required to run Photoshop 3.0x, a 32-bit application, under the Windows 3.1 or 3.11 16-bit operating environment. When the Win32s files are missing or damaged, an error appears.

Adding the “`device=c:\windows\system\win32s\w32s.386`” line into the SYSTEM.INI file enables Photoshop to locate the Win32s files required to run it.

**Error “Could not save as [filename]
because the file could not be found”
in Photoshop 3.0.4 or Earlier**

ISSUE

Adobe Photoshop 3.0 or 3.0.4 returns the error “Could not save as [filename] because the file could not be found” when you attempt to save a file.

SOLUTIONS

Save the file to a directory whose name contains only standard ASCII characters (e.g., a, b, c, 1, 2, 3) and no non-standard ASCII characters (e.g., Å, ä, Š, Y, Ä, î).

OR: Update to Photoshop 3.0.5.

ADDITIONAL INFORMATION

Photoshop 3.0.4 and earlier cannot save files to directories whose names include non-ASCII characters. Photoshop 3.0.5 can save files to directories with non-ASCII characters in their names.

**Error “Cannot find jpeg9b.9bi”
Launching PhotoShop 3.0x**

ISSUE

The error “Cannot find jpeg9b.9bi” appears when launching Adobe Photoshop 3.0x for Windows.

SYMPTOM

Photoshop 2.5x was not removed from the computer before installing Photoshop 3.0x (i.e., Photoshop 3.0x was installed into the existing PHOTOSHP directory).

SOLUTIONS

Prevent Photoshop 3.0x from loading the JPEG9B.9BI file:

1. Use the Windows File Manager to move or rename the JPEG9B.9BI file, located in the PHOTOSHP\PLUGINS subdirectory.
 2. Rename or delete the Photoshop preferences file, PHOTOS30.PSP, located in the WINDOWS directory.
- OR: Reinstall the Photoshop 3.0x plug-in filters:
1. Move any third-party plug-ins (i.e., plug-ins not included with Photoshop) out of the PHOTOSHP\PLUGINS subdirectory.
 2. Delete the PHOTOSHP\PLUGINS subdirectory.

3. Reinstall the Photoshop plug-in filters using the Photoshop 3.0x installation disks or Deluxe CD-ROM.
4. Move the third-party plug-ins into the new PHOTOSHP\PLUGINS subdirectory.
5. Rename or delete the Photoshop preferences file, PHOTOS30.PSP, located in the WINDOWS directory.

ADDITIONAL INFORMATION

Photoshop 2.5x installs the JPEG9B.9BI file into the PHOTOSHP\PLUGINS subdirectory for use accessing JPEG files. Photoshop 3.0x is incompatible with the JPEG9B.9BI file, causing the error “Cannot find jpeg9b.9bi” to occur when launching Photoshop 3.0x while the file is installed in the PLUGINS subdirectory.

When you install Photoshop 3.0x into a new directory rather than the existing PHOTOSHP directory, a new PLUGINS subdirectory is created, preventing Photoshop 3.0x from accessing the JPEG9B.9BI file.

Error “...one or more fonts...not available” When Opening Illustrator EPS File in Photoshop 3.0x

ISSUE

When you open an Adobe Illustrator for Windows EPS file in Adobe Photoshop 3.0.x for Windows, Photoshop returns the error “This file uses one or more fonts that are not available. Open anyway?” After Photoshop opens the EPS file, the image appears with substituted fonts.

SOLUTIONS

Do one or more of the following:

- A. Install the missing fonts in Adobe Type Manager (ATM) 3.0x or 4.0.
- B. Make sure the Win.ini “softfonts=xxx” references correctly reflect the installed fonts by removing all installed fonts from ATM, removing font references from the Win.ini and Atm.ini files, and then re-adding your fonts in ATM. For instructions, see Additional Information.
- C. Delete all Atmfntm.qlc files, and then restart Windows.
- D. Make sure there is only one Win.ini file in the Windows directory. Rename all Win.ini files in a directory other than the Windows directory.
- E. Ensure the size of the Win.ini file is 32K or smaller. If the size of the Win.ini file is larger than 32K, make a backup copy of the Win.ini, open the original Win.ini file in a text editor that can save in text-only format, and then remove lines or sections that are no longer needed.

ADDITIONAL INFORMATION

Photoshop returns the error “This file uses one or more fonts that are not available. Open anyway?” when it cannot find a font file included in an Illustrator EPS. Removing and then re-adding fonts, deleting Atmfntm.qlc files, ensuring there is only one Win.ini file, or reducing the size of

the Win.ini to 32K or smaller may enable Photoshop to find the font files.

The Atmfntm.qlc file contains rasterization information on the last several fonts used, enabling ATM to rasterize fonts more quickly. If the Atmfntm.qlc file becomes damaged or multiple Atmfntm.qlc files exist, ATM may be unable to rasterize fonts as expected. After you delete the Atmfntm.qlc file, ATM creates a new one the next time you start Windows.

A large number of font references can cause the Win.ini file to be larger than 32K, which can cause a variety of system problems. The Win.ini file has a maximum allowable file size of 64K, but keeping its file size to 32K or smaller enables your system to run more efficiently and may prevent errors. When the size of the Win.ini file exceeds 32K or 64K, Windows or applications running in Windows may behave unpredictably.

To remove all installed fonts from ATM, remove font references from the Win.ini and Atm.ini files, and then re-add fonts in ATM 4.0 or ATM Deluxe 4.0:

1. Make backup copies of the Win.ini and Atm.ini files.
2. In ATM, export your sets (ATM Deluxe only) and remove all installed fonts. For instructions, see below.
3. Open the Win.ini file, located in the Windows directory, in a text editor that can save in text-only format (e.g., Notepad, WordPad).
4. Delete all lines that begin with the word “softfont” (e.g., “softfonts=20”).
5. Delete all lines that refer to an MFD file (e.g., “ADMFDfile=C:\Windows\Ad434af1\Mfd”).
6. Save the Win.ini file in text-only format and then close it.
7. Open the Atm.ini file, located in the Windows directory, in a text editor that can save in text-only format (e.g., Notepad, WordPad).
8. Delete all lines in the [Fonts] section (e.g., “Helvetica=C:\Psfntm\Pfm\Hv_____.pfm; C:\Psfntm\Hv_____.pfb”).
9. Save the Atm.ini file in text-only format, then close it.
10. In Windows, delete all Atmfntm.qlc files.
11. Restart Windows.
12. In ATM, re-add your fonts. For instructions, see below.
13. Choose Start > Find > Files or Folders, then locate the Win.ini file in the Windows directory. Check the size of the Win.ini file in the search results window to ensure it is smaller than 32K. If the size of the Win.ini file is larger than 32K, make a backup of the file, open the original Win.ini file in a text editor that can save in text-only format, and then remove lines or sections that you no longer need.

To remove all installed fonts from ATM, remove font references from the Win.ini and Atm.ini files, and then re-add fonts in ATM 3.0x:

1. Make backup copies of the Win.ini and Atm.ini files.
2. In the ATM Control Panel, select all fonts in the Installed ATM Fonts list and then click Remove.

3. In the Remove Fonts dialog box, select No Confirmation to Remove Fonts if you don't want the dialog box to appear for each font you remove, then click Yes or Yes to All. If you want to delete the font files from your hard disk, select the Delete Fonts from Disk.
4. Open the Win.ini file, located in the Windows directory, in a text editor that can save in text-only format (e.g., NotePad, Windows Write).
5. Delete all lines that begin with "softfont" (e.g., "soft-fonts=200").
6. If you are using Windows 95, delete all lines that refer to an MFD file (e.g., "ADMFDFile=c:\windows\ad434af1\mfd").
7. Save the Win.ini file in text-only format, then close it.
8. Open the Atm.ini file, located in the Windows directory, in a text editor that can save in text-only format (e.g., NotePad, Windows Write).
9. Delete all lines in the [Fonts] section (e.g., "Helvetica=c:\psfonts\pfm\HV_____.PFM; c:\psfonts\HV_____.PFB").
10. Save the Atm.ini file in text-only format, then close it.
11. In Windows, delete all ATMfonts.qlc files.
12. Restart Windows.
12. Open the ATM Control Panel, then click Add.
13. In the Add Fonts dialog box, locate the drive and directory containing your fonts (e.g., c:\psfonts\pfm, a:\psfonts).
14. Select the fonts you want to install from the list of available fonts, then click Add.
15. Choose Start > Find > Files or Folders (Windows 95) or open File Manager and choose Search > Find (Windows 3.1x), then locate the Win.ini file in the Windows directory. If the size of the Win.ini file is larger than 32K, make a backup of the file, open the original Win.ini file in a text editor that can save in text-only format, and then remove lines or sections that you no longer need.

Exporting your sets in ATM Deluxe 4.0 and then removing your fonts enables you to reimport your sets, instead of recreating them, after you re-add your fonts.

To export your sets in ATM Deluxe 4.0:

1. In ATM, click the Sets tab.
2. Select one or more sets to export.
3. Choose File > Export.
4. In the Export dialog box, specify a filename and location for the AFS file, then click Save.

To remove your fonts in ATM Deluxe 4.0 or ATM 4.0:

1. In the All Font Sets pane of the Sets tab (ATM Deluxe 4.0) or the Fonts tab (ATM 4.0), select the fonts you want to remove, then click Remove.
2. In the Remove Font dialog box, select Remove Fonts from All Set and Master Font List, select Remove Font Files from Disk if you are reinstalling your fonts from the original installation disks, then click Yes or Yes to All.

To re-add your fonts in ATM Deluxe 4.0 or ATM 4.0:

1. Click the Add Fonts tab (ATM Deluxe 4.0) or the Fonts tab (ATM 4.0), then select Browse for Fonts from the Source pop-up menu.
2. Navigate to the drive and directory containing your fonts files (e.g., C:\Psfonts\Pfm, A:\Fontdisk).
3. Select the fonts you want to add from the Source pane scroll box, then click Add.

To import your sets in ATM Deluxe 4.0:

1. With Browse for Fonts still selected in the Source pop-up menu, navigate to the drive and directory containing your AFS file. ATM lists the sets you exported in the AFS file.
2. Select the sets you want to import, then click Add.
3. Remove any duplicate fonts outside your sets by selecting them and then clicking Remove.

Error "Scratch Disk is Full" When Editing Document in Photoshop 3.0.x

ISSUE

When you are editing a file in Adobe Photoshop 3.0.x in Windows 3.1x, Photoshop returns the error "Scratch disk is full."

SOLUTIONS

Do one or more of the following:

- A. Make sure you have adequate available hard disk space for Photoshop's scratch disk.
- NOTE: Photoshop requires 3 to 5 times the size of the image you are editing in free contiguous hard disk space.
 1. Choose File > Preferences > Memory.
 2. Make sure the drive selected from the Primary pop-up menu has adequate free contiguous disk space for the image on which you're working. When the drive selected from the Primary pop-up menu does not have adequate free disk space, either free more disk space on the selected drive or choose a different drive with more free disk space from the Primary pop-up menu.
3. Click OK to close the Memory Preferences dialog box, then restart Photoshop.
- B. Optimize the volume you have selected as Photoshop's scratch disk using the "scandisk" and "defrag" commands, included with MS-DOS 6.2x and later, or a disk optimization utility (e.g., Norton Utilities).
- C. When you are running Windows for Workgroups 3.11, deselect the 32-bit File Access option in Windows Virtual Memory dialog box:

NOTE: Other Windows applications may run slower with 32-bit File Access disabled.

1. Open the Windows Control Panel, located in the Program Manager's Main group.
2. Double-click the 386 Enhanced icon.
3. Click Virtual Memory.
4. Click Change.
5. Deselect Use 32-Bit File Access.

6. Click OK, then click OK again to restart Windows.
- or: Upgrade to Photoshop 3.0.4 or later.
- d. Reduce the percentage of memory used by Photoshop:
 1. In Photoshop, choose File > Preferences > Memory.
 2. In the Physical Memory Usage section, change the Used By Photoshop setting to 75%, then click OK.
 3. Restart Photoshop.
 - e. Recreate Photoshop's preferences files:
 1. Quit Photoshop.
 2. Delete the Photos30.psp and Ccolorsd files, which are located in the Win32app\Photoshp\Prefs directory (Photoshop 3.0.5) or the Windows directory (Photoshop 3.0 and 3.0.4).

NOTE: Custom preference settings will be lost.

ADDITIONAL INFORMATION

Photoshop uses a scratch disk (i.e., temporary disk space used for storing data and performing computations) when there is insufficient RAM to perform image editing operations. When you have insufficient RAM and scratch disk space to perform image editing operations, Photoshop returns the error "Scratch disk is full."

When Photoshop's Physical Memory Usage is set to 100%, there may not be enough RAM available to Windows to perform some operations (e.g., printing, scanning). Photoshop uses Windows Virtual Memory swap file to swap parts of the application in and out of memory, but not for image editing operations. For some image editing operations, Photoshop requires an available amount of RAM and scratch disk space that is equal to 3-5 times the size of the file.

When 32-bit File Access is enabled in Windows for Workgroups 3.1.1, Photoshop 3.0, 3.0.1, and 3.0.3 create lost clusters, resulting in less disk space and random errors (e.g., "Could not open/save file [filename] because of a program error"). Photoshop 3.0.4 does not create lost clusters when 32-bit File Access is enabled.

A lost cluster, or file allocation unit, is a file fragment that is no longer associated with the original file. When you save a file to disk, the file is not always written contiguously to the hard disk. The FAT (File Allocation Table) links the end of one file fragment with the beginning of the next one. When the FAT loses file fragment links, you will get a lost cluster. Microsoft's Scandisk utility finds and repairs or removes lost clusters.

Microsoft developed 32-bit disk and file access based on a Western Digital IDE hard drive controller, which is incompatible with many hard disks. Enabling 32-bit file or disk access to an incompatible hard disk will cause FAT problems, especially when Win32s is installed, as it is for Photoshop 3.0.x.

Error "Could not open [filename]...problem with the file-format module interface" When Opening a Photo CD Image in Photoshop LE for Windows

ISSUE

When you open a Kodak Photo CD image in Adobe Photoshop LE 3.0.4 or 3.0.5, Photoshop returns the error, "Could not open [filename] because of a problem with the file-format module interface."

SOLUTION

Use the Adobe Photoshop RGB precision transform to open Photo CD images in Photoshop 3.0.x LE:

1. In Photoshop LE, choose File > Open.
2. In the Open dialog box, select your Photo CD image, then click Open.
3. In the Photo CD section of the Kodak Precision CMS Photo CD dialog box, select an image resolution from the Resolution pop-up menu.
4. In the Targets section, click Destination.
5. In the Choose Destination Precision Transform dialog box, select Adobe Photoshop RGB from the Destination pop-up menu, then click OK.
6. Click OK to open the Photo CD image.

ADDITIONAL INFORMATION

Photoshop LE 3.0.x uses the Adobe Photoshop RGB (adobergb.pt) file to open Photo CD images. When you select an option other than Adobe Photoshop RGB (e.g., CIELAB) in the Destination pop-up menu in the Choose Destination Precision Transform dialog box, Photoshop LE cannot open Photo CD files.

The CIELAB file (i.e., pslabexp.pt), which Photoshop installs in addition to the adobergb.pt file, was inadvertently included with Photoshop LE 3.0.x.

Error "Cannot load Photos01.dll" When Starting Adobe Photoshop 3.0.x in Windows 3.1x

ISSUE

Adobe Photoshop 3.0.x returns the error "Cannot load Photos01.dll" or "Cannot load Photos02.dll" when you start Photoshop 3.0.x in Windows 3.1x.

SOLUTIONS

Do one or more of the following:

- A. Remove Photoshop and then reinstall it from the installation disks or CD-ROM:
 1. Move all personal files out of the Photoshp directory and its subdirectories.
 2. Delete the Photoshp directory and the subdirectories it contains.
 3. Insert the CD-ROM or Disk 1 of the installation disks, then double-click the Setup program (Setup.exe) to install Photoshop.

- B. Make sure you have at least 10 MB of installed RAM, the minimum required by Photoshop 3.0.x. To determine how much RAM is installed on your computer, type “mem” at the DOS prompt.
- C. Recreate and resize the Windows swap file (i.e., virtual memory):
 1. Open the Windows Control Panel in the Main group of Program Manager.
 2. Double-click the 386 Enhanced icon.
 3. In the 386 Enhanced dialog box, select Virtual Memory, then click Change.
 4. In the Virtual Memory dialog box, select None from the Type pop-up menu in the New Settings section, click OK, and then restart Windows.
 5. Repeat steps 1-3, then complete steps 6 and 7 to reset the Windows swap file.
 6. In the Virtual Memory dialog box, choose Permanent from the Type pop-up menu in the New Settings section, then change the size of the swap file in the New Size text box to a value that equals or approximates the amount of your computer’s installed RAM. If you have the minimum amount of RAM required to run Photoshop (10 MB), specify a swap file size of at least 16 MB.
 7. Click OK, then restart Windows.
- E. Specify an uncompressed disk (i.e., a disk that is not compressed by a disk compression utility [e.g., Stacker, Drivespace]) for Photoshop’s Scratch Disk and the Windows swap file (i.e., virtual memory).
- F. Reinstall Photoshop onto an uncompressed disk.

ADDITIONAL INFORMATION

If the Photos01.dll or Photos02.dll file is missing or damaged, if less than 10 MB of RAM is available, if the Windows swap file is damaged, or if you are using disk compression, the error “Cannot load photos01.DLL” or “Cannot load photos02.DLL” may appear when you start Adobe Photoshop 3.0.x.

The Photos01.dll and Photos02.dll files contain all Photoshop resources (e.g., strings, custom resources, dialog boxes, menus). A damaged Windows swap file or disk compression utility may result in damaged information being written to the hard disk, increasing the possibility of the Photos01.dll and Photos02.dll files being damaged.

File names, sizes, and dates for Photoshop’s Photos01.dll and Photos02.dll files:

- Photoshop 3.0.5
 - Photos01.dll (338,432 bytes, date 01-15-96)
 - Photos02.dll (494,592 bytes, date 01-15-96)
- Photoshop 3.0.5 LE
 - Photos01.dll (139,264 bytes, date 09-01-95)
 - Photos02.dll (384,000, bytes, date 09-01-95)
- Photoshop 3.0.4
 - Photos01.dll (335,360 bytes, date 06-19-95)
 - Photos02.dll (495,616 bytes, date 06-19-95)
- Photoshop 3.0.4 LE
 - Photos01.dll (139,264 bytes, date 06-19-95)

- Photos02.dll (384,000 bytes, date 06-19-95)
- Photoshop 3.0.1
 - Photos01.dll (360,448 bytes, date 10-31-94)
 - Photos02.dll (534,016 bytes, date 10-31-94)

Error Saving from Photoshop to Network Volume or CD-ROM in Windows

ISSUE

When you save a document from Adobe Photoshop 3.0x or later to a network volume or CD-ROM, Photoshop returns one of the following errors:

“This file cannot be accessed. Make sure that you have security privileges on the network drive.”

“Cannot access this file. Please verify security privileges on the network drive.”

“You do not have permission to open this file. See the owner of the file or an administrator to obtain permission.”

SOLUTIONS

Save the file to a volume for which you have write access (e.g., the local hard disk).

OR: When saving to a network volume, contact your network administrator to obtain write access for the volume.

ADDITIONAL INFORMATION

Photoshop returns an error when you try to save a document to a volume for which you do not have write access (e.g., a network volume) or that is write-protected (e.g., a CD-ROM).

Because network connections can suddenly become unavailable, the risk of data loss and application errors is substantially higher when you save directly to a network volume. To prevent data loss, Adobe Technical Support recommends saving files to your hard disk first, then transferring them to the network volume.

Error “Could not open [filename] because it is not a valid Photoshop document” When Opening a Photoshop 2.0 File in 2.5 or later

ISSUE

When you open a Photoshop 2.0 format file in Photoshop 2.5.x or later for Windows, Photoshop returns the error, “Could not open [filename] because it is not a valid Photoshop document.”

SOLUTIONS

Open the file in Photoshop 2.5.x or later for the Macintosh, and resave it in Photoshop 2.5 or later format.

OR: Open the file in Photoshop 2.0 for the Macintosh and resave it in a file format that Photoshop 2.5.x or later for Windows supports (e.g., TIFF, EPS).

NOTE: Make sure to use the MS-DOS naming convention (e.g., Filename.psd, Filename.tif) for any Photoshop for Macintosh files that you'll open in Windows.

ADDITIONAL INFORMATION

Because Photoshop 2.5 is the earliest version of Photoshop for Windows, Photoshop 2.5.x and later for Windows do not support the Photoshop 2.0 file format. If you save a file in Photoshop file format in Photoshop 2.0 for the Macintosh, or if you save a file in Photoshop 2.0 file format in Photoshop 2.5.x or later for the Macintosh, Photoshop 2.5.x or later for Windows will not be able to open it.

Error "csdtrans.dll:floating point error..." When Starting Photoshop 2.5.x in Windows 3.1x

ISSUE

When you start Photoshop 2.5.x in Windows 3.1x, Photoshop fails to start and returns the error "csdtrans.dll:floating point error:square root of negative number."

SOLUTION

Recreate Photoshop's preferences files:

1. Quit Photoshop.
2. Use File Manager to rename or delete the Ccolorsd and Photoshop.psp files in the Windows directory.

ADDITIONAL INFORMATION

Renaming the Ccolorsd and Photoshop.psp files prevents the "csdtrans.dll..." error when you start Photoshop.

Photoshop 2.5.x installs the Csdtrans.dll file in the Windows\System directory.

MAC OS

Error "...problem with the scanner" After Choosing TWAIN - Acquire Command in Photoshop

ISSUE

After you choose File > Acquire > TWAIN - Acquire in Adobe Photoshop, Photoshop returns the error "Could not complete your request because of a problem with the scanner."

SOLUTIONS

Do one or more of the following:

- A. Remove the PhotoEngine plug-in from Photoshop's plug-ins folder, then restart Photoshop.
- B. Reinstall Photoshop's TWAIN plug-in.

NOTE: Other hardware issues (e.g., SCSI conflict) may cause Photoshop to return the error "Could not complete your request because of a problem with the scanner."

ADDITIONAL INFORMATION

The Radius PhotoEngine plug-in is not compatible with Photoshop's TWAIN plug-in. If the PhotoEngine plug-in is installed in Photoshop's plug-ins folder, Photoshop will return the error "Could not complete your request because of a problem with the scanner." when you choose File > Acquire > TWAIN Acquire.

The Radius PhotoEngine DSP (digital signal processor) accelerator board requires the PhotoEngine plug-in.

Error Loading Wacom Eraser Support Module in Photoshop 3.0.4 for the Power Macintosh

ISSUE

When launching, Adobe Photoshop 3.0.4 for the Power Macintosh returns the error "Could not load the 'Eraser Support' module because of a program error, -21" or "Could not load the 'Eraser Support' module because of a problem with the Macintosh Code Fragment Manager, -2806" while loading the Wacom Technology Artpad II Eraser Support 2.4.0 plug-in.

SOLUTIONS

Install the Eraser Support 2.4.1 software (i.e., WACOM Tablet control panel, WACOM Tablet Prefs file, and Eraser Support plug-in file):

1. Remove the Eraser Support 2.4.0 plug-in file, located in the Photoshop plug-in folder.
 2. Remove the WACOM Tablet 2.4.0 control panel, located in the Control Panels folder in the System Folder.
 3. Remove the WACOM Tablet Prefs file, located in the Preferences folder in the System Folder.
 4. From the Wacom Artpad II 2.4.1 Install disk, run the Wacom Installer to install the WACOM Tablet control panel and WACOM Tablet Prefs file.
 5. Copy the Eraser Support 2.4.1 plug-in file from the Wacom Install disk into the Photoshop plug-in file.
- or: Install Photoshop 3.0.4 for the Macintosh (68K).

ADDITIONAL INFORMATION

Eraser Support 2.4.0 plug-in (2,503 bytes, created January 1, 1994, modified June 12, 1995) is an unreleased plug-in that is not compatible with the Power Macintosh. When Photoshop loads the Eraser Support 2.4.0 plug-in while running on a Power Macintosh (e.g., Power Macintosh 8100, 7100, 6100), the system returns the error "Could not load the 'Eraser Support' module because of a program error, -21." When Photoshop loads the Eraser Support 2.4.0 plug-in while running on a Power Macintosh with a Peripheral Component Interconnect (PCI) local bus (e.g., Power Macintosh 9500, 8500, 7500, 7200), the system returns the error "Could not load the 'Eraser Support' mod-

ule because of a problem with the Macintosh Code Fragment Manager, -2806.”

Eraser Support 2.4.1 is the released version of the Eraser Support plug-in. The Eraser Support 2.4.1 and later plug-in support both the Macintosh (68K) and the Power Macintosh.

The Eraser Support plug-in was developed by Adobe for Wacom. Wacom Technology distributes and provides supports for the Eraser Support plug-in. The Eraser Support plug-in file is available from Wacom on America Online, CompuServe, and the World Wide Web.

Error “Could not initialize Photoshop because not enough memory (RAM)” When Starting Photoshop 3.0.x

ISSUE

When starting, Adobe Photoshop 3.0.x returns the error “Could not initialize Photoshop because not enough memory (RAM).”

SOLUTIONS

Do one or more of the following:

- A. Allocate more memory to Photoshop:
 1. Quit Photoshop and all other open applications.
 2. In the Finder, choose About This Macintosh or About This Mac OS Computer from the Apple menu.
 3. Note the Largest Unused Block value, then close the dialog box.
 4. Select the Photoshop application icon, then choose File > Get Info.
 5. In the Photoshop Get Info dialog box, increase the Preferred Size value to a value that does not exceed 90% of the Largest Unused Block value. For Minimum Size, specify the default value of 10368K (Photoshop for the Power Macintosh) or 5120K (Photoshop for the Macintosh).
 6. Close the Photoshop Info dialog box.
- B. Recreate Photoshop’s preferences file:
 1. Quit Photoshop.
 2. In the Finder, delete the Adobe Photoshop 3.0 Prefs (Photoshop 3.0.x) or Photoshop Prefs (Photoshop 2.5.x) file from the Preferences folder in the System Folder.
 3. Restart Photoshop.

NOTE: Custom preferences must be reset.

- C. Restart the Macintosh to defragment the system’s memory.
- D. Reinstall System 7.0 or later using the system software disks.
- E. If you are using a Power Macintosh with a PowerPC 603 processor (e.g., Macintosh 5200 LC series, Performa 5200 series, Performa 6200 series, and only Power Macintosh 6200 models sold outside the United States) or a Macintosh clone with a PowerPC 603 processor, install the Macintosh Easy Open 1.1.1 or later control panel, then disable the Automatic Document Transla-

tion option in the Macintosh Easy Open control panel. The Macintosh Easy Open control panel is included on the Apple Performa 5200 or 6200 series CD-ROM, and is available from Apple Computer.

ADDITIONAL INFORMATION

When starting, Photoshop returns the error “Could not initialize Photoshop because not enough memory (RAM)” if there is insufficient memory, the preference file is damaged, system software is missing or damaged, or if it is installed on a Power Macintosh or Macintosh clone that uses a PowerPC 603 processor and the Macintosh Easy Open control panel is not installed (e.g., disabled by restarting with the Shift key held down, disabled the Macintosh Easy Open control panel using Extension Manager).

Out of Memory Error Using Distort Filter in Photoshop 2.5 and Later

ISSUE

When using a Distort plug-in, Adobe Photoshop 2.5 or later returns the error “Could not complete your request because there is not enough memory (RAM).”

SOLUTIONS

Allocate an amount of memory to Photoshop that is equal to three to five times the size of the file you are editing:

1. Quit all applications.
2. At the Finder, choose About This Macintosh or About This Mac OS Computer from the Apple menu.
3. Note the Largest Unused Block value, then close the dialog box.
4. Select the Photoshop application icon, then choose File > Get Info.
5. In the Photoshop Info dialog box, change the Minimum size and Preferred size values to a value equal to three to five times the size of the file you are editing. The value should not exceed 90% of the Largest Unused Block value noted in step 3.
6. Close the dialog box, then relaunch Photoshop.

OR: Use the Distort plug-in with one color channel at a time.

OR: Install the Piggy Plug-ins Patch in the Photoshop Plug-Ins folder. Photoshop 3.0x includes the Piggy Plug-ins Patch in the Optional Extensions folder on Disk 1 of the Photoshop 3.0x installation disks. Photoshop 2.5x includes the Piggy Plug-ins Patch in the Photoshop folder in the Optional Extensions folder.

OR: When editing a portion of the image only, use the Quick Edit plug-in.

OR: Enable Virtual Memory on the Macintosh.

ADDITIONAL INFORMATION

Unlike other Photoshop plug-ins, the Distort plug-ins process image data in memory (RAM). Photoshop stores approximately three to five times the file size in image data, which requires sufficient memory allocated to Photoshop

when using the Distort plug-ins. Using the Distort plug-ins with individual color channels requires less memory than when using the Distort plug-ins with the entire image.

When installed, the Piggy Plug-ins Patch decreases the amount of memory required to run the Distort filters by optimizing how the Macintosh memory manager uses RAM.

Error “File not found” When Opening a DCS EPS File

ISSUE

When you open a DCS-EPS file in Adobe Photoshop, the error “Could not open the DCS color plate file because File not found (-43)” occurs, and the file does not open.

SOLUTIONS

Do one or more of the following:

- A. Rebuild the desktop file by holding down the Command and Option keys while restarting the computer. Keep the keys held down until you receive the message “Are you sure you want to rebuild the desktop file on the disk '[diskname]'? Comments in info windows will be lost.” then click OK.
- B. Place all five components of the DCS-EPS file (i.e., the master file and the cyan, magenta, yellow, and black plates) into the same folder on a local or remote volume.
- C. Ensure all five components of the DCS-EPS file (i.e., the master file and the cyan, magenta, yellow, and black plates) are named according to DCS-EPS naming conventions. Each plate should end with a filename extension matching the color of the plate (e.g., “filename.c” for the cyan plate, “filename.m” for the magenta plate, etc.).
- D. Open each of the five components of the DCS-EPS file (i.e., the master file and the cyan, magenta, yellow, and black plates) individually in Photoshop to verify the files are not damaged.

OR: Merge the four DCS-EPS color component files (i.e., the cyan, magenta, yellow, and black plates) into a single file in Photoshop:

1. Open all four DCS-EPS color component files in Photoshop.
2. Choose Window > Palettes > Show Channels.
3. Click the Channel Options arrow, then choose Merge Channels.
4. In the Merge Channels dialog box, set the mode to CMYK Color, set the number of channels to 4, then click OK.
5. In the Merge CMYK Channels dialog, ensure the four DCS-EPS color component files map correctly to their corresponding channels (e.g., the cyan pop-up menu displays “filename.c” for the cyan plate), then click OK.

ADDITIONAL INFORMATION

The error “Could not open the DCS color plate file because File not found (-43)” occurs when you break the links between the master file and the color component files of a DCS-EPS file. DCS-EPS file links break when your desktop file is damaged, you move or rename any of the four DCS-EPS color component files, or any of the five DCS-EPS files are damaged.

Rebuilding the desktop file corrects errors within the desktop database, enabling Photoshop to locate the “missing” component files. Replacing any color component files you moved, and renaming any color component files you renamed enables Photoshop to locate each DCS-EPS color component file according to the link information in the master file.

When you merge the four DCS-EPS color component files in Photoshop, Photoshop does not need to locate each color component file in order to open the DCS-EPS file.

Error “‘Adobe Photoshop 4.0’ could not be launched because ‘DragLib’ could not be found” When Starting Photoshop 4.0

ISSUE

When you start Adobe Photoshop 4.0 in Macintosh System 7.1 or 7.1.2, the system returns the error, “The application ‘Adobe Photoshop 4.0’ could not be launched because ‘DragLib’ could not be found.”

SOLUTIONS

Do one or more of the following:

- A. Update to System 7.1.3 or later.
- B. Install the Macintosh Drag and Drop system extension from the PageMaker Tryout folder on the Photoshop 4.0 Application CD-ROM:
 1. Insert the Adobe Photoshop 4.0 Application CD-ROM, then double-click the Adobe Photoshop CD-ROM icon to open your CD-ROM drive.
 2. Open the Adobe PageMaker 6.0 Tryout folder, which is located in the Product Tryouts folder in the Adobe Products & Services folder, then open folder number 1.
 3. Double-click the Macintosh Drag and Drop icon to start the PageMaker 6.0 Tryout Version installer.
 4. Using the scroll box in the installer dialog box, open the Extensions folder in the System Folder, then click Save.
 5. Restart the computer and start Photoshop.
- C. Install the Adobe PageMaker 6.0 Tryout Version application included on the Photoshop 4.0 Application CD-ROM:
 1. Insert the Adobe Photoshop 4.0 Application CD-ROM, then double-click the Adobe Photoshop CD-ROM icon to open your CD-ROM drive.
 2. Open the Adobe PageMaker 6.0 Tryout folder in the Product Tryouts folder in the Adobe Products & Services folder, then open the Install folder.
 3. Double-click the PageMaker 6 Installer/Utility icon.

4. Select the desired language (e.g., U.S. English), click Continue, then click Install and follow the on-screen instructions.
5. Restart the Macintosh and start Photoshop.

ADDITIONAL INFORMATION

Macintosh System 7.1.3 and later provide Macintosh Drag Manager functionality, which enables you to drag and drop objects between applications that support Drag Manager functionality. Photoshop 4.0 cannot launch without the Macintosh Drag and Drop extension, which is one component of Drag Manager functionality.

Drag Manager functionality is built into System 7.5 and later, and is included as separate extensions (i.e., Macintosh Drag and Drop, Dragging Enabler, Clipping Extension) with System 7.1.3. However, it is not included with System 7.1.2 and earlier. If you are running System 7.1.2 or earlier without the Macintosh Drag and Drop extension, you can install it from the Photoshop 4.0 Application CD-ROM.

For more information on Drag Manager functionality and your version of the Macintosh system software, contact Apple Computer, Inc.

Photoshop 4.0 requires System 7.1 or later (68000-series Macintosh), or System 7.1.2 or later (Power Macintosh).

Error "Write Access Not Granted" Personalizing Photoshop 3.0.x

ISSUE

When you launch Adobe Photoshop 3.0.x for the first time and enter your name and serial number in the personalization dialog box, Photoshop returns the error "Could not personalize your copy of Photoshop. Write Access Not Granted." After you click OK, Photoshop quits.

SOLUTIONS

Do one or more of the following:

- A. If you are launching the Universal version of Photoshop 3.0.x from the Photoshop Deluxe CD-ROM, first copy it to your hard disk, then launch it from your hard disk.
- B. Unlock the Photoshop application:
 1. At the Finder, select the Photoshop application icon.
 2. Choose File > Get Info.
 3. In the Adobe Photoshop Info dialog box, deselect Lock, then close the window.
- C. If the volume where Photoshop is installed is locked with a disk utility (e.g., Drive 7 by Casablanca), unlock it according to the documentation included the disk utility.

ADDITIONAL INFORMATION

Photoshop 3.0.x must be personalized with a name and serial number when you launch it for the first time. Photoshop cannot be personalized when the application is

locked or the volume where Photoshop is installed is locked or write-protected (e.g., a CD-ROM).

Error Opening CMYK JPEG File in Photoshop 3.0.x or Earlier

ISSUE

When you open a CMYK JPEG file, Adobe Photoshop 3.0.x or earlier returns the error, "Improper call to JPEG library in state 0." or "Unsupported image mode." BoxTop Software's ProJPEG plug-in is installed in Photoshop's Plug-ins folder.

SOLUTIONS

Open the file using Photoshop's built-in JPEG file format:

1. Choose File > Open.
2. Select Show All Files in the Open dialog box.
3. Select the JPEG file you want to open.
4. Select JPEG from the Format pop-up menu.
5. Click Open.

OR: Remove the ProJPEG plug-in from Photoshop's Plug-ins folder and restart Photoshop.

OR: Upgrade to Photoshop 4.0.

ADDITIONAL INFORMATION

Photoshop's built-in JPEG file format supports CMYK images. The ProJPEG plug-in, however, does not support CMYK images. When BoxTop Software's ProJPEG plug-in is installed in Photoshop's Plug-ins folder, Photoshop uses it to open JPEG files. If you open a CMYK JPEG file when the ProJPEG plug-in is installed, Photoshop will return an error.

The ProJPEG plug-in enables Photoshop 3.0.x and earlier to open and save grayscale or RGB mode Progressive JPEG files, which can load more quickly than baseline (i.e., regular) JPEG images, while maintaining up to 32-bit color or depth, by dividing graphic information into a series of scans. Photoshop 4.0 supports opening and saving images in Progressive JPEG format.

Error "Photoshop 3.0 does not supply the services required..." Using Distort Filters in Photoshop 3.0.1

ISSUE

When you attempt to use a Distort filter (e.g., Displace, Pinch) in Adobe Photoshop 3.0.1, Photoshop returns the error, "Could not complete your request because Photoshop 3.0 does not supply the services required by the plug-in module." You are using the Distortions filters included with Photoshop 3.0.4 or 3.0.5.

SOLUTION

Use version 3.0 of the Distort filters, included with Photoshop 3.0.1, instead of version 3.0.4 of the Distort filters included with Photoshop 3.0.4 and 3.0.5.

ADDITIONAL INFORMATION

Photoshop 3.0.1 is incompatible with version 3.0.4 of the Distort filters.

To determine the version of a Distort filter, select it in the Finder and choose File > Get Info. The version number appears above the Comments box in the filter's Info dialog box.

NOTE: If you choose About Plug-in from the Apple menu in Photoshop and select a Distort plug-in filter, the plug-in's dialog box displays version 3.0 for both 3.0 and 3.0.4 plug-ins.

By default, the Distort filters are installed in the Distortions folder in the Filters folder in Photoshop's Plug-ins folder, but if they are installed anywhere within the Plug-ins folder they will still load in Photoshop.

Virtual Memory Error When Running the Photoshop 3.0 Deluxe Tutorial on CD-ROM

ISSUE

When launching, the Adobe Photoshop 3.0 Deluxe tutorial returns the error "This interactive application will not run properly with Virtual Memory active on your system. Open your Memory control panel, turn off Virtual Memory, and try again."

SOLUTIONS

Turn off Virtual Memory in the Memory control panel then restart the Macintosh:

1. Open the Memory control panel.
2. In the Virtual Memory section of the Memory control panel, select Off.
3. Close the Memory control panel, then restart your Macintosh.

OR: When RAM Doubler is installed, disable RAM Doubler by moving the RAM Doubler system extension from the Extension folder in the System Folder to another location (e.g., desktop), then restart your Macintosh.

ADDITIONAL INFORMATION

The Adobe Photoshop (tm) 3.0 Deluxe application on the Adobe Photoshop 3.0 Deluxe CD-ROM is incompatible with virtual memory.

Virtual memory enables the Macintosh to use part of the available hard disk space as an extension of memory (RAM). The Macintosh system supports virtual memory by creating a virtual swap file on the hard disk. Using the virtual swap file, resources or resource segments are swapped in and out of RAM as needed, requiring frequent access to the hard disk. When virtual memory is enabled, the disk space used by virtual memory is not available for

storing files. For Macintosh models that support virtual memory, the Memory control panel contains the virtual memory options.

System Errors

WINDOWS

Error "Illegal operation, Photoshop caused a page fault in module <unknown>" in Photoshop 3.0.x or Later in Windows 95

ISSUE

When you launch or work in Photoshop 3.0 or later in Windows 95, Windows returns the error "Illegal operation, Photoshop caused a page fault in module <unknown>."

SOLUTION

Install or reinstall a Windows 95-compatible video driver that specifies the manufacturer and model of your video card:

1. Choose Start > Settings > Control Panels.
 2. Open the Display Control Panel, then select the Settings tab.
 3. Click Change Display Type.
 4. Click Change in the Adapter Type section.
 5. If you have a driver from your video card manufacturer, click the Have Disk button. If you do not have a driver from your video card manufacturer, select Show All Devices, then scroll through the list of Manufacturers and Models and select your specific video card manufacturer and model. Click OK, then insert the Windows 95 CD-ROM when prompted.
- NOTE: If the manufacturer or model of your video card is not listed in Manufacturers and Models, contact your video card manufacturer for a Windows 95-compatible driver.
6. Restart the computer.

ADDITIONAL INFORMATION

When Windows or a program returns an error in module <unknown>, the selected video driver may be damaged or incompatible with your monitor and video card.

When Windows 95 detects new hardware, it may load generic video drivers for cards that use a standard chip-set (e.g., MGA, Cirrus Logic, Tseng, S3) even when manufacturer- and model-specific drivers are available for the video card on the Windows 95 CD-ROM. When Windows 95 uses generic drivers for video cards, errors may occur.

Minimizing Windows 95 to Troubleshoot Errors in Photoshop 3.0.5 and Later

System errors in Windows 95 are often caused by startup items or device drivers that have become damaged, or that conflict with each other or with other applications. To troubleshoot errors, you can disable these items by starting in Step-By-Step Confirmation Mode, or, for more extensive troubleshooting, by using a Test Configuration file with Step-By-Step Confirmation Mode.

Starting Windows 95 in Step-By-Step Confirmation Mode enables you to selectively bypass startup items (e.g., the Registry, the Autoexec.bat file), but not device drivers. If errors still occur after restarting in this mode, one of the device drivers that loaded may be causing the error. You can use a Test Configuration file at this stage to selectively bypass device drivers, loading only the minimum device drivers necessary to run Photoshop (i.e., mouse, keyboard, video). If errors do not occur after you disable startup items or device drivers, you can determine which item is causing problems in Photoshop by reloading them one by one.

NOTE: Applications that load automatically in Windows can also cause errors to occur. Before you begin troubleshooting, launch Explorer and move all icons and shortcuts from the Windows\Start Menu\Programs\StartUp directory to another directory, then restart Windows and Photoshop. Windows 95's Safe Mode disables StartUp programs, but it loads the Windows standard VGA video driver, which does not display enough colors to run Photoshop.

Using Step-By-Step Confirmation Mode for Photoshop
To run Windows using the Step-By-Step Confirmation Mode for Photoshop 3.0.5 or later:

1. Restart Windows 95. When the "Starting Windows 95..." message displays, press the F8 key.
2. Select Step-By-Step Confirmation from the Startup Menu.
3. Type "Y" or "N" to the following prompts as indicated:
NOTE: Type "Y" for any prompt that references DoubleSpace, DriveSpace, or DoubleBuffer (Dblbuff.sys). DoubleSpace and DriveSpace are disk compression schemes. Windows requires these drivers when your disk is compressed with these utilities. DoubleBuffer enables you to load a double-buffering driver for a SCSI controller.

```
Process the system registry? N
Create a startup log file (BOOTLOG.TXT)?
N
Process your startup device drivers
(CONFIG.SYS)? N
DEVICE=C:\WIN95\HIMEM.SYS? Y
DEVICEHLGH=C:\WIN95\IFSHP.SYS? Y
DEVICEHLGH=C:\WIN95\SETVER.EXE? N
Process your startup command file
(AUTOEXEC.BAT)? N
Load the Windows graphical user interface?
Y
Load all Windows drivers? Y
```

NOTE: You must load all Windows drivers in order to load the video driver necessary to run Photoshop. If you do not load all Windows drivers, Windows will start in Safe Mode.

After you type "Y" to load all Windows drivers, Windows will eventually start.

Creating a Test Configuration in Windows 95 for Photoshop

If errors still occur after you start Windows in Step-By-Step Confirmation Mode, one of the device drivers that loaded may be causing the problem. Create a Test Configuration for Windows that selectively disables all device drivers except the mouse, keyboard, and video driver necessary to run Photoshop.

To run Windows using a Test Configuration for Photoshop 3.0.5 or later:

1. Choose Start > Control Panel > System.
 2. Click the Hardware Profiles tab.
 3. Select Original Configuration, then click Copy.
 4. In the Copy Profile dialog box, type "Test Configuration" and click OK.
 5. Click the Device Manager tab.
 6. Click the plus symbol (+) next to each device.
 7. Select a device that you want to disable, then click the Properties button.
 8. In the Device Usage section, click the check box beside Test Configuration to deselect it, then click OK.
- NOTE:** Devices required by Windows 95 cannot be disabled and do not have a Device Usage option.
9. Repeat steps 7-8 for all devices except the mouse, keyboard, and display adapter device drivers.
 10. Close the System Properties Control Panel, then restart Windows.
 11. When the "Starting Windows 95..." message displays, press the F8 key. Then follow steps 1-3 in the Using Step-By-Step Confirmation Mode for Photoshop section above.
 12. After you finish the Step-By-Step Confirmation, Windows will prompt you to select a startup configuration. Select Test Configuration and press Enter. Windows starts using minimized startup items and device drivers.

NOTE: If more than one configuration (e.g., Original Configuration, Test Configuration) is available, Windows will continue to prompt you to select a startup configuration each time you restart your computer. Follow the steps below to remove the Test Configuration.

To remove your Test Configuration:

1. Start Windows in the Original Configuration, then choose Start > Control Panel > System.
2. Click the Hardware Profiles tab.
3. Select Test Configuration.
4. Click the Delete button.
5. Close the System Properties dialog box.

Access Violation Error Opening EPS or Illustrator File in Photoshop 3.0.1 or 3.0.4

ISSUE

When you open or place an EPS file or Adobe Illustrator (*.ai) document in Adobe Photoshop 3.0.4 in Windows NT 3.5x, Windows NT returns the error, "Exception: Access Violation (0xc0000005)."

SOLUTIONS

Reduce the total number of fonts installed in Windows NT to 100 or less. For instructions, see Additional Information.

OR: Update to Photoshop 3.0.5 or later.

ADDITIONAL INFORMATION

If more than 100 fonts are installed in Windows NT 3.5x, an Access Violation error occurs when you open or place an EPS file or Illustrator document in Photoshop 3.0.1 and 3.0.4. Photoshop 3.0.5 can open or place EPS files and Illustrator documents without error when more than 100 fonts are installed.

Reducing the total number of installed fonts to 100 or less may prevent the system from returning an error, although you may have to reduce the number of installed fonts to 50 or less to prevent the system error.

To reduce the number of installed fonts in Windows NT, remove TrueType fonts from the Fonts Control Panel:

1. Open the Fonts Control Panel.
2. Select the fonts you want to remove, then click Remove.
3. Restart Windows NT.
Adobe Photoshop

Error "PSDEB45C caused a GPF in module GDI.EXE" Running Photoshop 3.0 Deluxe Tutorial

After the first phase (i.e., "Talking woman") of the Adobe Photoshop 3.0 Deluxe Tutorial, or when exiting the Photoshop 3.0 Deluxe Tutorial, a system error (e.g., freeze, "PSDEB45C caused a General Protection Fault in module GDI.EXE at 001:F6A") occurs.

When skipping to the menu from the introduction screen of the Photoshop 3.0 Deluxe Tutorial, the error "PSDEB45C caused a General Protection Fault in module GDI.EXE at 001:F6A" occurs.

SYMPTOMS

Photoshop 3.0 is installed on a computer with the ATI Mach 32 or Mach 64 video card installed.

SOLUTIONS

Do one or more of the following:

- A. Turn Devicebitmap to OFF in the Mach32 or Mach64 video driver Flexdesk Control Panel:

When using the ATI Mach64 video driver:

1. Make a backup copy of the SYSTEM.INI file.
2. Open the Flexdesk Control Panel, located in the ATI DeskTop group in Program Manager.
3. In the Flexdesk Control Panel, hold down the left Control key and the Shift key while typing "OPT." Click OK at the warning screen that appears.

4. Select OFF for Devicebitmap in the Control Panel that appears, then click OK.

When using the ATI Mach32 video driver:

1. Make a backup copy of the SYSTEM.INI file.
2. Open the Flexdesk Control Panel located in the Mach32 Utilities program group in Program Manager.
3. Select Advanced, turn Device Bitmap to OFF, then click OK.

OR: Edit the Windows system file (i.e., SYSTEM.INI, WIN.INI) to change the "Devicebitmap" line to OFF:

NOTE: When the "Devicebitmap" line is not present in the [Mach] section (Mach32 driver) or [Macx] (Mach64 driver) of the SYSTEM.INI file, Devicebitmap defaults to ON.

When using the ATI Mach64 video driver:

1. Make a backup copy of the SYSTEM.INI file.
2. Open the original SYSTEM.INI file in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
3. In the [Macx] section add or edit the existing "Devicebitmap=ON" line to read:
Devicebitmap=OFF
4. Save the SYSTEM.INI file in text-only format, then restart Windows.

When using the Mach32 video driver:

1. Make a backup copy of the WIN.INI file.
2. Open the original WIN.INI file in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
3. In the [Mach] section add or edit the existing "Devicebitmap=ON" line to read:
Devicebitmap=OFF
4. Save the WIN.INI file in text-only format, then restart Windows.

- B. When using the Mach 64 video card, make a backup copy of the SYSTEM.INI file, then turn off the 24-bit palette and run with 256 colors.

When using the Mach32 video card, select the 256-color palette option in the Mach 32 control panel.

- C. Create a boot floppy that only loads the CD player then launch the Deluxe Tutorial. If the Deluxe Tutorial is unable to load when booting off the boot drive that only loads the CD player, the Tutorial is conflicting with a driver or other loading item in the system's CONFIG.SYS or AUTOEXEC.BAT file. For information on how the CD-ROM drive is loaded, which is usually through the CONFIG.SYS file, refer the documentation included with the CD-ROM drive.

ADDITIONAL INFORMATION

By default, ATI Mach64 and Mach32 video drivers cache bitmaps into the card's memory. While this may improve

Windows performance, this option is incompatible with QuickTime for Windows. QuickTime for Windows is an integral part of the Deluxe Tutorial.

When using an ATI Mach 8 card, ATI recommends using the 8514a driver included with Windows 3.1. The Mach 64 24-bit palette mode emulates 256 color and is not a real 256 color palette.

ATI video drivers compatible with Photoshop 3.0.x include:
Mach 64 version 1.45 (dated 1/27/95 or later)
Mach 32 version 2.3 (dated 6/17/94 or later)

Error "Missing Numeric Coprocessor, Virtual Device Driver" When Starting Photoshop

ISSUE

When you start Adobe Photoshop 3.0.x in Windows 3.1x, Windows returns the error, "Missing numeric coprocessor, virtual device driver. One of the library files is damaged. Please reinstall the application."

SOLUTION

Add the "Device=*VMCPD" line to the System.ini file:

1. Make a backup copy of the System.ini file, which is located in the Windows directory.
2. Open the original System.ini file in a text editor that can save in text-only format (e.g., Notepad).
3. Add the following line to the end of the [386Enh] section:
`DEVICE=*VMCPD`
4. Save the System.ini file in text-only format, then restart Windows.

ADDITIONAL INFORMATION

The "Device=*VMCPD" line in the System.ini file loads the virtual math coprocessor device (VMCPD), which is required by Windows 3.1x. If the VMCPD is not loaded (i.e., the "Device=*VMCPD" line is missing from the System.ini file), Windows will return the error, "Missing numeric coprocessor, virtual device driver. One of the library files is damaged. Please reinstall the application." when you start Photoshop 3.0.x.

MAC OS

Type 11, Type 1 or "Floating point co-processor not found" When Launching Photoshop 3.0.1 or 3.0.2

ISSUE

The system error (e.g., "Type 11," "Type 1," "Floating point co-processor not found") appears when launching or working in Adobe Photoshop 3.01 or 3.0.2.

SYMPTOMS

Photoshop 3.0.2 (Kanji) is installed on a double-byte character operating system (i.e., Kanji-Japanese, Korean, Chinese).

Photoshop 3.0.1 (U.S.) is installed on a U.S. operating system using the double-byte character Apple Language Kit.

SOLUTIONS

Update to Photoshop 3.0.3 or later.

OR: When running on a U.S. operating system with the Language Kit installed, disable the Language Kit, then restart the Macintosh. For instructions on disabling the Language Kit, refer to the Language Kit documentation.

OR: Reset the system's clock to January 31, 1995 or earlier.

NOTE: Other installed extensions or control panels may interfere when running Photoshop. Run Photoshop with all extensions off to verify that added extensions or control panels are not the cause. To turn all extensions off upon startup in System 7, restart the computer while holding the Shift key until the message "Welcome to Macintosh. Extensions Off." appears.

ADDITIONAL INFORMATION

The system error (e.g., "Type 11," "Type 1," "Floating point co-processor not found") appears when launching Photoshop 3.0.1 on U.S. System 7.1 or later running the double-byte character Apple Language Kit extension, or when launching Photoshop 3.0.2 on Korean, Japanese, or Chinese System 7.1 or later when the system clock is set to February 1, 1995 or later.

Photoshop 3.0.3 or later supports the double-byte Apple Language Kit. The Apple Language Kit is a combination of system extension documents [i.e., Language Kit, InputBack Support, Worldscript, and Worldscript Power-support (Power Macintosh only)] installed in the Extensions folder and resources (e.g., Japanese resource) installed in the System suitcase. The Language Kit inputs, edits, and prints in the language (e.g., Japanese) chosen.

The Language Kit enables multiple languages to be available at the same time when using System 7.1 or later. For example, the Apple Japanese Language Kit enables you to run Japanese applications on a Macintosh with the U.S. English operating system running, without the need to store an additional Japanese operation system on your hard disk. The Apple Japanese Language Kit can be used with the U.S. version of the system software to run most Japanese applications and use Japanese text.

When running an Apple Language Kit, a Flag icon appears between the Help balloon and the Application menu. Clicking on the Flag icon displays a language choice menu.

Error -34 When Saving Photoshop 3.0x File to a Floppy Disk

ISSUE

When you save an Adobe Photoshop 3.0x file, the System returns the error, "Could not save as '[filename]'" because the disk is full. -34."

SOLUTIONS

Save the file to a volume (e.g., disk, Syquest cartridge) with sufficient disk space.

OR: Copy the saved file to multiple disks from Photoshop 2.x:

1. Open the file in Photoshop 3.0x, then choose File > Preferences > General.
2. Click More, select 2.5 Format Compatibility, then click OK to close the remaining dialog boxes.
3. Save the file.
4. Open the file in Photoshop 2.x, then choose File > Save As.
5. Select Native Photoshop 2.0 or Native Photoshop 2.5 from the Format pop-up menu, then name the file, target the destination disk, then click Save.
6. When the message "The document is too large to fit on the selected disk; save on multiple disks?" appears, click OK.
7. Insert additional disks when prompted.

OR: Save the file to the hard disk, compress it or segment it using a compression utility (e.g., Compact Pro), then copy the compressed or segmented files to the disk.

ADDITIONAL INFORMATION

When you save an Adobe Photoshop 3.0x file to a disk that is full, the System returns the error, "Could not save as '[filename]'" because the disk is full. -34."

Photoshop 2.x for the Macintosh can save a file in Photoshop format to multiple disks. Photoshop 3.0x for the Macintosh and Photoshop 3.0x and earlier for Windows are unable to save Photoshop-format files to multiple disks.

Error "-34 Fatal Error" When Running Photoshop 3.0x

ISSUE

When running Photoshop 3.01, 3.02, or 3.03 for the Macintosh, the system returns the error "Disk Error -34 while reading or writing virtual memory file. Sorry, but this error is fatal."

SOLUTIONS

Update to Photoshop 3.0.4.

OR: Set Photoshop's primary scratch disk to a volume with less than 512 MB of available disk space.

OR: When running Photoshop on a Power Macintosh, install the Power Macintosh or Universal version of Photoshop.

ADDITIONAL INFORMATION

Photoshop 3.01, 3.02, and 3.03 for the Macintosh (68K version) can address a primary scratch disk of up to 512 MB. When the primary scratch disk is larger than 512 MB, the system returns the disk full error, "-34." Photoshop 3.0 and later can address a secondary scratch disk of 512 MB or larger.

In Photoshop 3.01, 3.02, and 3.03 for the Power Macintosh, and in Photoshop 3.0.4, the primary scratch disk has a maximum size of 2 gigabytes (GB), where 2 GB is the maximum disk size supported by the Power Macintosh.

Error Type 11, DOS Error -21, or Need FPU in Photoshop 3.0.x for the Power Macintosh

ISSUE

After you choose a Distort filter (i.e., Displace, Pinch, Polar Coordinates, Ripple, Shear, Spherize, Twirl, Wave, or Zig Zag), Lens Flare filter, or Lighting Effects filter in Adobe Photoshop 3.0.x, the system returns the error "Type 11" or "DOS Error -21," or Photoshop returns the error "Sorry, this plug-in requires a floating point unit (FPU)." or "Sorry, this filter requires a math coprocessor to operate."

SOLUTIONS

Do one or more of the following:

- A. Install Photoshop 3.0.4 or later by removing previous installed versions of Photoshop before installing Photoshop 3.0.4 or later.

OR: Reinstall Photoshop using the Custom Install option then select to install either Adobe Photoshop 3.0 Power Macintosh or Adobe Photoshop 3.0 Universal:

1. Delete the Photoshop application file and the Adobe Photoshop 3.0 Preferences file located in the Preferences folder in the Systems Folder.
 2. Launch the Photoshop installer. When running a Macintosh computer with an Apple Power Macintosh card, ensure the Macintosh is running in PowerPC mode before launching the installer.
 3. In the Install Adobe Photoshop dialog box, select Custom Install.
 4. In the Install Adobe Photoshop dialog box, select Adobe Photoshop 3.0 Power Macintosh when you'll be running Photoshop in PowerPC mode only or select Adobe Photoshop 3.0 Universal when Photoshop will be running in either PowerPC or Macintosh (68K) mode.
 5. Continue the installation by following the on-screen instructions.
- A. Delete and replace the Plug-ins folder:
 1. Quit Photoshop.
 2. Rename the Plug-ins folder, located in the Adobe Photoshop 3.0 folder.

3. Copy the Plug-ins folder located in the Adobe Photoshop 3.0 Universal folder in the Photoshop CD-ROM into the Adobe Photoshop 3.0 folder.
4. Restart Photoshop.
5. Select File > Preferences > Plug-ins.
6. In the Plug-ins Preferences dialog box, locate the Plug-Ins folder then click once to select it.
7. With the Plug-Ins folder selected, click the Select 'Plug-Ins' button located at the bottom of the Plug-ins Preference dialog box.
8. Restart Photoshop.
9. Reinstall or move plug-ins not included with Photoshop from the disabled Plug-ins folder into the newly installed Plug-ins folder, then delete the disabled Plug-ins folder.
- c. Retarget the Plug-ins folder:
 1. In Photoshop, choose File > Preferences > Plug-ins.
 2. In the Select the Plug-ins Folder dialog box, click once on the Plug-ins folder to select it.
 3. Click Select 'Plug-ins', located in the bottom right-hand corner of the Select the Plug-ins Folder dialog box.
 4. Restart Photoshop.

NOTE: Other installed extensions or control panels may interfere with Photoshop running plug-in filters. Run the application with all extensions off to verify that added extensions or control panels are not the cause. To turn all extensions off upon startup in System 7, restart the computer while holding the Shift key until the message "Welcome to Macintosh. Extensions Off." appears.

ADDITIONAL INFORMATION

When running a plug-in designed for the Macintosh (68K) in Photoshop 3.0.x for the Power Macintosh, the system returns the error "Type 11" or "DOS Error -21" or Photoshop returns the error "Sorry, this plug-in requires a floating point unit (FPU)." or "Sorry, this filter requires a math coprocessor to operate."

Photoshop Documents Display in the Finder as "PowerPC Accelerator Document"

ISSUE

After the "PowerPC Accelerator" plug-ins filter is installed in the Adobe Photoshop 3.0 Plug-Ins folder, documents saved in Photoshop 3.0 display at the Finder with the document kind of "PowerPC Accelerator document" instead of an "Adobe Photoshop 3.0 document".

SOLUTION

Remove the PowerPC Accelerator plug-in file from Photoshop's Plug-Ins folder, restart the Macintosh, and rebuild the Desktop on all writeable volumes.

ADDITIONAL INFORMATION

When the "PowerPC Accelerator" plug-in is installed in the Adobe Photoshop 3.0 Plug-Ins folder documents saved in

Photoshop 3.0 display a generic document icon and list with a "PowerPC Accelerator document" document kind.

To rebuild the Desktop press Command + Option while the volume is mounting. Before rebuilding the Desktop file the dialog box "Are you sure you want to rebuild the desktop on '[volume name]'?" appears. Pressing Command + Option when the Macintosh is restarting rebuilds the Desktop of the startup disk.

Every Macintosh volume (i.e., floppy disk, hard disk, CD-ROM, cartridge) has an invisible file named the Desktop file. The Desktop lists all files on the volume, and includes the file's type and creator, which is used by the Finder to locate the file's icon that is supplied by the application. After double-clicking on a file, the Finder uses the file type and creator information to open the application specified by the file's creator. The desktop file also includes the size and location of open windows, the view selected for the window (e.g., "by Kind," "by Name"), application icons, and information for the "Get Info" command.

When the Desktop file becomes corrupted or does not contain current information, the files contained on the volume may display with the incorrect document information (e.g., icon or document kind) or double-clicking on a file does not launch the appropriate application.

Message "Insert the disk [Hard Disk Name]" After Selecting Color in Photoshop 3.0x

ISSUE

After you choose a color from the Apple Color Picker or select a foreground or background color in Adobe Photoshop 3.0x, the system returns the message "Insert the disk [hard disk name]" or an error (e.g., freeze).

SOLUTIONS

Disable System 7.5.x's Color Picker system extension:

Move the Color Picker system extension, located in the Extensions folder in the System Folder, onto the desktop, then restart the Macintosh.

or: In the Extensions Manager control panel, deselect the Color Picker system extension, then restart the Macintosh.

or: Format the hard disk using an updated hard disk formatting utility that is compatible with System 7.5x. Because some hard disk formatting utilities can be used only on specific hard disks, check with the hard disk manufacturer for recommended formatting utilities.

ADDITIONAL INFORMATION

When you choose a color from the Apple Color Picker or select a foreground or background color in Photoshop 3.0x, the system returns the message "Insert the disk [hard disk name] or an error (e.g., freeze) when the hard disk is formatted with an older hard disk formatting utility that causes an incompatibility between System 7.5x's Color Picker (Apple Color Picker) and Photoshop's color picker.

Hard disk drivers have a setting that determines whether the startup volume is considered ejectable. When the Finder Eject option is enabled when restarting the Macintosh, the hard disk driver marks the volume as ejectable after loading the Finder. After the Finder is loaded, System 7.5x creates an alias of the Color Picker, which is marked as an ejectable volume when the hard disk's formatting is not compatible with System 7.5. Because the Color Picker alias is not an ejectable volume, but is marked as one, the system returns the message "Insert the disk [hard disk name]" when selecting the Color Picker.

System 7.5x and Photoshop 3.0x's color pickers are compatible, and can be installed on the same system.

Older hard disk formatting utilities include:

- APS (Allied Peripheral Systems) drivers earlier than version 3.0
- SCSI Director earlier than 3.09
- CMS Enhancements earlier than CMS utility 7.4J.

Error "The alias "Adobe Photoshop Reminder" could not be opened ..." When Starting the Macintosh

ISSUE

When starting, the Macintosh returns the error "The alias 'Adobe Photoshop Reminder' could not be opened, because the original could not be found."

SOLUTION

Remove the Adobe Photoshop Reminder alias file from the Startup Items folder in the System Folder.

ADDITIONAL INFORMATION

If you install Adobe Photoshop 3.0.4 and then delete the Adobe Photoshop Registration application without removing the Adobe Photoshop Registration alias, the Macintosh will return the error "The alias 'Adobe Photoshop Reminder' could not be opened, because the original could not be found" when it starts.

The Photoshop 3.0.4 installer includes an electronic registration application. If you choose not to register while installing Photoshop 3.0.4, Photoshop installs the Adobe Photoshop Registration application in the Adobe Photoshop Registration folder in the Photoshop application folder, and the Adobe Photoshop Reminder alias in the Startup Items folder in the System Folder. The Photoshop Registration files will remind you to register at a future date.

Photoshop Documents Display in Finder as GE Documents After Installing Gallery Effects

ISSUE

After you install Adobe Gallery Effects 1.5.1 or earlier, Photoshop documents display in the Finder with the document Kind of "GE [filter name] document" (e.g., GE Watercolor document, GE Sumi-e document), and the document's icon displays as a Gallery Effects plug-in.

SOLUTIONS

Do one or more of the following:

- A. Rebuild the desktop file for all volumes (hard disks). To rebuild the desktop file, hold down the Command and Option keys while restarting the computer. Keep the keys held down until you receive the message "Are you sure you want to rebuild the desktop file on the disk '[diskname]'? Comments in info windows will be lost." Then click OK.
- B. Run a disk utility that can analyze and repair files (e.g., Norton Utilities Disk Doctor), then rebuild the desktop file.
- C. Remove and reinstall Photoshop:
 1. Move any documents you have created in the Adobe Photoshop 3.0.x folder to another location.
 2. Delete the Adobe Photoshop 3.0.x folder and the Adobe Photoshop 3.0 Prefs file, located in the Preferences folder in the System Folder.
 3. Reinstall Photoshop from the installation disk set or CD-ROM.
 4. Restart the Macintosh and rebuild the desktop file on all volumes (hard disks).
- D. Contact Adobe Customer Services to obtain a free, updated Adobe Illustrator 6.0 CD-ROM, which includes updated Gallery Effects plug-ins.
- E. Update to Gallery Effects 1.5.2.

ADDITIONAL INFORMATION

Installing some releases of Gallery Effects 1.5.1 and earlier may change Photoshop documents' Kind at the Finder to "GE [filter name] document" (e.g., GE Watercolor document, GE Sumi-e document), and Photoshop document icons to Gallery Effects plug-in icons. This may occur after installing Adobe Illustrator 6.0, which includes early releases of Gallery Effects 1.5.1.

Gallery Effects 1.5.2 and the updated Gallery Effects 1.5.1, included on the updated Adobe Illustrator 6.0 CD-ROM, do not change Photoshop documents' Kind at the Finder.

Every Macintosh file has an attribute called "bundle bits." The Finder uses the bundle bits to display the file's Kind and icon. When a file's bundle bits contain incorrect document information, the file displays incorrectly at the Finder. Some disk utilities (e.g., Norton Utilities) reset bundle bits. Any time changes are made at the Finder, the desktop

file must be updated. Rebuilding the desktop file creates a new desktop file containing only current information.

Error or Unexpected Selection After Choosing Color Range Command in Photoshop 3.0x

ISSUE

After you click OK in the Color Range dialog box in Adobe Photoshop 3.0x, a system error (e.g., freeze, Type 1) occurs, no area is selected, or an unexpected area is selected.

SOLUTION

Remove the AV DSP Power plug-in from the Plug-ins folder, then restart Photoshop.

ADDITIONAL INFORMATION

The AV DSP Power plug-in, which accelerates various functions in Photoshop 2.5.x when using an AV Macintosh, is incompatible with Photoshop 3.0x.

Error “Math coprocessor not installed” Using 68K Photoshop Plug-in on Power Macintosh

ISSUE

When you use a plug-in written for the 68000-series Macintosh in Adobe Photoshop on a Power Macintosh, the error “Math coprocessor not installed” occurs, followed by a system error (e.g., crash).

SOLUTION

Use the Power Macintosh version of the plug-in.

ADDITIONAL INFORMATION

When you use a plug-in written for the 68000-series Macintosh, the Power Macintosh processor must run in “emulation mode,” emulating a 68000-series Macintosh. Although the Power Macintosh includes an integrated math coprocessor, the coprocessor function is only available when executing Power Macintosh code.

Some Photoshop plug-ins (e.g., Lens Flare, Lighting Effects) require a math coprocessor. When you use a 68000-series plug-in that requires a math coprocessor in Adobe Photoshop on a Power Macintosh, the error “Math coprocessor not installed” occurs, followed by a system error (e.g., crash).

Error “...could not be launched because ‘DragLib’ could not be found” When Starting Photoshop 4.0

ISSUE

When you start Adobe Photoshop 4.0 in System 7.1 or 7.1.2, the system returns the error, “The application ‘Adobe

Photoshop 4.0’ could not be launched because ‘DragLib’ could not be found.”

SOLUTIONS

Do one or more of the following:

- A. Update to System 7.1.3 or later.
- B. Install the Macintosh Drag and Drop system extension from the PageMaker Tryout folder on the Photoshop 4.0 Application CD-ROM. For instructions, see Additional Information.
- C. Install the Adobe PageMaker 6.0 Tryout Version application, which is included on the Photoshop 4.0 Application CD-ROM. For instructions, see Additional Information.
- D. Reinstall the Macintosh system software by performing a Clean Install (i.e., install new system software into a new System Folder, instead of updating the existing system software).

ADDITIONAL INFORMATION

System 7.1.3 and later provide Macintosh Drag Manager functionality, which enables you to drag and drop objects between applications that support Drag Manager functionality. Photoshop 4.0 cannot start without the Macintosh Drag and Drop extension, which is one component of Drag Manager functionality.

Drag Manager functionality is built into System 7.5 and later, and is included as separate extensions (i.e., Macintosh Drag and Drop, Dragging Enabler, Clipping Extension) with System 7.1.3. However, it is not included with System 7.1.2 and earlier. If you are running System 7.1.2 or earlier without the Macintosh Drag and Drop extension, you can install it from the Photoshop 4.0 Application CD-ROM. For more information on Drag Manager functionality, contact Apple Computer.

Damaged system software may also cause the “DragLib” error or prevent Photoshop from starting.

To install the Macintosh Drag and Drop system extension from the PageMaker Tryout folder on the Photoshop 4.0 Application CD-ROM:

1. Insert the Adobe Photoshop 4.0 Application CD-ROM, then double-click the Adobe Photoshop CD-ROM icon to open your CD-ROM drive.
2. Open the Adobe PageMaker 6.0 Tryout folder, which is in the Product Tryouts folder in the Adobe Products & Services folder, then open folder number 1.
3. Double-click the Macintosh Drag and Drop icon to start the PageMaker 6.0 Tryout Version installer.
4. Using the scroll box in the installer dialog box, open the Extensions folder in the System Folder, then click Save.
5. Restart the Macintosh.

To install the Adobe PageMaker 6.0 Tryout Version application included on the Photoshop 4.0 Application CD-ROM:

1. Insert the Adobe Photoshop 4.0 Application CD-ROM, then double-click the Adobe Photoshop CD-ROM icon to open your CD-ROM drive.

2. Open the Adobe PageMaker 6.0 Tryout folder in the Product Tryouts folder in the Adobe Products & Services folder, then open the Install folder.
3. Double-click the PageMaker 6 Installer/Utility icon.
4. Select the language version (e.g., U.S. English) you want to install, click Continue, then click Install. Complete the installation by following the on-screen instructions.
5. Restart the Macintosh.

System Error "Type 2" When Running Photoshop 3.0

ISSUE

When you run Adobe Photoshop 3.0, the system returns the error "The application 'unknown' has unexpectedly quit because an error of Type 2 occurred." The Macintosh has a Daystar PowerCache accelerator card installed.

SOLUTION

Use the Daystar Power Central 2.2 or later control panel, available from Daystar Digital.

NOTE: Other installed extensions may interfere when running Photoshop. Run the application with extensions off to verify that added extensions are not the cause. To turn extensions off upon startup in System 7, restart by holding the Shift key down until the message "Welcome to Macintosh. Extensions Off" appears.

ADDITIONAL INFORMATION

Photoshop 3.0 is not compatible with the Power Central 2.0 control panel, which is included with the 8Daystar PowerCache. The 8Daystar PowerCache is a 68030 accelerator board.

To determine the version of the installed Power Central control panel, select the Power Central control panel, located in the Control Panels folder in the System Folder, then choose File > Get Info (Command + I). The version is noted in the Power Central Info window.

System Error (e.g., Freeze) Selecting Microtek Scanner in Photoshop 2.x

ISSUE

When choosing Microtek's ScanMaker 2.1.4 plug-in from the Acquire submenu, or from within the scanner plug-in dialog box, in Adobe Photoshop 2.x, a system error (e.g., freeze) occurs.

SOLUTION

Delete the ScanMaker plug-in preferences files, SCANMAKER.PRE and SCANMAKER.SETTINGS:

1. Quit Photoshop.
2. Delete the SCANMAKER.PRE and the SCANMAKER.-SETTINGS files located in the Photoshop Plug-Ins folder.

3. Launch Photoshop, then choose File > Acquire > ScanMaker.

NOTE: Other installed extensions or control panels may interfere with selecting the Microtek scanner plug-in in Photoshop 2.x. Run Photoshop 2.x with all extensions off to verify that added extensions or control panels are not the cause. To turn all extensions off upon startup in System 7, restart the computer while holding the Shift key until the message "Welcome to Macintosh. Extensions Off." appears.

ADDITIONAL INFORMATION

After choosing the ScanMaker 2.1.4 plug-in in Photoshop 2.x, the ScanMaker plug-in reads its preferences files named SCANMAKER.PRE and SCANMAKER.SETTINGS and located in the Photoshop Plug-Ins folder. When either the SCANMAKER.PRE or SCANMAKER.SETTINGS preference file is damaged, choosing the Microtek plug-in in Photoshop 2.x causes the system to return an error (e.g., freeze).

When loading, ScanMaker 2.1.4 creates a new preferences file when unable to locate its SCANMAKER.PRE or SCANMAKER.SETTINGS preferences file in the Photoshop Plug-Ins folder.

Second Scan on HP Scanner Causes Error in Photoshop 2.5 and Later

ISSUE

A system error (e.g., freeze) or the error "Unable to complete request because of a problem with the scanner" occurs when scanning from within Adobe Photoshop 2.5 or later using a Hewlett-Packard ScanJet scanner. You are scanning a second time after scanning once successfully.

SOLUTIONS

Upgrade to Photoshop 3.04.

OR: Quit Photoshop, then relaunch Photoshop and scan again.

OR: Use the Deskscan scanning software outside of Photoshop.

ADDITIONAL INFORMATION

When you scan from within Photoshop using Hewlett-Packard's Deskscan scanning software, the Deskscan TWAIN data source file 2.2 or earlier inappropriately turns off the memory buffer in Photoshop 2.5x, 3.0, 3.01 and 3.03. Once Photoshop's memory buffer is turned off, a system error or the scanner error "Unable to Complete Request because of a Problem with the Scanner" occurs when scanning again.

The Deskscan TWAIN datasource file 2.2 or earlier does not turn off a memory buffer in Photoshop 3.04.

Type 11 Error Using ScanTastic Plug-In in Photoshop 3.0.4 or Photoshop 3.0.4 LE

ISSUE

When you scan an image in Adobe Photoshop 3.0.4 or 3.0.4 LE using the ScanTastic plug-in by Second Glance software, ScanTastic freezes or a system error occurs (e.g., Type 11 error, Interface Error).

SOLUTIONS

Do one or more of the following:

- A. Use Photoshop 3.0.5 or later, or Photoshop 3.0.5 LE or later.
- B. Disable the DirectCursors plug-in, located in the DirectCursors folder in the Extensions folder in the Adobe Photoshop 3.0.4 folder, then restart Photoshop. To disable the DirectCursors plug-in, move the DirectCursors plug-in folder to a location other than the Adobe Photoshop 3.0.4 folder, delete the DirectCursors folder, or type the character “™” (Option + L) at the beginning of the Direct Cursors plug-in folder’s name (e.g., “™DirectCursors”).
- C. Use the DirectCursors plug-in included with Photoshop 3.0.1.

NOTE: Using Photoshop 3.0.1’s DirectCursors plug-in may cause the cursor to disappear or appear faint. The cursor displays as expected when Photoshop 3.0.4’s DirectCursors plug-in is loaded.

ADDITIONAL INFORMATION

Because the ScanTastic plug-in and Photoshop 3.0.4’s DirectCursors plug-in are not compatible, ScanTastic freezes or an error occurs when you use the ScanTastic plug-in while Photoshop 3.0.4’s DirectCursors plug-in is loaded.

All Epson scanners include Second Glance ScanTastic software for the Macintosh, which includes the ScanTastic plug-in.

After you move the ScanTastic plug-in into Photoshop’s Acquire/Export folder, which is located in the Plug-ins folder in the Adobe Photoshop 3.0.x folder, the ScanTastic option appears in Photoshop’s File > Acquire menu. Choosing ScanTastic from Photoshop’s File > Acquire menu launches the ScanTastic software that controls the scanner.

Type 11 Error When Scanning Using Nikon Scanner Plug-In in Photoshop 3.0.4

ISSUE

When you scan using the Nikon Scanner 4.5.1 plug-in for Nikon scanners (e.g., Nikon Coolscan) in Adobe Photoshop 3.0.4, the system returns the error, “Type 11.”

SOLUTIONS

Do one or more of the following:

- A. Use Photoshop 3.0.5 or later.

- B. Disable the DirectCursors plug-in, by moving the DirectCursors plug-in folder to a location other than in the Adobe Photoshop 3.0.4 folder, typing the character “™” (Option + L) at the beginning of the DirectCursors plug-in folder’s name (e.g., “™DirectCursors”), or deleting the DirectCursors folder. Then, restart Photoshop.
- C. Use the DirectCursors plug-in, which is included with Photoshop 3.0.1.

NOTE: Using Photoshop 3.0.1’s DirectCursors plug-in may cause unexpected cursor display (i.e., disappearing cursor) that will not occur when using Photoshop 3.0.4’s DirectCursors plug-in.

ADDITIONAL INFORMATION

The Nikon Scanner 4.5.1 plug-in and Photoshop 3.0.4’s DirectCursors plug-in are not compatible. If you use the Nikon scanner 4.51 plug-in to scan in Photoshop 3.0.4 while Photoshop 3.0.4’s DirectCursors plug-in is loaded, the system will return the error, “Type 11.”

System Error or Freeze Using Alien Skin’s Black Box 2.0 Filters in Photoshop 4.0 for the Macintosh

ISSUE

When you use a filter from Alien Skin Software’s Black Box 2.0 filter set for Adobe Photoshop, Photoshop 4.0 freezes, or the system returns an error (e.g., type 1, type 3, type 11).

SOLUTION

Update to version 2.1 or later of the Black Box filter set, which is available from Alien Skin Software.

ADDITIONAL INFORMATION

Alien Skin’s Black Box 2.0 filter set was released before, and is incompatible with, Photoshop 4.0. Version 2.1 or later of the Black Box filter set is compatible with Photoshop 4.0.

The Black Box 2.0 and later filter set includes the following plug-in filters for Photoshop: Carve, Cutout, Drop Shadow, Glass, Glow, HSB Noise, Inner Bevel, Motion Trail, Outer Bevel, Swirl. A demonstration version of the Cutout filter, from Alien Skin’s Black Box 2.1, is located in the Alien Skin folder inside the Third Party Products folder on the Photoshop 4.0 Application CD-ROM.

Printing Problems

WINDOWS

Color Printer Prints Background from Photoshop 3.0.x in Windows 3.1x or Later

ISSUE

When you print from Adobe Photoshop 3.0x or 3.0x LE to a color printer (e.g., Epson Color Stylus, Hewlett-Packard Deskjet, Fargo Primera Pro), a background color prints across the entire page, regardless of the image's size. The printed background color is different from the image's on-screen background color.

SOLUTIONS

Do one or more of the following:

- A. Change the monitor's white point to the default settings: In Photoshop 3.0.x:
 1. In Photoshop, choose File > Preferences > Monitor Setup.
 2. In the Monitor Setup dialog box, click Calibrate.
 3. In the Calibrate dialog box, select White Pt, then move the Red, Green, and Blue sliders all the way to the right to 255.
 4. Click OK.
 5. Restart Photoshop.
- In Photoshop 3.0.x LE:*
 1. Exit Photoshop LE.
 2. Open the phot30le.ini file, located in the Windows directory (Photoshop 3.0.4 LE) or the photosle\prefs directory (Photoshop 3.0.5 LE), in a text editor that can save in text-only format (e.g., Notepad).
 3. Add the following lines anywhere after the [Photoshop] heading:


```
WPR=255
WPG=255
WPB=255
```

 If these lines already exist but have different values, change the values to 255.
 4. Save the phot30le.ini file in text-only format, then restart Photoshop LE.
- B. Update your printer driver to the latest version, available from the printer manufacturer.

ADDITIONAL INFORMATION

When you print from Photoshop 3.0.x or 3.0.x LE to a color printer (e.g., Epson Color Stylus, Hewlett Packard Deskjet, Fargo Primera Pro), a background color prints across the entire page when the monitor's white point is specified as a value other than Photoshop's default value (i.e., Red 255, Blue 255, and Green 255).

Because Photoshop 3.0.x LE does not include the Monitor Setup option, you must edit the phot30le.ini file to change Photoshop 3.0.x LE's monitor white point value.

Options Don't Stay Selected in the Page Setup Dialog Box in Photoshop 3.0x

ISSUE

The Calibration Bars, Emulsion Down, or Interpolation options do not stay selected in Adobe Photoshop 3.0x's Page Setup dialog box.

SYMPTOMS

Depending on which non-PostScript printer is targeted, the error "Some selected options [Emulsion, Interpolation, Calibration] will have no effect with the currently selected non-PostScript printer" appears when you close the Page Setup dialog box.

SOLUTION

Target a PostScript printer instead of a non-PostScript printer in the Page Setup dialog box.

ADDITIONAL INFORMATION

The Calibration Bars, Emulsion Down, and Interpolation options are only available to Postscript printers and stay selected when a PostScript printer is targeted in Photoshop's Page Setup dialog box.

Selected Page Setup Printing Mark Options Change in Photoshop 3.0

ISSUE

After selecting a non-PostScript printer in the Adobe Photoshop 3.0 for Windows Page Setup dialog box then reopening the Page Setup dialog box, the Page Setup dialog box does not appear, or selected printing marks (i.e., crop marks, labels, registration marks, calibration bars) are deselected.

SOLUTIONS

Use Photoshop 3.0.4 or later.

OR: Select a PostScript printer, instead of a non-PostScript printer, in the Page Setup dialog box.

ADDITIONAL INFORMATION

After selecting a non-PostScript printer in Photoshop 3.0's Page Setup dialog box then reopening the Page Setup dialog box, the Page Setup dialog box does not appear, or selected printing marks (i.e., crop marks, labels, registration marks, calibration bars) are deselected.

In Photoshop 3.0.4 and later, the Page Setup dialog box appears and displays selected printing marks (i.e., crop marks, labels, registration marks, calibration bars) after selecting a non-PostScript printer in the Page Setup dialog box then reopening the Page Setup dialog box, as expected.

File Downloads Multiple Times When Printing Multiple Copies from Photoshop

ISSUE

When you print multiple copies of an image file from Adobe Photoshop 3.0.4 or earlier, Photoshop downloads the image file for each copy instead of downloading the image file only once.

SOLUTION

Import the image file in an application that can print multiple copies using a single download (e.g., Adobe PageMaker 5.0x).

ADDITIONAL INFORMATION

When printing multiple copies, Photoshop downloads the image file for each copy. Photoshop sends image files to the printer driver, giving printing responsibility to the printer driver. Because Windows printer drivers do not support sending a single file when printing multiple copies, Photoshop sends an image file to the printer driver for each copy being printed. Applications with optimized printing routines (e.g., PageMaker, Microsoft Paintbrush) print multiple copies by downloading a single file.

Unable to Print to DeskJet 500 Series Printers from Photoshop 3.0x

ISSUE

When you print from Adobe Photoshop 3.0x to the Hewlett-Packard DeskJet 500, 500C, 540C, 550C, and 560C using the HP DeskJet 5.00 printer driver, no output is generated. After you click OK in the Print dialog box, the dialog box immediately disappears, and the printer light does not blink.

SOLUTIONS

Upgrade to version 6.10 or later of the DeskJet 500 Series printer driver, which is available from the Hewlett-Packard BBS.

or: Update to Win32s version 1.2 or later, which is compatible with the DeskJet 5.00 printer driver.

or: Reinstall the HP DeskJet 4.x printer driver, which is included with the printer or available from the Hewlett-Packard BBS.

ADDITIONAL INFORMATION

The DeskJet 5.00 printer driver is not compatible with Win32s version 1.15a, which is included with Photoshop 3.0x. The DeskJet 6.10 printer driver is compatible with 16-bit and 32-bit applications (e.g., Photoshop 3.0x).

Illustrator 4.x is compatible with the DeskJet 5.x and earlier printer driver, but is incompatible with the DeskJet 6.x printer driver.

To determine the version of the installed DeskJet printer driver:

1. Open the Control Panel in the Main Group of Windows, then double-click the Printers icon.
2. In the Installed Printers list, select the HP printer (e.g., HP 550c), then click Setup.
3. From the control menu (i.e., the gray square in the upper left corner with a dash in it) then chose About to display the version of the driver.

To install the HP DeskJet 4.x printer driver from the disks included with the printer:

1. Open File Manager and insert Disk #1 of the disks included with the printer.
2. Double-click the Hpsetup.exe file, then follow the on-screen instructions to install the printer driver.
3. When the installer identifies that there is a newer driver on the system, click Yes to continue installing the HP DeskJet 4.x printer driver.
4. Restart Windows.

Fargo Printer Intensity Slider Setting Not Saved in Photoshop 3.0.x Running on Windows 95

ISSUE

After reopening the Page Setup dialog box for Fargo printers (i.e., Primera, Primera Pro, Pictura, FotoFun!) in Adobe Photoshop 3.0.x running under Windows 95, the Intensity slider displays a percentage value of zero. Images printed to a Fargo printer print lighter than expected.

SOLUTIONS

Use the Primera 5.11 or later printer driver, Primera Pro 4.11 or later driver, Pictura 2.11 or later driver, or FotoFun! 2.11 or later printer driver, which are 32-bit compatible.

or: Print from a 16-bit application (e.g., Corel PhotoPaint 5.0), instead of a 32-bit application (e.g., Photoshop 3.0x).

or: Print to a printer using a printer driver that is compatible with Windows 95 and 32-bit applications (e.g., Photoshop 3.0x).

or: Use Photoshop 3.0.x running under Windows 3.1x.

ADDITIONAL INFORMATION

Fargo's 16-bit printer drivers are incompatible with 32-bit applications (e.g., Photoshop 3.0x) running under Windows 95, causing the Intensity slider to revert to a setting of 0% when you reopen the Page Setup dialog box. Intensity slider settings for the 16-bit printer drivers retain the Intensity slider setting as expected when using 16-bit applications (e.g., Corel's PhotoPaint 5.0) running under Windows 95 (32-bit operating system) or Windows 3.1x (16-bit operating system).

Fargo's 32-bit printer drivers are compatible with 32-bit applications (e.g., Photoshop 3.0x) running under Windows 95.

The Intensity slider in the Page Setup dialog box for the Fargo Primera, Primera Pro, Pictura, and FotoFun! printers controls the density of the printing inks. Moving the slider toward 100% darkens the printed image, and moving the slider toward 0% lightens the printed image.

MAC OS

PostScript Error When Printing with JPEG Encoding Selected in Photoshop 3.0.x

ISSUE

When printing to a PostScript Level 1 printer from Adobe Photoshop 3.0.x with the JPEG Encoding option selected, a PostScript error occurs.

SYMPTOMS

One of the following PostScript error occurs:

“Could not print [filename] because of a PostScript Error”

“Document [filename] from Adobe Photoshop 3.0 could not be printed on [printer] because of a PostScript error.”

“A PostScript error has occurred. The error is undefined and the offending command is: filter.”

“Error: Undefined OFFENDING COMMAND: filter STACK: /ASCII85Decode -filterstream- /DataSource” when Print Detailed Report is selected from the PostScript Errors pop-up menu in Photoshop’s Print dialog box.

SOLUTIONS

Select the ASCII or Binary Encoding option instead of the JPEG Encoding option in Photoshop’s Print dialog box.
OR: Print to a PostScript Level 2 printer.

ADDITIONAL INFORMATION

JPEG encoding is supported when printing to a PostScript Level 2 device only. Both PostScript Level 1 and PostScript Level 2 support ASCII and Binary encoding.

The Encoding options in Photoshop’s Print dialog box determine how Photoshop sends file information to the printer. JPEG-encoded files are smaller than both ASCII- and Binary-encoded files, but the compression is lossy (i.e., JPEG encoding can reduce the quality of the printed output). Binary-encoded files are smaller than ASCII-encoded files, but Binary and JPEG encoding may interfere with network protocols.

Photoshop 2.0x Duotone EPS Files Don’t Print or Print Light

ISSUE

Adobe Photoshop 2.0x Duotone EPS files (i.e., monotone, duotone, tritone, quadtone) do not print or print lighter

than expected (i.e., tints above 50% print as expected, tints below 50% print lighter than expected) when printing composite or spot color separations to a PostScript Level 2 device.

SOLUTIONS

Resave the Duotone EPS file from Photoshop 2.5 or later.
OR: Print to a PostScript Level 1 device.

ADDITIONAL INFORMATION

Photoshop 2.5 and later create monotone, duotone, tritone, and quadtone EPS files that print separations as expected to PostScript Level 2 devices.

Installation Issues

MAC OS / WINDOWS

Unable to Install Photoshop 3.0 using Photoshop LE Serial Number

ISSUE

You cannot install Adobe Photoshop 3.0x using an Adobe Photoshop Limited Edition (LE) version serial number.

SOLUTION

Use the serial number included with Photoshop 3.0x. Photoshop 3.0x upgrade versions must be exchanged for a full retail version.

ADDITIONAL INFORMATION

Photoshop Limited Edition version serial numbers, which begin the characters “SPW,” are not honored by Photoshop. When you upgrade from Photoshop LE to Photoshop, you must purchase a full retail product, instead of the Photoshop upgrade.

WINDOWS

Error “Could not write line to win.ini file section” Installing Photoshop 3.0x

ISSUE

When installing Adobe Photoshop 3.0x, the Installer returns the error: “Could not write line to win.ini file section, extensions key psd.” After clicking Continue in the error dialog box, the following error occurs: “Failed to create any key value (win.ini, ext, psd, c:\PShop3.0\photoshp.exe^.psd, 1024).”

SOLUTION

Reduce the size of the WIN.INI file to 32K or less:

1. Make a backup copy of the WIN.INI file, located in the WINDOWS directory.
2. Open the original WIN.INI file in a text editor that can save in text-only format (e.g., Windows Write).
3. Remove unnecessary lines and sections, then save the file in text-only format and restart Windows.

NOTE: You can remove unneeded font entries to decrease the size of the WIN.INI file. For assistance reducing the size of your WIN.INI file, contact Microsoft Technical Support.

ADDITIONAL INFORMATION

When installing, Photoshop adds the line "psd=c:\PShop3.0\photoshp.exe^.psd" to the WIN.INI file. When the WIN.INI file is larger than 32K, Photoshop may not be able to add the line and returns the error "Could not write line to win.ini file sections, extensions key psd."

When the WIN.INI file exceeds 32K, Windows may behave unpredictably (i.e., system configuration changes may not be implemented, fonts may be missing, printer information may be missing, and default information from applications may not be saved).

Error "Dshell caused a GPF in module INIUPD.DLL1" Installing Photoshop 3.0.x

ISSUE

When you install Adobe Photoshop 3.0.x, the system returns the error "Dshell caused a General Protection Fault in module INIUPD.DLL at 0001:0E91."

SOLUTION

Manually complete the Photoshop installation by adding the "device=c:\windows\system\win32s\w32s.386" line in the [386Enh] section of the SYSTEM.INI file, then create the Photoshop icon:

1. Make a backup copy of the SYSTEM.INI file located in the WINDOWS directory.
2. Open the original SYSTEM.INI file in a text editor that can save in text-only format (e.g., Notepad).
3. Add the following line in the [386Enh] section:
device=C:\WINDOWS\SYSTEM\WIN32S\W32S.386
4. Save the SYSTEM.INI in text-only format, then restart Windows.
5. To create the Photoshop icon, select the group in which you want the Photoshop icon to reside.
6. In Program Manager, choose File > New, select Program Item, then click OK.
7. In the Program Item Properties dialog box, click Browse.
8. In the Browse dialog box, select PHOTOSHP.EXE file located in the PHOTOSHP directory, then click OK.
9. Type "Photoshop 3.0" in the Description text box, then click OK.

ADDITIONAL INFORMATION

When installing Photoshop 3.0.x and other Win32s-based Windows application that use the Win32s 1.15a installer, a system error (e.g., "Dshell caused a General Protection Fault in module INIUPD.DLL at 0001:0E91") occurs because the IBM Thinkpad is incompatible with the Win32s 1.15a installer.

When you install Photoshop, the system returns the error "Dshell caused a General Protection Fault in module INIUPD.DLL at 0001:0E91" after the Photoshop installer installs all Photoshop files. After acknowledging the error, you need only to add the "device=c:\windows\system\win32s\w32s.386" line in the [386Enh] section of the SYSTEM.INI file and create the Photoshop icon to complete the Photoshop 3.0.x installation.

Network Access Lost After Installing Photoshop 3.0.x in Windows for Workgroups 3.11

ISSUE

After you install Adobe Photoshop 3.0.x in Windows for Workgroups 3.11, you lose access to the network.

SOLUTIONS

Do one or more of the following:

- A. Move the "device=C:\Windows\System\Win32s\W32s.386" line to the bottom of the [386Enh] section in the System.ini file:
 1. Make a backup of the System.ini file located in the Windows directory.
 2. Open the original System.ini file in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
 3. In the [386Enh] section, locate the line that reads "device=C:\Windows\System\Win32s\W32s.386."
 4. Select the line "device=C:\Windows\System\Win32s\W32s.386," then choose Edit > Cut.
 5. At the bottom of the [386Enh] section, click an insertion point after the last character in the last line, press Enter to create a blank line, then choose Edit > Paste.
 6. Save the System.ini file in text-only format, then restart Windows.
- B. In a backup of the System.ini file, add the "device=C:\Windows\System\Win32s\W32s.386" line:
 1. Open an existing backup copy of the System.ini file.
 2. Exit to DOS then rename the current System.ini file (e.g., "System.old").
 3. Rename the backup System.ini file "System.ini" and move it into the Windows directory.
 4. Open the System.ini file you just copied to the Windows directory in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
 5. In the [386Enh] section, add the line "device=C:\Windows\System\Win32s\W32s.386" to the bottom of the [386Enh] section.

6. Save the System.ini file in text-only format, then restart Windows.
7. Reinstall Windows applications that write to the System.ini file, and may be affected by using the backup copy of the System.ini file.
- c. Reinstall Photoshop under a test installation of Windows for Workgroups:

NOTE: More than one installation of Windows for Workgroups on your computer may cause errors. The following steps enable the installation of a second copy of Windows for Workgroups on your computer that should prevent errors.

1. Install Windows for Workgroups into a directory named Testwin. For instructions on installing Windows for Workgroups, refer to the Microsoft Windows for Workgroups User's Guide.
2. Make a backup copy of the Autoexec.bat file.
3. Add the Testwin directory to the path statement in the Autoexec.bat file, then remove any reference in the path statement to the original Windows directory. For instructions on editing the Autoexec.bat file, refer to the documentation included with MS-DOS.
4. Restart the computer then start Windows. Your computer accesses Windows files in the Testwin directory, rather than those in the original Windows directory.

NOTE: To ensure the files in the original Windows directory and its subdirectories are not being accessed, rename the Win.com, System.ini, and Win.ini files in the original Windows directory and its subdirectories (e.g., Wincom.old, System.old, Winini.old) before starting Photoshop.

5. Reinstall Photoshop.
6. When no errors occur when using the version of Windows for Workgroups in the Testwin directory, delete the original version of Windows for Workgroups. For instructions on deleting Windows for Workgroups, contact Microsoft Technical Support.
7. Reinstall Windows applications that are affected by the reinstallation of Windows for Workgroups.

ADDITIONAL INFORMATION

If network access is restored when you add the line "device=C:\Windows\System\Win32s\W32s.386" to a new System.ini, the original System.ini file was damaged, preventing the system from reading the "device=" line. If the System.ini file was damaged prior to installing Photoshop, the damage may not become apparent until Photoshop requests information from the system, which causes the system to read the "device=" line.

Installing Photoshop does not damage the System.ini file.

WINSPOOL or ToolKit API Error When Installing Photoshop 3.0x

ISSUE

When installing, Adobe Photoshop 3.0 returns the error, "Error writing Winspool.driv."

When starting, Adobe Photoshop 3.0.4 returns the error, "MS Setup Toolkit API Error, Bad Arg 3:AddSection-Files to CopyList, [PhotoCD PT, D:\Photoshop\Disk1\, C:C:\Windows\PhotoCD]." The drive, directory, path, and disk information in the error message varies depending on whether you are starting the Photoshop 3.0.4 Installer from the Deluxe CD-ROM or from the installation disk set.

SOLUTION

Remove WINSPOOL from your computer:

1. Make a backup copy of the System.ini file, which is located in the Windows directory.
2. Open the original System.ini in a text editor that saves as text-only (e.g., Windows Write, NotePad).
3. Locate the following "device=lm" lines in the [386Enh] section of the System.ini file:


```
device=LMHAROLD.386 ;WinPrint 800
device=LMCAP.386 ;WinPrint 800
device=LMMI.386 ;WinPrint 800
```
4. Temporarily disable these lines by inserting a semicolon before the word "device" in each line. For example:


```
;device=LMHAROLD.386 ;WinPrint 800
;device=LMCAP.386 ;WinPrint 800
;device=LMMI.386 ;WinPrint 800
```
5. Save the System.ini file in text-only format, then restart Windows.
6. Install Photoshop 3.0.
7. When installation is complete, open the System.ini file in a text editor and remove the semicolons you added in step 4.

ADDITIONAL INFORMATION

The WinPrint "device=lm" lines in the System.ini file load WINSPOOL into memory. The Photoshop Installer needs to update the WINSPOOL information, but is unable to update this information when WINSPOOL is loaded. Disabling or remarking out the "device=lm" lines in the [386Enh] section of the System.ini file prevents WINSPOOL from loading into memory.

Error "INF file is missing section: 'Quicktime'" When Installing Photoshop 3.0.x

ISSUE

When installing, Adobe Photoshop 3.0.x returns the error "INF file is missing section: 'Quicktime.'" After clicking OK in the error dialog box, the MS-Setup Toolkit API Error "Failed: AddSectionFilesToCopyList (Quicktime, A:\, C:\Windows\System\)" appears. After clicking OK in the Toolkit API Error dialog box, the message "Setup failed, Please Contact Adobe Technical Support" appears.

SOLUTIONS

Upgrade to Photoshop 3.0.5.

or: When LaserMaster WinPrint is installed, remove WINSPOOL from the system, delete the ~MSSTFQFT and PHOTOSHP directories, then reinstall Photoshop:

1. Make a backup copy of the SYSTEM.INI file, located in the WINDOWS directory.
2. Open the original SYSTEM.INI file in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
3. Locate the following LaserMaster WinPrint "device=" lines in [386Enh] section:


```
device=LMHAROLD.386 ;WinPrint 800
device=LMCAP.386 ;WinPrint 800
device=LMMI.386 ;WinPrint 800
```
4. Temporarily disable LaserMaster WinPrint "device=" lines by insert a semicolon before the word "device" in each line. For example:


```
;device=LMHAROLD.386 ;WinPrint 800
;device=LMCAP.386 ;WinPrint 800
;device=LMMI.386 ;WinPrint 800
```
5. Save the SYSTEM.INI file in text-only format, then exit and restart Windows.
6. Move all personal files out of the PHOTOSHP directory, then use the Windows File Manager to delete the ~MSSTFQFT directory located in the root directory and the PHOTOSHP directory.
7. Reinstall Photoshop.
8. When Photoshop's installation is complete, remove the semicolons inserted in the SYSTEM.INI file in step 4.

or: When LaserMaster WinPrint is not installed, move all personal files out of the PHOTOSHP directory, delete the PHOTOSHP directory, delete the ~MSSTFQFT directory located in the root directory, then reinstall Photoshop.

ADDITIONAL INFORMATION

Photoshop 3.0.4 and earlier on the Deluxe CD-ROM install the INSTALL.CD file, which interferes with the Photoshop Installer on the installation disks. After installing Photoshop from the installation disk set after installing Photoshop from the CD-ROM, the INSTALL.CD file installed by Photoshop on the CD-ROM causes Photoshop to return the error "INF file is missing section: 'Quicktime'"

When installing, Photoshop creates the temporary ~MSSTFQFT directory in the root directory of the startup volume. When installing Photoshop from the CD-ROM, Photoshop installs the INSTALL.CD file in the ~MSSTFQFT directory it creates. Photoshop deletes the ~MSSTFQFT directory before completing the installation, except when the installation is halted before Photoshop deletes the ~MSSTFQFT directory. After deleting only the PHOTOSHP and WIN32S directory, but not the ~MSSTFQFT directory containing the INSTALL.CD file, the "INF file is missing section: 'Quicktime.'" error occurs when reinstalling Photoshop from the installation disks.

The WinPrint "device=lm" lines in the SYSTEM.INI file load WINSPOOL into memory. The Photoshop Installer needs to update the WINSPOOL information, but is unable to update this information when WINSPOOL is load-

ed into memory. Disabling or remarking out the "device=lm" lines in the [386Enh] section of the SYSTEM.INI file temporarily prevents WINSPOOL from loading into memory.

Because Photoshop 3.0.5 uses a new installer utility, installing Photoshop 3.0.5 may prevent the "INF file is missing section: 'Quicktime'" error from occurring during installation.

Installing Photoshop in Windows 95 Safe Mode General Information

Software that loads automatically in Windows (e.g., screen savers, device drivers, terminate-and-stay-resident [TSR] programs, virus protection utilities) can conflict with Photoshop's installer application and cause errors. Starting Windows in Safe Mode temporarily disables conflicting software and device drivers, decreasing installer errors.

After you install Photoshop successfully, restart Windows in Normal mode. For more information about Windows 95's startup modes, contact Microsoft Technical Support.

INSTALLING PHOTOSHOP FROM THE CD-ROM

To install Photoshop from the CD-ROM when running Windows in Safe Mode, copy the installer files from the Photoshop CD-ROM to your hard disk, restart Windows in Safe Mode, then start the Photoshop installer application:

NOTE: Because Safe Mode loads only the mouse, keyboard, and standard VGA device drivers, you cannot access your CD-ROM while in Safe Mode.

1. Insert the Photoshop CD-ROM into the CD-ROM drive.
2. Exit all applications, then choose Start > Programs > Windows Explorer.
3. In Explorer, double-click the CD-ROM drive to open it.
4. Locate the Photoshop directory and copy it to your hard disk.

NOTE: If an error occurs when copying files from the CD-ROM to the hard disk, the CD-ROM may be dusty, damaged, or you may have a problem with your CD-ROM drive. Clean the CD-ROM and caddie with a soft, lint-free cloth to ensure that they are free of dust and fingerprints. Try copying files from other CD-ROM discs to your hard disk to ensure your CD-ROM drive is working properly. If you cannot copy files from other CD-ROM discs, contact your CD-ROM drive's manufacturer or the computer's manufacturer. If you can copy files from other CD-ROM discs, but not the Photoshop CD-ROM, contact Adobe Technical Support.

5. Exit Explorer.
6. Choose Start > Shut Down > Restart the Computer.
7. When you see "Starting Windows 95..." press the F5 key.

8. Click OK in the Desktop dialog box indicating Windows 95 is running in Safe Mode. If Windows does not display the words "Safe Mode" in each corner of the Desktop, repeat steps 6 and 7.
 9. Open the Photoshp directory on your hard disk.
 10. Open the Disk1 directory.
 11. Double-click the Setup program (Setup.exe) to install Photoshop.
 12. Restart Windows in Normal mode.
- Installing Photoshop from Floppy Disks
To install Photoshop from floppy disks when Windows is running in Safe Mode:
1. Choose Start > Shut Down > Restart the Computer.
 2. When you see "Starting Windows 95..." press the F5 key.
 3. Click OK in the Desktop dialog box indicating Windows 95 is running in Safe Mode. If Windows does not display the words "Safe Mode" in each corner of the Desktop, repeat steps 1 and 2.
 4. Insert Disk 1, then start the installer application (Setup.exe) to install Photoshop.
 5. Restart Windows in Normal mode.

Manually Deinstalling Photoshop 3.0.4 in Windows 95

The Add/Remove Programs feature in Windows 95 automatically uninstalls Windows 95 logo-compliant applications. Because Adobe Photoshop 3.0.4 is not logo-compliant, it does not appear in the Add/Remove Programs dialog box. To remove Photoshop 3.0.4 from your system, you must deinstall it manually.

When you install Photoshop 3.0.4 in Windows 95, Photoshop creates a Win32app\Photoshp directory, a Windows\PhotoCD directory, and adds files to the Windows and Windows\System directories. Other applications may also use the files installed by Photoshop in the Windows or Windows\System directory. Instead of deleting these files when you remove Photoshop, move or rename them so you can restore the files should another application require them.

To deinstall Photoshop 3.0.4 in Windows 95, delete or rename the Photoshop files, then remove the lines that Photoshop adds to the Win.ini and System.ini files.

To delete the Photoshop 3.0.4 files:

1. Move your documents out of the Photoshp directory and its subdirectories.
2. Delete the Photoshp directory and its subdirectories.
3. Delete the following Start menu shortcut files from the Windows\Start Menu\Programs\Adobe directory:
 - Photoshop 3.0 (Photos-2.lnk)
 - Photoshop 3.0 Deluxe CD (Photos-1.lnk)
 - Photoshop 3.0 ReadMe (Photos-3.lnk)
4. Delete the following files from the Windows\PhotoCD directory:
 - Adobergb.pt
 - Cp01

- Phcdcn01.pt
 - Phcdck01.pt
 - Phcdko01.pt
 - Pslabexp.pt
5. Delete the following files from the Windows directory:
 - Ccolorsd
 - Kpapi32.d11
 - Kpcp32.d11
 - Kpsys32.d11
 - Pcdlib32.d11
 - Photos30.ini
 - Photos30.psp
 - Psdeluxe.ico (only installed from the Photoshop Deluxe CD-ROM)
 6. Move or rename the following files in the Windows directory:

NOTE: The files listed in steps 6-8 may be used by other Windows applications. Adobe Technical Support recommends that you move these files to another directory or rename them, rather than deleting them.

- Kpcms.ini (required by PhotoStyler and Adobe PageMaker 6.x)
 - Playenu.d11
 - Player.exe
 - Playenu.hlp
 - Qtw.ini
 - Twain.d11
 - Twain32.d11
 - Viewenu.d11
 - Viewenu.hlp
 - Viewer.exe
7. If you installed Photoshop 3.0.4's Deluxe CD-ROM Tutorials, move or rename the following files in the Windows\System directory:
 - Dhio_dh.qtc
 - Mciqtenu.d11
 - Mciqtw.drw
 - Msvrvt10.d11
 - Navg.qtc
 - Qcmc.qtc
 - Qtcvid.qtc
 - Qthndlr.d11
 - Qtim.d11
 - Qtimcmgr.d11
 - Qtiv32.qtc
 - Qtivyv9.qtc
 - Qtjpeg.qtc
 - Qtmovie.vbx
 - Qtnotify.exe
 - Qtold.qtc
 - Qtole.d11
 - Qtpic.vbx
 - Qtraw.qtc
 - Qtrle.qtc
 - Qtrpza.qtc
 - Qtrt21.qtc
 - Qtsmc.qtc

Reelmgic.qtc

- If Photoshop 3.0 was previously installed, move or rename the following files in the Windows\System directory:

```
Qtmsvc.qtc
Qtvhdw.dll
Qtyvu9.qtc
```

To remove the Photoshop lines from the Win.ini file:

- Make a backup copy of the Win.ini file, located in the Windows directory.
- Open the original Win.ini file in a text editor that can save in text-only format (e.g., Notepad).
- In the [mci extensions] section, remove the following line:

```
mov=QTWVideo
```

- In the [Extensions] section, remove the following lines:

```
psd=C:\WIN32APP\PHOTOSHP\photoshp.exe ^.psd
mov=C:\WINDOWS\player.exe ^.mov
```

- In the [Mach] section, remove the following line:

```
devicebitmap=off
```

- In the [Embedding] section, remove the following line:

```
Photoshop.Image.3=Adobe Photoshop
Image,Adobe Photoshop
```

- In the [Compatibility32] section, remove the following line:

```
PHOTOSHP=0x00208000
```

NOTE: Windows 95 adds the "PHOTOSHP=0x00208000" line to improve Photoshop 3.0's compatibility with Windows 95. Photoshop 3.0.4 and later do not use the "PHOTOSHP=0x00208000" line.

- Save the Win.ini file in text-only format, then restart Windows.

To remove the Photoshop lines from the System.ini file:

- Make a backup copy of the System.ini file, located in the Windows directory.
- Open the original System.ini file in a text editor that can save in text-only format (e.g., Notepad).
- Delete the following lines from the [drivers] section:

```
adobekey=adobekey.drv
adobemse=adobemse.drv
```

- Delete the following line from the [MCI] section:

```
QTWVideo=C:\WINDOWS\SYSTEM\mciqtw.drv
```

- Save the System.ini file in text-only format, then restart Windows.

To reinstall Photoshop, refer to the documentation included with Photoshop.

Error "The path entered is not valid" When Installing Photoshop 3.0.4 or Earlier in Windows

ISSUE

When you install Adobe Photoshop 3.0.4 or earlier, the Photoshop installer application returns the error, "The path entered is not valid."

SOLUTIONS

Do one or more of the following:

- Make sure no directory name in the installation path is longer than 8 characters.
- Make sure the destination path does not contain non-standard characters (e.g., /, *, ?, ", <, >, |).
- Make sure there's a colon (:) and a backslash (\) after the destination drive letter (e.g., C:\Win32app\Photoshp, C:\Photoshp).
- Install Photoshop into the default installation directory.

ADDITIONAL INFORMATION

The Photoshop 3.0.4 and earlier installer application supports directory names that are 8 or fewer characters. Although Photoshop 3.0.4 supports long file and directory names in Windows 95 and NT, the Photoshop 3.0.4 and earlier installer application does not.

The Photoshop 3.0.4 and earlier installer application cannot install Photoshop if the destination path and directory contains non-standard characters (e.g., * ? " |), or does not contain a colon (:) and backslash (\) after the destination drive letter.

Default installation directories for Photoshop:

```
Photoshop 3.0.4 C:\Win32app\Photoshp
Photoshop 3.0 C:\Photoshp
Photoshop 2.5.x C:\Photoshp
```

Error "Unable to show Program Manager Group: Adobe" Installing Photoshop 3.0 or 3.0.4 in Windows 3.1x

ISSUE

When you install Adobe Photoshop 3.0 or 3.0.4 in Windows 3.1x, the Photoshop installer returns the error, "Unable to show Program Manager group: 'Adobe.'" After you click OK, the installer returns the error, "MS-Setup Toolkit API Error: Failed: ShowProgmanGroup (Adobe, 1, 0)." When you click OK again, the installer returns the final error, "Setup Failed! Please contact Adobe Technical Support."

SYMPTOM

There are 40 program groups in Program Manager.

SOLUTIONS

Reinstall Photoshop. When the installer prompts you create or select a group for the Photoshop icons, select an existing program group (e.g., Main), instead of creating a new program group (e.g., Adobe).

OR: Remove one or more program groups before installing Photoshop:

- Open the program group that you want to remove.
- Open the program group into which you want to move the program icons.

3. Choose Window > Tile to view the two program group windows side by side.
4. Drag program icons from one group window to the other until you've moved all the program icons from one group into the other.
5. Close both program group windows.
6. Click once on the empty program group to select it, then choose File > Delete.
7. Click Yes when Windows prompts you with the message, "Are you sure you want to delete the group?"
8. Repeat for any other program groups that you want to remove.

ADDITIONAL INFORMATION

The Windows 3.1x Program Manager can contain a maximum of 40 program groups. If you install Photoshop 3.0 or 3.0.4 when the Program Manager contains 40 program groups, the Photoshop installer cannot create an additional Adobe group and returns an error. The Photoshop 3.0.5 installer, however, completes the installation without creating an Adobe group and does not return an error.

Before you delete any program group, make sure it does not contain program icons you require. Once deleted, program icons must be recreated manually. For more information on consolidating or deleting program group icons, refer to the Windows 3.1x user manual or contact Microsoft Technical Support.

Changes to the Win.ini and System.ini Files After Installing Photoshop 3.0x

Adobe Photoshop 3.0x modifies the following lines in the Windows 3.1 and Windows for Workgroups 3.11 Win.ini and System.ini files when installed onto a local workstation.

WIN.INI FILE ADDITION

When you install Photoshop 3.0x, the installer writes the following lines into the Win.ini file:

[Extensions]

```
psd=C:\PHOTOSHP\photoshp.exe ^ .psd
```

SYSTEM.INI FILE CHANGES

When you install Photoshop 3.0x, the installer writes the following lines into the System.ini file:

[boot]

```
drivers=mmsystem.dll winmm16.dll
```

NOTE: The "drivers=mmsystem.dll" line is installed by Windows. Photoshop adds a space and the "winmm16.dll" text to the end of this line. Other Windows applications may add text onto the end of the "drivers=mmsystem.dll" line.

[386Enh]

```
device=C:\WINDOWS\SYSTEM\WIN32S\W32S.386
```

NOTE: Other Win32 applications add the above line to the [386Enh] section of the System.ini file.

[drivers]

```
adobekey=adobekey.drv
```

```
adobemse=adobemse.drv
```

Unable to Open Photo CD Images in Photoshop After Installing Kai's Power Goo 1.0 in Windows 95

ISSUE

The Kodak Photo CD (*.pcd) file format is missing from the Files of Type pop-up menu in Photoshop's Open dialog box after installing Kai's Power Goo 1.0 in Windows 95.

SOLUTION

Use Windows Explorer to search for and rename duplicates of the Kpsys32.dll and Pcdlib32.dll files not located in the Windows directory.

ADDITIONAL INFORMATION

To open Photo CD files, Photoshop requires the Kpsys32.dll and Pcdlib32.dll files. Photoshop installs these files into the Windows directory; Kai's Power Goo installs these files into the Windows\System subdirectory. When these files are installed in a location other than the Windows directory (e.g., Windows\System directory), Photoshop cannot open Photo CD files. Renaming the Kpsys32.dll and Pcdlib32.dll files not located in the Windows directory, enables both Photoshop and Kai's Power Goo to open Photo CD files.

Kai's Power Goo, by Metatools Incorporated, is a bit-map application that enables you to distort images into a liquid "goo," and create a "Goovie" by animating changes you make to an image.

MAC OS

Installer Doesn't Request Last Disk When Installing Photoshop 3.x

ISSUE

When installing Adobe Photoshop 3.0 or 3.0.1 on a 68000-series Macintosh, Photoshop's installer does not request Disk 6.

When installing Photoshop 3.0.4 on a 68000-series Macintosh, Photoshop's installer does not request Disk 7.

SOLUTION

Follow the on-screen instructions to complete the installation.

ADDITIONAL INFORMATION

When installing, Photoshop's installer only requests the last installation disk (i.e., Disk 6, Disk 7) when installing on a Power Macintosh. The last installation disk contains files

that Photoshop requires only when installed on a Power Macintosh.

General Information

MAC OS / WINDOWS

Photoshop's Preferences File General Information

The first time you launch Photoshop, Photoshop creates its preferences file, which contains Photoshop's default application settings (e.g., display, memory, calibration, separation setup, tool options, palette positions, filters, menu commands). The preferences file also stores the location of Photoshop's Plug-ins folder, which enables Photoshop to find plug-ins located in the Plug-ins folder. Photoshop reads and writes to its preferences file while running, saving your custom preferences settings. When you quit, Photoshop saves the preferences file on your hard disk, which Photoshop reads and uses the next time you launch Photoshop.

A damaged preferences file may cause anomalies in Photoshop's behavior, including improper tool functionality, unavailable plug-ins, dimmed menu items, out of memory errors, or errors when launching. Moving, renaming, or deleting the preferences file causes Photoshop to create a new one the next time you launch Photoshop, which restores all preferences to their default settings.

PHOTOSHOP FOR THE MACINTOSH PREFERENCES FILE
Photoshop 2.5.x and later save the preferences file in the Preferences folder in the System Folder. Photoshop 2.0.x and earlier prompt you to create the preferences file when you first launch Photoshop by displaying the "Where is the preferences file?" dialog box, which requires you to select a folder (e.g., Photoshop's Plug-ins folder) to store the preferences file, click New to create a new preferences file, then click Save to save the file named "PS Prefs" in the selected folder.

Photoshop for the Macintosh Preferences File

Because each version of Photoshop has a different name for its preferences file, you can have multiple versions of Photoshop installed on the same system, each with its own preferences settings. Photoshop's preferences files and their locations are listed below.

Photoshop Version	Preferences File's Name	Location
3.0.x	Adobe Photoshop 3.0 Prefs	Preferences folder in the System Folder
2.5.x	Photoshop Prefs	Preferences folder in the System Folder

2.0.x and earlier	PS Prefs	Photoshop's Plug-ins folder or selected folder
3.0.x LE	Adobe Photoshop LE Prefs	Preferences folder in the System Folder
2.5 LE	Photoshop LE Prefs	Preferences folder in the System Folder

PHOTOSHOP FOR WINDOWS PREFERENCES FILE
Photoshop 3.0.5 saves its preferences file in the Photoshop\Prefs directory. Photoshop 3.0.4 and earlier save their preferences file in the Windows directory.

Photoshop for Windows Preferences File

Because each version of Photoshop has a different name or location for its preferences file, you can have multiple versions of Photoshop installed on the same system, each with its own preferences settings. Photoshop's preferences files and their locations are listed below.

Photoshop Version	Preferences Files' Names	Location
3.0.5	Photos30.psp and Ccolorsd	Photoshp\Prefs subdirectory
3.0 - 3.0.4	Photos30.psp and Ccolorsd	Windows directory
2.5.x	Photoshp.psp and Ccolorsd	Windows directory
3.0.5 LE	Phot30le.psp and Ccolorsd	Photosle\Prefs subdirectory
3.0 LE - 3.0.4 LE	Phot30le.psp and Ccolorsd	Windows directory
2.5 LE	Photosle.psp and Ccolorsd	Windows directory

RECREATING THE PREFERENCES FILE

To recreate Photoshop 2.5.x and later for the Macintosh's preferences file:

1. Quit Photoshop.
2. At the Finder, delete the Adobe Photoshop 3.0 Prefs (Photoshop 3.0.x) or Photoshop Prefs (Photoshop 2.5.x) file located in the Preferences folder in the System Folder.
3. Relaunch Photoshop.

To recreate Photoshop 2.0.x and earlier for the Macintosh's preferences file:

1. Quit Photoshop.
2. Use the Finder to locate all files named "PS Prefs."
3. Delete all PS Prefs files.
4. Launch Photoshop.

- In the “Where is the preferences file?” dialog box, select the Plug-ins folder, then click New.

To recreate Photoshop 3.0.x for Windows’ preferences files:

- Quit Photoshop.
- Rename or delete the Photos30.psp and Ccolorsd files, located in the Photoshop\Prefs subdirectory (Photoshop 3.0.5) or in the Windows directory (Photoshop 3.0 and 3.0.4).

- Relaunch Photoshop.

To recreate Photoshop 2.5.x and earlier for Windows’ preferences files:

- Quit Photoshop.
- Rename or delete the Photos.psp and Ccolorsd files located in the Windows directory.
- Relaunch Photoshop.

RETARGETING THE PLUG-INS FOLDER IN THE PREFERENCES FILE

Retargeting the Plug-ins folder forces Photoshop to rewrite the location of the Plug-ins folder in the preferences file.

To retarget the Plug-ins folder in Photoshop 2.5.x and 3.0.x for the Macintosh:

- In Photoshop, choose File > Preferences > Plug-ins.
- In the Select the Plug-ins Folder dialog box, click once on the Plug-ins folder to select it.
- Click Select ‘Plug-ins’, located in the bottom right-hand corner of the Select the Plug-ins Folder dialog box.
- Restart Photoshop.

To retarget the Plug-ins directory in Photoshop 3.0.x for Windows:

- In Photoshop, choose File > Preferences > Plug-ins.
- Click once to select the Photoshop Plug-ins directory, then click OK.
- Restart Photoshop.

To retarget the Plug-ins folder while launching Photoshop 3.0.x for the Macintosh or Windows:

- Quit Photoshop.
- Hold down the Command key (Macintosh) or the Control key (Windows) while relaunching Photoshop.

Zoom Ratio Replaced with Percentage in Photoshop 4.0’s Document Window General Information

Adobe Photoshop 3.0.x and earlier display the zoom ratio (e.g., 1:1, 2:1) in a document’s title bar. The zoom ratio is the factor by which the image is magnified or reduced. For example, 2:1 means the view of the image is magnified by a factor of two, and 1:2 means the view of the image is reduced by a factor of two. You can magnify and reduce by whole factors up to 16 times the original view of the image.

Adobe Photoshop 4.0 replaces the zoom ratio with a zoom percentage (e.g., 100%, 250%). Like the zoom ratio in Photoshop 3.0.x, the zoom percentage appears in a document’s title bar, but it also appears in the lower left corner of the document window. The zoom percentage is the per-

cent that the view of the image is magnified or reduced. You can magnify and reduce by one-hundredth of a percentage from 0.19% up to 1600.00% the original view of the image, which enables you to be much more precise in your viewing than you can be in Photoshop 3.0.x.

The 100%, or 1:1 ratio, view of an image displays an image based on the monitor resolution and the image resolution, not on the actual image dimensions. You can determine the actual image dimensions by choosing View > Show Rulers (Photoshop 4.0) or Window > Show Rulers (Photoshop 3.0.x), or by choosing Image > Image Size.

Available Mode Conversion Options in Photoshop 3.0.x

Adobe Photoshop 3.0.x includes eight modes under the Mode menu. Available mode conversion options change depending on the current mode, with unavailable modes dimmed. Because mode conversions change the data in a document, changing modes can result in data loss. Each mode and available mode conversion options are listed below.

Photoshop 3.0x Conversion Mode Options:

Mode	Available Mode Conversion Options
Bitmap	Grayscale
Grayscale	Bitmap, Duotone, Indexed Color, RGB Color, CMYK Color, Lab Color, Multichannel
Duotone	Bitmap, Grayscale, Indexed Color, RGB Color, CMYK Color, Lab Color, Multichannel
Indexed Color	Grayscale, RGB Color, CMYK Color, Lab Color
RGB Color	Grayscale, Indexed Color, CMYK Color, Lab Color, Multichannel
CMYK Color	Grayscale, RGB Color, Lab Color, Multichannel
Lab Color	Grayscale, RGB Color, CMYK Color, Multichannel
Multichannel	Bitmap, Grayscale, RGB Color (when the document contains 3 channels), CMYK Color (when the document contains 4 channels), Lab Color

Installing Filters for Use with Gallery Effects 1.5 and Earlier General Information

Gallery Effects 1.5 and earlier uses SuperPaint Effects. When you install Gallery effects, the default install options are Gallery Effects Application and Sample Image. To also install filters, hold the Shift key and click SuperPaint Effects, then click Install.

Once installation is complete the following folders will be installed in the location you specified in the installer:

Gallery Effects 1.5 and earlier

Classic Art SP (contains all installed SuperPaint Effects)

GE Pouch (contains the GE Prefs file)

Image Controls (contains two image control files)

Because Gallery Effects 1.5 and earlier only recognize filters located in the same folder as the GE Prefs file, both the Classic Art SP and Image Controls folders must be moved into the GE Pouch folder. The effects appear when you choose Effects > Classic Art SP or Effects > Image Controls in Gallery Effects.

Gallery Effects 1.5.1 uses Photoshop-compatible plug-in filters, rather than SuperPaint Effects.

WINDOWS

Photoshop 3.0 and Later Don't Support Windows NT on Non-Intel Based Processor

Adobe Photoshop 3.0 and later are 32-bit applications designed for use with Intel x86- and Pentium-based computers. Photoshop 3.0 and later do not support the built-in Intel emulation mode in Windows NT 4.0 or Windows NT 3.5x and later

on a computer using a RISC processor (e.g., Alpha AXP, MIPS, PowerPC). When you start Adobe Photoshop 3.0 or later in Windows NT on a computer using a RISC processor, the system returns an error (e.g., "DOS error 11").

As stated in the documentation included with Photoshop 2.5 and later, Photoshop is designed to run on computers using an Intel processor. The requirements section on the outside of the Adobe Photoshop 3.0.x and 4.0 product boxes states that Photoshop requires the i386, i486, or Pentium processor. The documentation included with Photoshop 2.5.1 states that Photoshop requires an Intel 80386- or 80486-based processor.

Photoshop 3.0 for Windows Tutorial Manual Documentation Errors

Page 67

Bottom left:

In Layers palette graphic:

Leaf layer is labeled as "Floating Selection."

Should Be:

Leaf layer labeled as "Layer 1."

Page 68

Top left:

The "leaf" selection appears as a floating selection on the COMP image. In the Layers palette, "Floating Selection" appears above the "sun" layer. The thumbnail of the "sun" layer changes to include the leaf. The leaf selection is floating above the "sun" layer of the COMP image.

Should Be:

The "leaf" selection appears as a layer on the COMP image. In the Layers palette, "Layer 1" appears above the "sun" layer. "Layer 1" is above the "sun" layer of the COMP image.

Page 68

Third paragraph, left:

The LEAF image appears somewhat transparent when you drag and drop the selection (copy and paste it) onto the COMP image. That is because the file temporarily resides on the "sun" layer and assumes the layer's transparency.

Should Be:

When you drag and drop a selection (copy and paste it) onto the COMP image, it becomes a layer.

Page 69

Layers graphic:

Step 2's graphic of the Layers palette shows leaf layer as "Floating Selection" and "sun" layer thumbnail as sun with the leaf.

Should Be:

"Leaf" layer labeled as "Layer 1" and "sun" layer thumbnail as the sun only.

Page 69 Top of left column:

In the section "Deselect the floating selection..." 1 In the Layers palette, position the cursor next to the "Floating Selection" name.

2. Drag this layer down to the New Layer icon at the bottom of the Layers palette.
3. In the Make Layer dialog box, name the layer "leaf." Click OK. The floating selection is pasted at 100-percent opacity onto its own layer and is deselected.

Should be:

1 Double-click on the "Layer 1" label. Rename the layer "leaf." Click OK.

Photoshop 3.0.x and Later Does Not Support Digital Equipment Corporation's FX!32

Adobe Photoshop 3.0.x and later for Windows was not tested with, and therefore does not support, any version of Digital Equipment Corporation's FX!32 emulation software for DEC Alpha machines running Windows NT. FX!32 emulation software enables 32-bit applications written for Intel processors to run on Digital's Alpha processor.

Contact Digital Equipment Corporation to report problems or obtain information about running Photoshop 3.0.x and later in FX!32.

Photoshop 3.0.x and later for Windows require an Intel 80386 or later processor (e.g., i386, i486, Pentium) and support Windows 3.1x, Windows 95, and Windows NT 3.5x and 4.0

MAC OS

Q I'm thinking about buying one of the new Power Macintosh clones that I've heard about, but I'm concerned about compatibility. Do you know if Photoshop will work on a Mac clone?

A Neither Photoshop 2.5x or 3.0x (or earlier versions) was specifically tested with the new Macintosh clones, so we can't say with certainty that they're 100% compatible with Photoshop and that you won't run into any problems with them. But so far, we know of no Photoshop problems caused by the Macintosh clones (we have a few Power Macintosh clones in Technical Support and they seem to be running Photoshop 3.0 without any trouble).

PowerPC Accelerator Plug-In for Photoshop 2.5x

ABOUT THE POWERPC ACCELERATOR PLUG-IN

Adobe Photoshop 2.5 was engineered to ensure maximum productivity with future acceleration technology. To this end, the user-interface code was isolated from the image-processing "engine" code that performs pixel manipulations. The PowerPC Accelerator plug-in replaces the entire Photoshop image-processing engine with a native engine. Using this plug-in, Photoshop users with Power Macintosh computers should realize speed gains of 1.5 - 4 times over a Quadra computer (for in-memory images).

This plug-in speeds all built-in Photoshop functions on the Power Macintosh, such as effects, resizing, rotating, compositing, feathering, color conversion, and all built-in filters including the Blur, Blur More, Gaussian Blur, Motion Blur, Add Noise, Despeckle, Median, Sharpen, Sharpen More, Sharpen Edges, Unsharp Mask, Emboss, Facet, Find Edges, Fragment, Mosaic, Trace Contour, Custom, High Pass, Maximum and Minimum filters. The accelerator does not, however, accelerate plug-in filters, such as the Color Halftone, Crystallize, Wind, Wave, Sphereize, Extrude, Twirl, Tiles, and Pointillize filters. Similarly, the PowerPC Accelerator does not affect third-party plug-ins, such as Aldus Gallery Effects and Kai's Power Tools. Note that the Lens Flare filter currently does not work on the Power Macintosh. Adobe Systems will post an update to this filter when it is available.

SYSTEM REQUIREMENTS

Power Macintosh computer

Adobe Photoshop 2.5.1 with a minimum allocation of 5 MB of RAM

(For optimum performance a RAM allocation of 3X image size is recommended)

IMPORTANT: Adobe Photoshop LE (Limited Edition) cannot use this plug-in. If you own Adobe Photoshop Limited Edition and want to use this plug-in, you can purchase a low-cost upgrade to the full-featured version using the special-offer card in the LE package.

INSTALLATION AND OPERATION

1. Copy the PowerPC Accelerator plug-in into the Adobe Photoshop 2.5.1 Plug-ins folder on your Power Macintosh computer.

NOTE: The PowerPC Accelerator Plug-in will not function properly with versions of Adobe Photoshop earlier than 2.5.1. If you do not have the 2.5.1 update use the Adobe Photoshop Updater to upgrade your version 2.5 to 2.5.1. The Adobe Photoshop 2.5.1 patch does not provide all features available with the complete Adobe Photoshop 2.5.1 upgrade software. This software is free from Adobe to all registered Adobe Photoshop users and includes additional plug-in filters, export modules, and optional extensions. To receive your free Photoshop 2.5.1 update, please call Adobe Technical Support at 1-408-986-6510 (USA and Canada only). Be prepared to clearly record a message with your name, address and Adobe Photoshop serial number.

2. Launch Adobe Photoshop. The plug-in automatically detects the PowerPC processor to speed up your application.

ABOUT ADOBE CHARGED

To permit both high-quality results and acceleration, Adobe has licensed Photoshop code to several leading hardware manufacturers so they could develop "Adobe charged" software to accelerate Photoshop operations that work with their DSP (Digital Signal Processor) and RISC (Reduced Instruction Set Computing) add-in cards. Acceleration products for Adobe Photoshop are available in a variety of configurations, feature sets and prices for every Macintosh with NuBus or PDS capability. These products save valuable production time by letting the co-processor share time-consuming image processing tasks. The Adobe charged logo identifies products that use Adobe technology to deliver high-quality results identical to unaccelerated Photoshop operations.

The companies listed below offer Adobe charged products for Photoshop. Please direct all inquiries regarding availability, pricing, features, performance, and support to your dealer, distributor or the company. Adobe is not equipped to answer questions about or provide support for these products.

- DayStar Digital
- Radius
- RasterOps
- Spectral Innovations
- SuperMac

Copyright 1989-1994 Adobe Systems Incorporated. All rights reserved.

Adobe Photoshop, Photoshop, Adobe charged, the Adobe logo, and the Adobe charged logo are trademarks of Adobe Systems Incorporated which may be registered in certain jurisdictions. Apple and Macintosh are registered trademarks, and Quadra is a trademark of Apple Computer, Inc. NuBus is a registered trademark of Texas Instruments Incorporated. SuperMac is a trademark of SuperMac Technology, Inc. All other brand names and product

names are trademarks or registered trademarks of their respective holders.

Photoshop 3.0.x for Macintosh Plug-Ins General Information

Adobe Photoshop 3.0.x includes plug-ins that enhance its functionality. Plug-ins included with Photoshop 3.0.4 and later support both 68000-series Macintosh and Power Macintosh computers by including code for both processors (i.e., fat binary).

Plug-ins included with Photoshop 3.0.x, but not installed by Photoshop, are noted by an asterisk following their name. Filters not installed with Photoshop are located in the Optional Extensions folder on Disk 1 of Photoshop's installation disks, except for the Filter Factory filter. The Filter Factory filter is available only on the Adobe Photoshop 3.0 Deluxe CD, and is located in the Filter Factory folder in the Other Goodies folder.

To install a filter, move the filter into Photoshop's Plug-ins folder. To disable a filter, remove the filter from Photoshop's Plug-ins folder, then restart Photoshop.

Adobe Illustrator Parser

Converts Illustrator or Dimension PostScript files, enabling Photoshop to read it as a raster (bitmap) image.

Amiga IFF

Enables saving indexed color mode images in the Commodore Amiga Interchange File Format.

Anti-aliased PICT

Enables Photoshop to open and render object-oriented PICT files.

BMP

Enables saving files in BMP (Windows Bitmap) format. Photoshop supports BMP files with up to 16 million colors.

Clouds

Generates a random cloud-like texture using the foreground and background color values. Holding down the Shift key while selecting the Clouds filter generates darker clouds.

Color Halftone

Simulates the effect of an enlarged halftone.

CompuServe GIF

Enables saving files in CompuServe GIF format. GIF files are limited to 8-bit (256 colors) images in indexed color mode.

Crystallize

Organizes an image into random polygon shapes.

De-interlace

Used to remove the interlace lines from images captured from video sources. When bringing an image into an image editing application (e.g., Photoshop), a series of horizontal artifacts, or interlace lines, may be visible in the image. Photoshop's De-interlace filter removes pixels from every other row of pixels, and then replaces those pixels by

doing its own interpolation, which usually produces sharper images.

DirectBits

Accelerates screen redraw.

DirectCursors

Enables display of brush cursors larger than 16 pixels and enables the crosshair cursor to be visible against a neutral background. Cursor over a selected area or selection marquee may disappear.

*Disable Clipboard Size Limit**

Removes Photoshop's 4 MB limit on the size of PICT graphics exported to the clipboard. Large PICT graphics may cause a system error when pasted into another application (e.g., Finder).

*Disable Scratch Compression**

Prevents Photoshop from compressing scratch files when writing to disk, which improves performance when using faster disk drives.

Displace

Distorts and adds texture to an image using a second image as a displacement map to shift the position and color values of pixels.

*Don't Tag RGB PostScript**

Prevents Photoshop from tagging RGB data using a PostScript Level 2 color space descriptor, which enables a better color match between the monitor and printed output. By default, RGB PostScript tagging is enabled.

Enable Async I/O

Enables faster read and write operations to disk. Using Enable Async I/O on a Power Macintosh with a hard disk formatted using a utility that is incompatible with Apple's SCSI Manager 4.3 may cause "Type 11" system errors. Hard disk formatting utilities that are compatible with Apple's SCSI Manager 4.3 include FWB's Hard Disk Toolkit 1.62 or later, and HDSC 7.3 or later (for Apple hard disks).

*Even-Odd to Winding Rule**

Writes the PostScript code for clipping paths using the non-zero winding number rule, instead of the even-odd rule, to prevent low-memory PostScript errors.

Extrude

Breaks an image into a series of three-dimensional tiles and forces them toward the viewer in space.

FilmStrip

Enables opening and saving of Adobe Premiere FilmStrip files in Photoshop 3.0.x. Photoshop cannot create FilmStrip files; Photoshop can only save a file in FilmStrip format when the file is a FilmStrip file.

*Filter Factory**

Enables the creation of custom effects plug-in filters in RGB mode. The Filter Factory plug-in is located in the Filter Factory folder in the Other Goodies folder on the Photoshop 3.0 Deluxe CD-ROM, and includes documentation in an Adobe Acrobat Portable Document Format (PDF) file.

Full PS PPC Accelerator

Enables faster Gaussian Blur, Unsharp Mask, and screen redraw on Power Macintosh computers with the PowerPC

601 or 604 processor using Photoshop 3.0.4 and later. This plug-in is included with Photoshop 3.0.5 and later only.

GIF89a Export

Enables transparency and interlacing when saving and exporting a GIF89a files, which enables these graphics to blend seamlessly in a World Wide Web page that includes background colors or patterns. The GIF89a Export filter, included with Photoshop 3.0.5 and later, supports Photoshop 3.0.4 and later and includes documentation in the GIF89a.PDF file, which is located in the New 3.0.5 Documentation folder in the Photoshop 3.0.5 Deluxe CD-ROM.

Ham Export

Enables saving in Commodore Amiga HAM (Hold and Modify) format. Converts images to 6-bit color.

ImageWriter Color

Enables printing color images to an Apple ImageWriter II printer with a multicolor ribbon.

Kodak CMS Photo CD

Enables Photoshop to open Photo YCC files from Kodak PhotoCD disk. Requires KPCMS support files installed in the System Folder.

Lens Flare

Adds highlights and sparkles simulating effects caused by light bouncing off of a camera lens to images in RGB mode. Requires a 68000-series Macintosh with a math coprocessor (e.g., SE/30, Macintosh IIci, Macintosh IIx, Quadra 950, Quadra 800, Quadra 650), or a Power Macintosh.

Lighting Effects

For images in RGB mode, simulates the effect of shining one or more light sources on the surface of an image. Requires a 68000-series Macintosh with a math coprocessor (e.g., SE/30, Macintosh IIci, Macintosh IIx, Quadra 950, Quadra 800, Quadra 650), or a Power Macintosh.

MacPaint

Enables opening and saving in MacPaint file format. MacPaint files are limited to 1-bit (black-and-white) images on vertically-oriented pages no larger than 7.5 x 10.5 inches or 576 x 720 pixels.

Mezzotint

Simulates a mezzotint by converting an image to a pattern of black and white or color areas.

NTSC Colors

Modifies the colors in RGB or Lab images for transfer to video by restricting the gamut of colors used.

Paths to Illustrator

Enables Photoshop to export the paths in a document in Illustrator format.

PCX

Enables Photoshop to open and save in PCX format. Photoshop supports PCX images with up to 16 million colors.

PICT Resource

Enables Photoshop to open and save a PICT resource file (e.g., StartupScreen files), and to extract and save PICT information from within files.

*Piggy Plug-ins Patch**

Disables some built-in memory management features, which may enable more filters to run or cause a decrease in performance on some operations.

Pinch

Squeezes or expands an image, mapping it to the inside or outside of a rounded cone.

Pixar

Enables opening and saving in PIXAR format, used in 3D rendering applications.

PixelPaint

Enables opening and saving in PixelPaint format, except PixelPaint Pro 3.0 format. Photoshop supports PixelPaint 1.0 and 2.0 format, which is limited to 8-bit files.

Pointillize

Breaks up an image into randomly placed dots, and fills the space between the dots with the background color.

Polar

Maps a selection between rectangular and polar coordinates.

Pressure Support

Enables pressure support features for connected compatible pressure sensitive devices.

Quick Edit

Enables opening portions of Photoshop 3.0, Photoshop 2.0, Scitex CT, and uncompressed TIFF images for faster editing or when insufficient RAM is available to open the entire file.

Radial Blur

Simulates the blur caused by a zooming or rotating camera.

Ripple

Produces an undulating pattern in an image, simulating the effect of viewing it through a pool of rippled water.

Shear

Distorts an image along a specified path.

Solarize

Simulates the effect of exposing a photographic print to light briefly during development by remapping color values.

Spherize

Squeezes or expands an image, mapping it to the inside or outside of a sphere, or a horizontal or vertical cylinder.

Targa

Enables opening and saving an image in RGB mode in TrueVision's Targa format, used in video applications.

Texture Fill

Enables textures to be used as a bump map in the Lighting Effects filter for images in RGB mode that contain a grayscale channel. A bump map is a grayscale image that can simulate 3-D surface relief in a 2-D image, where the gray levels enable you to map changes in an image's color values to simulate a 3-D effect.

Tiles

Breaks an image up into a series of randomly-spaced same-sized tiles.

TWAIN

Enables Photoshop to acquire images from a scanner or other device directly. Requires a Source Manager file and TWAIN Data source file, which is provided by the scanner manufacturer.

Twirl

Rotates the center of a selection while leaving the edges in place.

Use GWorld Memory

Enables Photoshop to use GWorld memory, available with many video boards. Some GWorld memory implementations are incompatible with Photoshop 3.0.x, causing a system error when launching Photoshop. Photoshop disables this plug-in by default.

*Unlimited Full Size Previews**

Removes Photoshop's 512 x 512 pixel limit on file previews in Photoshop 3.0.5 and later. Photoshop 3.0.4 or earlier do not support the Unlimited Full Size Previews plug-in.

Variations

Enables visual adjustment of color balance, contrast, and saturation for easy, rough color adjustments and corrections.

Wave

Produces undulating patterns in an image, similar to the Ripple filter, but with more options.

Wind

Horizontally offsets strips of pixels to simulate the effect of a strong wind blowing across an image.

*XL7700 Patch**

Enables Photoshop 3.0 to use plug-ins written for Photoshop 2.0, including the Kodak XL7700 export module, but causes slower filter performance.

Zigzag

Distorts a selection radially, resulting in a series of concentric ripples.

Sharpen	Sharpen Edges	Sharpen More
Trace Contour	Unsharp Mask	
Plug-in Filters		
Clouds	Color Halftone	Crystallize
De-interlace	Difference Clouds	Displace
Extrude	Filter Factory*	Lens Flare
Lighting Effects	Mezzotint	NTSC Colors
Pinch	Poittillize	Polar Coordinates
Radial Blur	Ripple	Shear
Solarize	Spherize	Texture Fill
Tiles	Twirl	Wave
Wind	Zigzag	

* Represents optional filters that are not installed with the Easy Install installation option.

Photoshop's Even-Odd to Winding Fill Rule Plug-in Module General Information

When creating a clipping path, Adobe Photoshop 3.0 does not give the option to specify the Fill Rule (Even-Odd Fill Rule or Non-Zero Winding Rule) as did Photoshop 2.5x. Like Photoshop 2.0, Photoshop 3.0 uses the Winding Rule by default.

The Even-Odd Fill rule can cause printing problems when printing to a PostScript device when the clipping path is complex (e.g., PostScript "limitcheck" or "VMerror" error indicating file required more memory than was available at the printer). Using the Non-Zero Winding Rule can prevent PostScript errors caused by complex paths.

Photoshop 3.0's Even-Odd to Winding Rule plug-in filter contains instructions that intercepts a path before it is written as an EPS file, and converts the path to the equivalent Winding Rule path.

Photoshop 3.0 for Macintosh Tutorial Manual Documentation Errors

ADOBE PHOTOSHOP 3.0 FOR MACINTOSH TUTORIAL MANUAL

Page 33

Step 1, in the left column, says to "press M on the keyboard" to select the magic wand tool.

Should be:

Press W on the keyboard to select the magic wand tool. Pressing M selects the marquee tool.

Page 69

In "Layers" palette graphic:

Leaf layer is labeled as "Floating Selection"

Should Be

Leaf layer labeled as "Layer 1"

Page 69-70

On bottom right to top left:

Built-In Filters and Plug-In Filters Included with Photoshop 3.0.x

Adobe Photoshop 3.0.x for the Macintosh uses both built-in and plug-in filters. Plug-in filters, installed by default into the Photoshop's Plug-ins folder, load when Photoshop launches. Built-in filters are part of the Photoshop 3.0.x application. The following built-in and plug-in filters are included with Photoshop 3.0x:

Photoshop 3.0x Built-In Filters and Plug-In Filters

Built-In Filters

Add Noise	Blur	Blur More
Custom	Despeckle	Diffuse
Dust and Scratches	EmbossFacet	Find Edges
Fragment	Gaussian Blur	High Pass
Maximum	Median	Minimum
Mosaic	Motion Blur	Offset

The “Leaf” image appears as a floating selection on the “Comp” image. In the Layers palette, “Floating Selection” appears above the “sun” layer. The thumbnail of the “sun” layer changes to include the leaf. The “Leaf” image is floating above the “sun” layer of the “Comp” image. The “Leaf” image appears somewhat transparent when you drag and drop in onto the “Comp” image. That is because the file temporarily resides on the “sun” layer and assumes the layer’s transparency.

Should Be

The “Leaf” image appears as a layer on the “Comp” image. In the Layer palette, “Layer 1” appears above the “sun” layer. “Layer 1” is above the “sun” layer of the “Comp” image.

Page 71 Layers graphic:

Step 2’s picture of the Layers palette shows leaf layer as “Floating Selection” and “sun” layer thumbnail as sun with the leaf.

Should Be

“Leaf” layer labeled as “Layer 1” and “sun” layer thumbnail as the sun only.

Page 70-71

In the section “Deselect the floating selection...” on bottom right to top left:

1. In the Layers palette, position the pointer next to the “Floating Selection” name.
2. Drag this layer down to the New Layer icon at the bottom of the Layers palette. The Make Layer dialog box appears.
3. Name the layer “leaf.” Click OK. The floating selection is pasted at 100-percent opacity onto its own layer and is deselected.
4. Deselect the selection.

Should Be

1. Double-click on the “Layer 1” label. Rename the layer “leaf.” Click OK.

Photoshop 3.0.x for the Macintosh Plug-ins General Information

Adobe Photoshop 3.0.x includes plug-ins that enhance its functionality. Plug-ins included with Photoshop 3.0.4 and later support both 68000-series Macintosh and Power Macintosh computers by including code for both processors (i.e., fat binary).

Plug-ins included with Photoshop 3.0.x, but not installed by Photoshop, are noted by an asterisk following their name. Filters not installed with Photoshop are in the Optional Extensions folder on Disk 1 of Photoshop’s software disks, except for the Filter Factory filter. The Filter Factory filter is available only on the Adobe Photoshop 3.0 Deluxe CD in the Filter Factory folder in the Other Goodies folder.

To install a filter, move the filter into Photoshop’s Plug-ins folder. To disable a filter, remove the filter from Photoshop’s Plug-ins folder, then restart Photoshop.

Adobe Illustrator Parser

Converts Illustrator or Dimension PostScript files, enabling Photoshop to read it as a raster (bitmap) image.

Amiga IFF

Enables saving indexed color mode images in the Commodore Amiga Interchange File Format.

Anti-Aliased PICT

Enables Photoshop to open and render object-oriented PICT files.

BMP

Enables saving files in BMP (Windows Bitmap) format. Photoshop supports BMP files with up to 16 million colors.

Clouds

Generates a random cloud-like texture using the foreground and background color values. Holding down the Shift key while selecting the Clouds filter generates darker clouds.

Color Halftone

Simulates the effect of an enlarged halftone.

CompuServe GIF

Enables saving files in CompuServe GIF format. GIF files are limited to 8-bit (256 colors) images in indexed color mode.

Crystallize

Organizes an image into random polygon shapes.

De-Interlace

Used to remove the interlace lines from images captured from video sources. When bringing an image into an image editing application (e.g., Photoshop), a series of horizontal artifacts, or interlace lines, may be visible in the image. Photoshop’s De-interlace filter removes pixels from every other row of pixels, and then replaces those pixels by doing its own interpolation, which usually produces sharper images.

DirectBits

Accelerates screen redraw.

DirectCursors

Enables display of brush cursors larger than 16 pixels and enables the crosshair cursor to be visible against a neutral background. Cursor over a selected area or selection marquee may disappear.

*Disable Clipboard Size Limit**

Removes Photoshop’s 4 MB limit on the size of PICT graphics exported to the clipboard. Large PICT graphics may cause a system error when pasted into another application (e.g., Finder).

*Disable Scratch Compression**

Prevents Photoshop from compressing scratch files when writing to disk, which improves performance when using faster disk drives.

Displace

Distorts and adds texture to an image using a second image as a displacement map to shift the position and color values of pixels.

*Don't Tag RGB PostScript**

Prevents Photoshop from tagging RGB data using a PostScript Level 2 color space descriptor, which enables a better color match between the monitor and printed output. By default, RGB PostScript tagging is enabled.

Enable Async I/O

Enables faster read and write operations to disk. Using Enable Async I/O on a Power Macintosh with a hard disk formatted using a utility that is incompatible with Apple's SCSI Manager 4.3 may cause "Type 11" system errors. Hard disk formatting utilities that are compatible with Apple's SCSI Manager 4.3 include FWB's Hard Disk Toolkit 1.62 or later, and HDSC 7.3 or later (for Apple hard disks).

*Even-Odd to Winding Rule**

Writes the PostScript code for clipping paths using the non-zero winding number rule, instead of the even-odd rule, to prevent low-memory PostScript errors.

Extrude

Breaks an image into a series of three-dimensional tiles and forces them toward the viewer in space.

FilmStrip

Enables opening and saving of Adobe Premiere FilmStrip files in Photoshop 3.0.x. Photoshop cannot create FilmStrip files; Photoshop can only save a file in FilmStrip format when the file is a FilmStrip file.

*Filter Factory**

Enables the creation of custom effects plug-in filters in RGB mode. The Filter Factory plug-in is located in the Filter Factory folder in the Other Goodies folder on the Photoshop 3.0 Deluxe CD-ROM, and includes documentation in an Adobe Acrobat Portable Document Format (PDF) file.

Full PS PPC Accelerator

Enables faster Gaussian Blur, Unsharp Mask, and screen redraw on Power Macintosh computers with the PowerPC 601 or 604 processor using Photoshop 3.0.4 and later. This plug-in is included with Photoshop 3.0.5 and later only.

GIF89a Export

Enables transparency and interlacing when saving and exporting a GIF89a files, which enables these graphics to blend seamlessly in a World Wide Web page that includes background colors or patterns. The GIF89a Export filter, included with Photoshop 3.0.5 and later, supports Photoshop 3.0.4 and later and includes documentation in the GIF89a.PDF file, which is located in the New 3.0.5 Documentation folder in the Photoshop 3.0.5 Deluxe CD-ROM.

Ham Export

Enables saving in Commodore Amiga HAM (Hold and Modify) format. Converts images to 6-bit color.

ImageWriter Color

Enables printing color images to an Apple ImageWriter II printer with a multicolor ribbon.

Kodak CMS Photo CD

Enables Photoshop to open Photo YCC files from Kodak PhotoCD disk. Requires KPCMS support files installed in the System Folder.

Lens Flare

Adds highlights and sparkles simulating effects caused by light bouncing off of a camera lens to images in RGB mode. Requires a 68000-series Macintosh with a math coprocessor (e.g., SE/30, Macintosh IIfx, Macintosh IIfx, Quadra 950, Quadra 800, Quadra 650), or a Power Macintosh.

Lighting Effects

For images in RGB mode, simulates the effect of shining one or more light sources on the surface of an image. Requires a 68000-series Macintosh with a math coprocessor (e.g., SE/30, Macintosh IIfx, Macintosh IIfx, Quadra 950, Quadra 800, Quadra 650), or a Power Macintosh.

MacPaint

Enables opening and saving in MacPaint file format. MacPaint files are limited to 1-bit (black-and-white) images on vertically-oriented pages no larger than 7.5 x 10.5 inches or 576 x 720 pixels.

Mezzotint

Simulates a mezzotint by converting an image to a pattern of black and white or color areas.

NTSC Colors

Modifies the colors in RGB or Lab images for transfer to video by restricting the gamut of colors used.

Paths to Illustrator

Enables Photoshop to export the paths in a document in Illustrator format.

PCX

Enables Photoshop to open and save in PCX format. Photoshop supports PCX images with up to 16 million colors.

PICT Resource

Enables Photoshop to open and save a PICT resource file (e.g., StartupScreen files), and to extract and save PICT information from within files.

*Piggy Plug-ins Patch**

Disables some built-in memory management features, which may enable more filters to run or cause a decrease in performance on some operations.

Pinch

Squeezes or expands an image, mapping it to the inside or outside of a rounded cone.

Pixar

Enables opening and saving in PIXAR format, used in 3D rendering applications.

PixelPaint

Enables opening and saving in PixelPaint format, except PixelPaint Pro 3.0 format. Photoshop supports PixelPaint 1.0 and 2.0 format, which is limited to 8-bit files.

Pointillize

Breaks up an image into randomly placed dots, and fills the space between the dots with the background color.

Polar

Maps a selection between rectangular and polar coordinates.

Pressure Support

Enables pressure support features for connected compatible pressure sensitive devices.

Quick Edit

Enables opening portions of Photoshop 3.0, Photoshop 2.0, Scitex CT, and uncompressed TIFF images for faster editing or when insufficient RAM is available to open the entire file.

Radial Blur

Simulates the blur caused by a zooming or rotating camera.

Ripple

Produces an undulating pattern in an image, simulating the effect of viewing it through a pool of rippled water.

Shear

Distorts an image along a specified path.

Solarize

Simulates the effect of exposing a photographic print to light briefly during development by remapping color values.

Spherize

Squeezes or expands an image, mapping it to the inside or outside of a sphere, or a horizontal or vertical cylinder.

Targa

Enables opening and saving an image in RGB mode in TrueVision's Targa format, used in video applications.

Texture Fill

Enables textures to be used as a bump map in the Lighting Effects filter for images in RGB mode that contain a grayscale channel. A bump map is a grayscale image that can simulate 3-D surface relief in a 2-D image, where the gray levels enable you to map changes in an image's color values to simulate a 3-D effect.

Tiles

Breaks an image up into a series of randomly-spaced same-sized tiles.

TWAIN

Enables Photoshop to acquire images from a scanner or other device directly. Requires a Source Manager file and TWAIN Data source file, which is provided by the scanner manufacturer.

Twirl

Rotates the center of a selection while leaving the edges in place.

Use GWorld Memory

Enables Photoshop to use GWorld memory, available with many video boards. Some GWorld memory implementations are incompatible with Photoshop 3.0.x, causing a system error when starting Photoshop. Photoshop disables this plug-in by default.

*Unlimited Full Size Previews**

Removes Photoshop's 512 x 512 pixel limit on file previews in Photoshop 3.0.5 and later. Photoshop 3.0.4 or earlier do not support the Unlimited Full Size Previews plug-in.

Variations

Enables visual adjustment of color balance, contrast, and saturation for easy, rough color adjustments and corrections.

Wave

Produces undulating patterns in an image, similar to the Ripple filter, but with more options.

Wind

Horizontally offsets strips of pixels to simulate the effect of a strong wind blowing across an image.

*XL7700 Patch**

Enables Photoshop 3.0 to use plug-ins written for Photoshop 2.0, including the Kodak XL7700 export module, but causes slower filter performance.

Zigzag

Distorts a selection radially, resulting in a series of concentric ripples.

Adobe Photoshop 2.5 (Diskettes) for Macintosh

This Read Me file contains last-minute product information and updates to the Adobe Photoshop user documentation. The Getting Started Guide and Chapter 1 of the User Guide also provide essential information to help you as you begin using Adobe Photoshop 2.5.

IMPORTANT

Although Adobe Photoshop 2.5 will run with Apple System Software version 6.0.7, Adobe recommends using System 7 or higher.

The Radius RadiusWare control panel is incompatible with Adobe Photoshop 2.5 when running with System 6.0.7. Upgrade to System 7 or higher to resolve this incompatibility.

TROUBLESHOOTING

If some files do not appear when you try to open them using the Open command, most likely the Plug-ins are not installed. See the Getting Started Guide for more information on installing the Plug-ins.

SERIAL NUMBERS

If you are upgrading from an earlier version of Adobe Photoshop, your serial number and registration are still valid. You can find your serial number on the Read Me First Card, on the first page of the user guide, and on the Master Disk. Use this number to initialize the program.

FILTERS

The Lens Flare filter requires a Math Coprocessor.

The Start Phase option in the Wave Filter dialog box has been changed to the Randomize Parameters option. Otherwise this option functions as described in the user guide.

The default settings for the Color Halftone filter default settings may cause a moiré pattern in your artwork. You



can change this by adjusting the angles in the filter options dialog box.

The results of the Find Edges filter are the inverse of the filter's results in Adobe Photoshop 2.0.1. To reproduce the results in 2.0.1, choose Inverse from the Map submenu after applying the filter.

The Distortion filters will not work in Adobe Premiere 2.0.

PATHS

Paths created by the pen tool are only saved with a document if they have been saved using the Save Paths command in the Paths palette pop-up menu. The Paths To Illustrator export option exports only saved paths.

It is possible to draw or drag paths outside the boundaries of the image. The paths are saved with the image and can be exported by Photoshop even though not visible.

If you have saved a compound path using the Paths palette, you must be sure to select all portions of the path to fill, stroke, delete, or otherwise modify the path. If only part of the path is selected, only that part (called the "subpath") will be affected by changes.

OPTIONAL EXTENSIONS

The Dynamic Sliders extension included with Adobe Photoshop is not required. To use this extension, drag it into the Plug-ins folder. The Dynamic Sliders extension dynamically updates the color within the sliders of the Color palette to show the effect of adjustments to the color components. It is recommended for use with faster computers.

PRESSURE SENSITIVE TABLETS

The Pressure Support extension provides support for pressure-sensitive digitizing tablets that are either WACOM-compatible or fulfill the specification provided in the relevant Apple Developer Support Technical Note. For product or compatibility information, please call the manufacturers directly:

WACOM Technology Corporation: 800-922-6613

Kurta Corporation: 602-276-5533

CalComp: 800-458-5888

When using both the WACOM ArtZ tablet and a mouse, it is important to be aware that the tablet reports a pressure level of zero until it is used. As a result, if you attempt to use the mouse to paint before using the tablet and have the painting tool set to be pressure sensitive, the tool will behave as if no pressure were being applied e.g., paint strokes will not appear. Simply use the tablet once to get around this problem. This situation will occur every time you restart your computer.

COLORSYNC

Adobe Photoshop 2.5 supports ColorSync, Apple's Color Management Software. ColorSync software is not provided with Adobe Photoshop. It is generally provided by Apple and manufacturers that make ColorSync-compatible

hardware. See the Getting Started Guide or your Apple dealer for more information.

FUNCTION KEYS

You can now save time and effort by assigning function keys for the Adobe Photoshop menu items that you use most often. However, the Save Selection and Load Selection commands cannot be assigned to function keys because these options are not always available.

OPENING AND PLACING EPS FILES

PostScript is a general purpose page description language, and EPS files can contain essentially arbitrary data. Adobe Photoshop 2.5's EPS handling is only designed to deal with EPS files saved from Adobe Photoshop, Adobe Illustrator, or Adobe Dimensions. Attempts to open files not saved from Adobe Photoshop 2.5, including files saved using the EPS JPEG export module, will display the EPS Rasterizer dialog requesting the desired size, etc. for the raster image. Proceeding from this point when the file was not saved from Adobe Illustrator or Adobe Dimensions is not recommended. Similarly, attempting to place artwork created by programs other than Adobe Illustrator or Adobe Dimensions is not recommended.

When opening or placing Adobe Illustrator files, Photoshop relies on ATM to help generate text. If the Type 1 outline fonts for a typeface are not available, Adobe Photoshop will use Times*, Helvetica*, or Courier as a replacement. If the TrueType versions of these fonts are installed in the system, ATM will report that it cannot get the outline fonts for these fonts, and Adobe Photoshop will be unable to use them for font substitution. This can result in missing text in opened or placed Adobe Illustrator files.

Adobe Dimensions lets you copy PostScript language documents to the Clipboard and then paste/rasterize them in Adobe Photoshop.

VIRTUAL MEMORY AND RAM

If your video display card provides GWorld memory, Adobe recommends that you not use System 7 virtual memory. Turn off System 7 virtual memory using the Memory Control Panel.

When you allocate additional memory (RAM) to Adobe Photoshop, be sure to leave enough available for your operating system. Leave at least 500K (or 5% of RAM, whichever is greater) unused by Photoshop or other applications. If you are copying large images to or from your Clipboard or Scrapbook, leave enough RAM to accommodate these images.

ABOUT TWAIN

If your scanner manufacturer offers a TWAIN Plug-in module that does not work with Photoshop 2.5, please contact the scanner manufacturer for technical support.

The TWAIN specification is complex and the Photoshop plug-in module may support some implementations only.

DOCUMENTATION ERRORS

Quick Reference Card Under Selecting, the 5th item says “any selection tool” plus “Control-Shift and drag”, “Connects separate selections.” It should read: “any selection tool” plus “COMMAND-Shift and drag” “Selects intersecting areas of selections.”

Adobe Illustrator, Adobe Premiere Adobe Photoshop, Adobe Dimensions, and PostScript are trademarks of Adobe

Systems Incorporated which may be registered in certain jurisdictions. *Helvetica and Times are trademarks of Linotype-Hell AG and/or their subsidiaries. Mac and Macintosh are registered trademarks and TrueType is a trademark of Apple Computer Inc. All other brand and product names are trademarks or registered trademarks of their respective holders.

Adobe PhotoDeluxe®

Feature Techniques, U-83; Unexpected Results, U-83; System Errors, U-89;

Installation Issues, U-99; General Information, U-100

Feature Techniques

MAC OS / WINDOWS

Monitor Color Versus Printed Color in PhotoDeluxe General Information

Because monitors and printers generate color differently, colors displayed on a computer monitor often look different when printed. Monitors generate colors by adding red, green, and blue light together (i.e., additive color), while printers generate colors using inks that absorb and reflect red, green, and blue light (i.e., subtractive color).

Additive color and subtractive color are essentially opposites, so it is often difficult to match monitor colors to printed colors. Adobe's more sophisticated image editing tool, Adobe Photoshop, includes color models that simulate printed colors on your monitor, so you can more easily anticipate printed results.

Adobe PhotoDeluxe, however, only uses the red, green, and blue (RGB) color model when displaying an image on your monitor. While the RGB model provides accurate color representation for additive color images (e.g., video, slide shows, World Wide Web images), it doesn't accurately represent printed output. If accurate printed color reproduction is crucial to you, consider using a more sophisticated image editing tool like Adobe Photoshop.

Scratch Disk Use in PhotoDeluxe General Information

Adobe PhotoDeluxe uses both random-access memory (RAM) and free hard disk space (Scratch Disk) as memory to perform image editing operations. To process an image, PhotoDeluxe requires memory approximately equal to three to five times the file size of that image. When there is not enough RAM to process an image, PhotoDeluxe uses the Scratch Disk. Because hard disk access speed is slower than RAM access speed, PhotoDeluxe's performance slows when it uses the Scratch Disk.

Configuring the Scratch Disk in PhotoDeluxe

PhotoDeluxe enables you to use one or two hard drives, Primary and Secondary, as Scratch Disks. By default, Pho-

toDeluxe sets the Primary Scratch Disk to your Startup disk, and the Secondary Scratch Disk to None. If you have more than one hard disk, you can set the Secondary Scratch Disk to that disk. To select a disk as a Scratch Disk from within PhotoDeluxe, choose File > Preferences > Scratch Disk, choose the desired drive from the Primary Scratch Disk or Secondary Scratch Disk pop-up menu, then restart your computer.

Optimizing Scratch Disk Space

Because PhotoDeluxe uses free space on the hard disk for its Scratch Disk, optimizing your hard disk using a disk utility (e.g., Norton Utilities [Macintosh and Windows], MacTools [Macintosh], the SCANDISK and DEFRAG commands, included with MS-DOS 6.2x and later [Windows]) improves PhotoDeluxe's performance when it accesses the Scratch Disk.

MAC OS

Enabling and Disabling Clue Cards in PhotoDeluxe

You can enable and disable all Clue Cards in Adobe PhotoDeluxe by choosing File > Preferences > Turn On All Clue Cards, or File > Preferences > Turn Off All Clue Cards.

You can disable individual Clue Cards as they appear by selecting the Don't Show This Card Again option at the lower left side of each Clue Card. You can close individual Clue Cards without deactivating them by clicking your mouse anywhere on the screen.

Unexpected Results

MAC OS / WINDOWS

Text in PhotoDeluxe 1.x Images Displays or Prints Jagged

ISSUE

Text in Adobe PhotoDeluxe 1.x images displays or prints jagged.

SOLUTIONS

Do one or more of the following:

- A. Select Anti-Aliased in the Text Tool dialog box when you add text to PhotoDeluxe images.
- B. On the Macintosh, install and enable Adobe Type Manager (ATM) 3.9 or later. In Windows, install and enable ATM 3.02 or later.
- C. Increase the resolution of the PhotoDeluxe image before you add text to it:
 1. Open the image to which you wish to add text.
 2. Click the Modify button.
 3. Select the Size tab and click Photo Size.
 4. Deselect the File Size option.
 5. Enter the desired resolution in the Resolution text box.
- D. Add text to PhotoDeluxe images in a page layout application (e.g., Adobe PageMaker, Adobe Home Publisher) or a drawing program (Adobe SuperPaint, Adobe Illustrator).

ADDITIONAL INFORMATION

Text viewed in or printed from PhotoDeluxe can appear jagged if you do not enable the Anti-Aliased text feature. Anti-aliasing improves the display of jagged text by smoothing the edges of type on screen.

When ATM is not installed or is not enabled, text viewed in or printed from PhotoDeluxe can appear jagged. ATM is a utility that rasterizes PostScript fonts so they display smoothly on screen and print smoothly to non-PostScript printers. PhotoDeluxe uses ATM to rasterize fonts for display and printing.

PhotoDeluxe is a bitmap, or pixel-based, application. In a bitmap application, the resolution of an image is measured in pixels per inch (ppi). The number of pixels per inch determines the size of the individual pixels (the higher the resolution, the smaller the pixel). In order for text to look smooth in bitmap images, the resolution needs to be high enough (i.e., the pixels small enough) to hold the detail of the characters. If the resolution of an image is too low, text viewed in or printed from PhotoDeluxe can appear jagged.

WINDOWS

Preview Thumbnails of Slide/Screen Saver Files Display in Black and White in the After Dark Control Panel

ISSUE

Preview thumbnails of color Adobe PhotoDeluxe Slide/Screen Saver files display in black and white in the Select Images To Display dialog box when you click Slides in the After Dark Control Panel.

SOLUTION

Rebuild the catalog for the Slide Set in the After Dark Control Panel:

1. Select After Dark from the Windows 95 Taskbar or double-click the After Dark Control Panel icon on the desktop.
2. Select the SlideShow module from the list of installed modules on the left side of the Control Panel.
3. Click the Slides button.
4. In the Select Images To Display dialog box, ensure Bitmaps is selected from the Slide Set pop-up menu, then click New.
5. In the Create a Picture Set dialog box, double-click the Bitmaps directory, then click OK.
6. Click Yes when After Dark prompts you with "Catalog 'bitmaps' already exists, replace?"
7. After Dark displays the preview thumbnails of color Slide/Screen Saver files in alphabetical order and in color.

ADDITIONAL INFORMATION

The After Dark Control Panel supports 8-bit preview thumbnails, which contain 256 colors or fewer. Adobe PhotoDeluxe files support 24-bit preview thumbnails, which contain 16.7 million colors or fewer. 24-bit preview thumbnails display in black and white in After Dark's Select Images To Display dialog box. When you rebuild the catalog for the Slide Set, After Dark creates 8-bit preview thumbnails for the PhotoDeluxe Slide/Screen Saver files, enabling them to display in color in the Select Images To Display dialog box.

When you play the slide show, your color images display in color, regardless of whether the preview thumbnails display in black and white or color.

HP DeskScan II Scans Black-and-white Image as Negative in PhotoDeluxe

ISSUE

Artwork you scanned using the Hewlett-Packard DeskScan TWAIN 2.3 or earlier driver in Adobe PhotoDeluxe 1.x displays inverted (i.e., negative).

SYMPTOMS

The image was scanned with the Black and White Drawing option selected in DeskScan II.

The preview image displays as expected.

SOLUTIONS

Invert the image in PhotoDeluxe by choosing Image > Map > Invert.

or: Rescan the image as a negative by clicking the negative icon (i.e., the white figure on a black background) at the bottom of the DeskScan II window.

or: Start the DeskScan application included with the Hewlett-Packard scanner, rescan the image, then save the

image as an uncompressed TIFF file. Launch PhotoDeluxe and choose File > Open, select the TIFF file, and click OK.

ADDITIONAL INFORMATION

When you scan an image with the Black and White Drawing option selected in DeskScan II, the image previews positive as expected. After you save the image in DeskScan II and then open it in an image editing or page layout application, it displays inverse or negative, instead of positive.

Network Volume Not Available as Scratch Disk in PhotoDeluxe 1.x

ISSUE

A network volume does not list in the Scratch Disk Preferences dialog box as an available scratch disk in Adobe PhotoDeluxe 1.x.

SOLUTION

Insert the line "AllowNetworkScratch=1" in the pd.ini file:

1. Exit PhotoDeluxe.
2. Open the pd.ini file, located in the Windows directory, in a text editor that saves in text-only format (e.g., Notepad).
3. In the pd.ini file, add the following line anywhere in the file:
`AllowNetworkScratch=1`
4. Save the pd.ini file in text-only format, then restart PhotoDeluxe.

ADDITIONAL INFORMATION

In PhotoDeluxe 1.x, network volumes are not available for scratch disks by default. Adobe Technical Support recommends using a local hard disk as PhotoDeluxe's scratch disk. Because a network connection can suddenly become unavailable, PhotoDeluxe may lose access to the network volume, making the risk of data loss and application errors substantially higher.

When you use a network volume as a scratch disk, network traffic may severely degrade PhotoDeluxe's performance during scratch disk use and may place additional strain on network resources. Check with your network administrator before using a network volume as a scratch disk.

Related Records

Unable to Acquire Images from Casio Digital Camera in PhotoDeluxe for Windows

ISSUE

When you open images from the Casio QV-10 or QV-30 digital camera in Adobe PhotoDeluxe 1.0, nothing happens (i.e., the camera does not open) or PhotoDeluxe returns the error, "A problem occurred while communicating with the camera. Make sure the camera is turned on, and the communication cable plugged in. If the problem persists,

turn the camera off and back on. You may also need to close and reopen the Camera Window."

SOLUTIONS

Do one or more of the following:

- A. Ensure you are opening the Casio camera images correctly in PhotoDeluxe:
 1. Make sure the camera is connected to the computer and is turned on and awake.
 2. In PhotoDeluxe, choose File > Acquire > Select TWAIN_32 Source.
 3. Select Casio Digital Camera in the Source Selection box, then click Select.
 4. Choose File > Acquire > TWAIN_32.
 5. Click Open Camera. When the camera is working correctly with PhotoDeluxe, the message "Get Thumbnails Now?" appears with Yes and No options. If you click Yes, PhotoDeluxe displays a thumbnail of each picture on the camera.
- B. Open the camera in Casio's stand-alone application that enables you to connect your digital camera to your computer (e.g., QV-PC, QV-Link) to make sure that the camera works with that application:
 1. Quit PhotoDeluxe.
 2. Start Casio's application (e.g., QV-PC, QV-Link). For instructions on installing, starting, or running the application, refer to the user guide included with your Casio digital camera.
 3. Open the camera (e.g., choose File > Open Camera or Camera > Get From Camera).
 4. If Casio's application returns an error or the camera doesn't open (i.e., nothing happens), refer to the user guide included with your Casio digital camera or contact Casio Technical Support.
- C. Install Casio's Twain files, restart PhotoDeluxe, then reopen the camera:
 1. Quit PhotoDeluxe.
 2. Locate the Casio Twain Installer (Setup.exe) file, which is in one of the following locations:
 - The Disk 1 directory on Casio's PhotoDeluxe CD-ROM
 - The Disk 1 directory on Casio's software disks
 - The Twain directory on the QV-PC Including Twain Module for Windows software disk
 - The root directory on the Twain Driver disk, included with Casio digital cameras
 3. Double-click the Setup.exe file to install the Casio Twain files.
 4. Restart PhotoDeluxe and then open the camera.
- D. Set the Comm Port and Baud Rate settings in PhotoDeluxe to match those in Casio's application:
 1. In Casio's application (e.g., QV-PC, QV-Link), open the dialog box that contains the Comm Port and Baud Rate settings (e.g., choose Camera > Setup or File > Preferences).
 2. Note the Comm Port (e.g., COM1) and Baud Rate (e.g., 9600, 14400) settings, then click OK.
 3. Quit Casio's application.

4. In PhotoDeluxe, choose File > Acquire > Select TWAIN_32 Source.
5. Select Casio Digital Camera, then click OK.
6. Choose File > Acquire > TWAIN_32, then click Setup.
7. Set the Comm Port and Baud Rate to the settings you noted in step 2, then click OK.
8. Click Open Camera.

ADDITIONAL INFORMATION

Casio's stand-alone application is provided by Casio for opening images from the QV-10 and QV-30 digital cameras. PhotoDeluxe cannot open the Casio camera when the Comm Port and Baud Rate settings in PhotoDeluxe are different than those in Casio's application. If the camera does not work with Casio's application, it will not work with other applications (e.g., PhotoDeluxe). When the camera works with Casio's application, then the Comm Port and Baud Rate settings in that application are correct and are the settings you should use in PhotoDeluxe.

The Casio digital camera software disks include two Setup.exe files in different locations. One installs Casio's stand-alone application, and the other installs the Casio Twain files (i.e., Clemens.ds and ls_disp.dll) in the Windows\Twain\QvTwain directory in the root directory of your hard disk. When the Casio Twain files are not installed, you cannot open the camera in PhotoDeluxe.

Earlier releases of the Casio QV-10 and QV-30 digital camera include the QV-PC stand-alone application. Its application file is Qvpc.exe, which is installed in the Qvpc directory in the root directory of your hard disk. Later releases include the QV-Link stand-alone application. Its application file is Qvlink16.exe (Windows 3.1x) or Qvlink32.exe (Windows 95), which is installed in the Qvlink directory in the root directory. Because Casio is continually updating its stand-alone application, the name and location of your version of the application may differ from those noted here.

MAC OS

Desired File Format Unavailable When Exporting a PhotoDeluxe File

ISSUE

When exporting a file by choosing File > Export, Adobe PhotoDeluxe does not list or dims the desired file format in the Format pop-up menu.

SOLUTIONS

Do one or more of the following:

- A. When the file format is provided by a plug-in, install the file format plug-in into the File Format folder in PhotoDeluxe's Plug-ins folder. By default, PhotoDeluxe installs the BMP, CompuServe GIF, Kodak Digital Sci-

ence Photo CD, PCX, and Targa plug-ins into the File Format folder.

- B. Update PhotoDeluxe's preference file by quitting PhotoDeluxe, then holding down the Command key while double-clicking on the PhotoDeluxe application icon.
- C. Reset the location of PhotoDeluxe's Plug-ins folder:
 1. Launch PhotoDeluxe, then choose File > Plug-ins > Preferences.
 2. In the Select the Plug-ins Folder dialog box, click once on the Plug-ins folder to select it.
 3. Click the Select 'Plug-ins' button, located at the bottom of the dialog box.
 4. Restart PhotoDeluxe.
- D. Recreate PhotoDeluxe's preferences file:
 1. Quit PhotoDeluxe.
 2. Delete the Adobe PhotoDeluxe Prefs file, located in the Preferences folder in the System Folder.

ADDITIONAL INFORMATION

PhotoDeluxe uses file format plug-ins to export documents in BMP, CompuServe GIF, Kodak Digital Science Photo CD, PCX, and Targa file formats. When the file format plug-in required to export one of these formats is not installed in PhotoDeluxe's Plug-ins folder, or when PhotoDeluxe's link to its Plug-ins folder is broken, the formats are unavailable in the Format pop-up menu.

PhotoDeluxe's preferences file contains the location of the Plug-ins folder. When the Plug-ins folder name or location changes and the preferences file is not updated with these changes, or when the preferences file is damaged, PhotoDeluxe cannot access plug-ins. Deleting the preferences file and relaunching PhotoDeluxe forces PhotoDeluxe to create a new preferences file that contains updated plug-in folder and file information, and default preferences settings.

PhotoDeluxe does not require plug-ins to export documents in Photoshop 3.0, Photoshop 2.0, Adobe Acrobat, EPS, JPEG, PICT, or TIFF format, because support for these formats is built into the PhotoDeluxe application.

You can add other file formats to PhotoDeluxe's Format pop-up menu by installing a third-party file format plug-in in the File Format folder.

CompuServe GIF is dimmed in PhotoDeluxe's Format pop-up menu by default because the GIF89a Export option is available directly under the Export menu.

Cursor Disappears in PhotoDeluxe 1.x for the Macintosh

ISSUE

The cursor (e.g., paintbrush, pencil, magic wand, marquee, etc.) disappears or is faint when positioned over an image in Adobe PhotoDeluxe 1.x.

SOLUTIONS

Do one or more of the following:

- A. Restart the Macintosh with extensions off and launch PhotoDeluxe to verify that added extensions or control panels are not causing the problem. To turn all extensions off upon startup in System 7, restart the computer while holding down the Shift key until the message "Welcome to Macintosh. Extensions Off." appears. If the problem goes away with extensions off, troubleshoot extension conflicts.
- B. Disable the DirectCursors plug-in to prevent it from loading when you launch PhotoDeluxe:
 1. Quit PhotoDeluxe.
 2. Rename the DirectCursors folder by typing Option + l (lowercase "L") at the beginning of the DirectCursors folder name, or move the DirectCursors plug-in to another location (e.g., desktop). The DirectCursors folder is located in the Extensions folder inside of PhotoDeluxe's Plug-ins folder.
 3. Restart PhotoDeluxe.
- D. Ensure only one DirectCursors plug-in is installed in PhotoDeluxe's Plug-ins folder or subfolder of the Plug-ins folder.
- E. Recreate PhotoDeluxe's preferences file:
 1. Quit PhotoDeluxe.
 2. Delete or remove the Adobe PhotoDeluxe Prefs file, located in the Preferences folder in the System Folder.
 3. Launch PhotoDeluxe.

ADDITIONAL INFORMATION

The cursor disappears or is faint when positioned over an image in PhotoDeluxe if one or more extensions conflict with the DirectCursors plug-in, more than one DirectCursors plug-in is installed in the Plug-ins folder, or if PhotoDeluxe's preferences file is damaged.

The DirectCursors plug-in enables several display-related cursor features. Selecting the Brush Size option in the Cursors Preferences dialog box enables the DirectCursors plug-in to display brush cursors larger than 16 pixels. Disabling the DirectCursors plug-in limits the display size of the cursor to PhotoDeluxe's maximum size of 16 pixels. The DirectCursors plug-in also enables the crosshair cursor to contrast against a 50% neutral gray background. Disabling the DirectCursors plug-in may cause the crosshair cursor to be invisible against a neutral 50% gray, or similar shade background.

**Only 24 Bit Depth Option Available
When Exporting in BMP Format
From PhotoDeluxe 1.0**

ISSUE

When you export a file in BMP format from Adobe PhotoDeluxe 1.0, the 1 bit, 4 bit, and 8 bit Depth options and the Compress (RLE) option are dimmed in the BMP Options dialog box.

SOLUTION

Save the file as a 24-bit BMP file without RLE compression, then open and save the BMP file in an application that can save RLE-compressed, 1-bit, 4-bit, and 8-bit BMP files (e.g., Adobe Photoshop 3.0.5 or later).

ADDITIONAL INFORMATION

PhotoDeluxe 1.0 cannot create, save, or export RLE-compressed, or 1-bit, 4-bit, or 8-bit BMP files, but it can export uncompressed 24-bit BMP files.

When PhotoDeluxe opens an RLE-compressed, or 1-bit, 4-bit, or 8-bit BMP file, it converts the file to 24-bit RGB format, which is PhotoDeluxe's native format. PhotoDeluxe opens all images in an Untitled window, so that when you save the image, PhotoDeluxe does not overwrite the original file.

Unable to Open PhotoCD File in PhotoDeluxe

ISSUE

When you open a Kodak PhotoCD image in Adobe PhotoDeluxe 1.0, PhotoDeluxe returns the error "Cannot read or write the Precision Transform." After you click OK in the error dialog box, the PhotoCD image does not open.

SOLUTIONS

Do one or more of the following:

- A. Make sure the KPCMS folder is installed the System Folder. If the KPCMS folder is located somewhere other than the System Folder, place it in the System Folder.
- B. Reinstall Kodak Photo CD Support from the Adobe PhotoDeluxe CD-ROM:
 1. Quit PhotoDeluxe and all other applications.
 2. Insert the Adobe PhotoDeluxe CD-ROM, then double-click the Adobe PhotoDeluxe Installer.
 3. In the Adobe PhotoDeluxe Install dialog box, choose Custom Install from the pop-up menu in the upper left corner of the dialog box.
 4. Select the Kodak Photo CD Support option, then click Install.
 6. Restart the Macintosh.

ADDITIONAL INFORMATION

PhotoDeluxe 1.0 uses Precision Transform files (i.e., adobergb.pt, pcdcnyc.pt, phcdcn01.pt, phcdek01.pt, phcdko01.pt) in the KPCMS folder inside the System Folder to open PhotoCD files. When the KPCMS folder or the Precision Transform files it contains are missing or damaged, PhotoDeluxe cannot open PhotoCD files.

Unable to Paste from PhotoDeluxe into Scrapbook

ISSUE

When you copy an image from Adobe PhotoDeluxe and then try to paste it into the System 7.5.x Scrapbook, the Paste command is dimmed in the Scrapbook's Edit menu, and nothing happens when you type the keyboard shortcut for the Paste command (i.e., Command + V).

SOLUTION

Increase the amount of memory allocated to the Scrapbook:

1. Quit the Scrapbook.
2. At the Finder, click once on the Scrapbook icon in the Apple Menu Items folder, then choose File > Get Info.
3. In the Scrapbook Info dialog box, increase the Preferred Size value to a value larger than the file size of the image you copied in PhotoDeluxe.
4. Close the Scrapbook Info dialog box, then relaunch Scrapbook and choose Edit > Paste.

ADDITIONAL INFORMATION

The Paste command is disabled in the System 7.5.x Scrapbook when the Scrapbook does not have enough memory to store the element copied to the clipboard. Increasing the amount of memory allocated to the Scrapbook enables the clipboard element to be pasted into the Scrapbook file.

Because System 7.1.x and earlier's Scrapbook is a desk accessory rather than an application, you cannot adjust the amount of memory available to it.

System Errors

WINDOWS

Win32s Errors in PhotoDeluxe Troubleshooting Guide

ISSUE

When starting or running PhotoDeluxe, Windows returns a Win32s error.

SYMPTOMS

One of the following Win32s error occurs:

"Improper installation Win32s requires W32s.386 in order to run. Reinstall Win32s."

"Application Execution Error: One of the library files needed to run this application is damaged. Please reinstall this application."

"Pd.exe Unhandled Exception detected code [0xC0000005]. Application will be terminated."

"Win32sxxxx An error has occurred in this application."

"Unexpected DOS Error -21"

- "Unexpected DOS Error 21"
- "Win32s Error. Initialization of a dynamic link library failed. The process is terminating abnormally."
- "Undefined Call to Dynalink."
- "Invalid Call to Dynalink."
- "Invalid Call to a Dynamic Link Library."
- "Invalid Dynamic Link call to a DLL file."

SOLUTIONS

Do one or more of the following:

- A. Ensure your hard disk contains a Win32s directory. When installing, PhotoDeluxe creates a Win32s directory in the Windows\System directory. When the Win32s directory does not exist, remove and reinstall PhotoDeluxe.
- B. Recreate PhotoDeluxe's preferences files:
 1. Quit PhotoDeluxe.
 2. Delete the Pd.psp and Ccolorsd files, which are located in the Photodlx\Prefs directory.

NOTE: Custom preference settings will be lost.

- C. Ensure you have at least 8 megabytes (MB) of memory (RAM), the minimum amount PhotoDeluxe requires to run.
- D. Ensure you have sufficient free disk space on the hard disk targeted as PhotoDeluxe's Scratch Disk. By default, PhotoDeluxe uses your startup disk (the disk where Windows is installed) as its Primary Scratch Disk. After installing PhotoDeluxe you should have a minimum of 25 MB available on your startup disk. To select another hard disk as PhotoDeluxe's Primary or Secondary Scratch Disk, choose File > Preferences > Scratch Disks, then select the desired hard disk from the Primary or Secondary pop-up menu.
- E. Optimize and defragment your hard disk(s) using the Scandisk and Defrag commands at a DOS prompt or a disk optimization utility (e.g., Norton Utilities by Symantec Corporation). Refer to your DOS documentation for information on using the Scandisk and Defrag commands, or to the documentation provided by the disk optimization utility.
- F. Remove, then reinstall PhotoDeluxe and its Win32s components. For instructions, see Additional Information.
- G. Recreate and resize the Windows swap file (i.e., virtual memory):
 1. Open the Windows Control Panel, located in the Main group of Program Manager.
 2. Double-click the 386 Enhanced icon.
 3. In the 386 Enhanced dialog box, select Virtual Memory, then click Change.
 4. In the Virtual Memory dialog box, select NONE from the Type pop-up menu in the New Settings section, click OK, then restart Windows.
 5. Repeat steps 1-3, then go to step 6.
 6. In the Virtual Memory dialog box, select Permanent from the Type pop-up menu in the New Settings section, and change the size of the swap file in the New

Size text box to a value that equals or approximates the amount of your computers installed RAM, or 16 MB, whichever is greater.

7. Click OK, then restart Windows.
- H. Specify an uncompressed disk (i.e., a disk that is not compressed by a disk compression utility [e.g., Stacker, Drivespace]) for PhotoDeluxe's Scratch Disk and the Windows swap file (i.e., virtual memory).
- I. Ensure there's adequate free space on the hard disk for temporary files (i.e., 10-20 MB free on the disk to which the temporary files are written) by doing one or more of the following:
 - A. Exit to DOS, then from each drive's root directory (e.g., C:\) delete all files with the *.tmp extension by typing: `del *.tmp`
 - B. Delete or remove unnecessary files on the hard disk specified in the "Set Temp=" line in the Autoexec.bat file.
 - C. Edit the "Set Temp=" line in the Autoexec.bat file to specify a directory on a non-compressed disk that has sufficient free disk space.
 - J. Use a video driver that is compatible with Win32s version 1.30.167 or later, Win32-based applications, and 256 or more colors. To determine whether your video driver is compatible with Win32s or to change to another video driver that is compatible (e.g., Windows Super VGA video driver), refer to the video driver's documentation, or contact the video driver's manufacturer.

NOTE: Make a backup copy (e.g., System.bak) of the System.ini file, located in the Windows directory, before changing your video driver. You can use the backup file to restore your original video settings at any time by copying the backup file over the newer System.ini file at a DOS prompt by typing:

```
cd windows
```

And then at the C:\Windows prompt type:

```
copy system.bak system.ini
```

Press Enter. This copies your original System.ini file (e.g., System.bak) over the newer System.ini file, restoring your original video settings.

- K. Use a mouse driver that is compatible with Win32s version 1.30.167 or later. To determine if your mouse driver is compatible with Win32s version 1.30.167 or later, refer to its documentation or contact the manufacturer.
- L. Ensure nothing is loading in Windows by disabling (i.e., remarking out) the "load=" and "run=" lines in the Win.ini file:
 1. Make a backup copy of the Win.ini file located in the Windows directory.
 2. Open the Win.ini file in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
 3. In the [windows] section, insert a semicolon at the beginning of the "load=" and "run=" lines. For example:


```
 ;load=
 ;run=
```

4. Save the Win.ini file in text-only format, then restart Windows.

NOTE: Disabling the load and run lines disables programs and utilities (e.g., video control panels, screen savers, virus protection utilities) that load automatically in Windows. If disabling the load and run lines does not solve the Win32s error, delete the semicolons you added to the beginning of the load and run lines to restore your original configuration.

- M. Prevent programs from starting automatically in Windows by removing their icons from the Startup group:
 1. In Program Manager, double-click the Startup group.
 2. Drag all icons from the Startup group to another group (e.g., Accessories, Main).
 3. Restart Windows.
- N. Ensure there is only one copy of each of the Windows system files (i.e., Win.com, System.ini, and Win.ini) installed on your computer. When multiple copies exist, rename the duplicate Win.com, System.ini, and Win.ini system files (e.g., rename the Win.ini file "Win.old").
- O. Reduce the size of your system's Win.ini file to 32K or less by removing unneeded entries, sections, or font lines (e.g., TrueType fonts listed in the [fonts] section, PostScript fonts listed in the [PostScript,LPTx] section). For instructions, refer to your Windows documentation or contact Windows technical support.
- P. Run Windows in a "minimized" configuration:

Create a bootable floppy disk with Autoexec.bat and Config.sys files that contain only the information necessary to start Windows and PhotoDeluxe. For instructions on creating a bootable floppy disk to run a "minimized" Windows and PhotoDeluxe, see Additional Information.

OR: If you are Using MS-DOS version 6.0 or later, you can use the F8 key function in DOS to load an Autoexec.bat and Config.sys files that contain only the information necessary to start Windows and PhotoDeluxe. For instructions on using the F8 key to run a "minimized" Windows and PhotoDeluxe, see Additional Information.

If the Win32s error does not reoccur when you start PhotoDeluxe when running Windows in a "minimized" configuration, do one or more of the following:

- A. Determine which line or lines in the Autoexec.bat or Config.sys file is loading software in DOS that is causing the Win32s error in PhotoDeluxe. To isolate the conflicting line or lines, add each removed line back into the Autoexec.bat or Config.sys file one at a time, reboot the computer, then attempt to recreate the error in PhotoDeluxe. If the Win32s error reappears, the line most recently added is most likely the cause of the error. For more information about which line or lines in the Config.sys or Autoexec.bat files are causing the problems, contact Microsoft Windows technical support.
- B. Reduce the number of devices that are loading in Windows or DOS to reduce the amount memory required by devices in DOS, which ensures Windows and PhotoDeluxe can run successfully.

ADDITIONAL INFORMATION

The Win32s subsystem, developed by Microsoft, enables 32-bit applications (e.g., PhotoDeluxe 1.0, Adobe PageMaker 6.0) to run in 16-bit operating systems (e.g., Windows 3.1x, Windows for Workgroups). When the system encounters a conflict or error when running Win32s, the system returns a Win32s error. PhotoDeluxe requires Win32s version 1.30.167 or later. If you install a program that uses an older version of Win32s, PhotoDeluxe may return a Win32s error. Reinstalling PhotoDeluxe restores the correct version of Win32s.

When running Win32s-based applications in Win32s, incompatible software (e.g., video driver, mouse driver), conflicting software (e.g., duplicate system files), insufficient memory, or damaged software cause system errors (e.g., Win32s errors) to occur.

The maximum valid size for Windows initialization (*.ini) files (e.g., Win.ini file) is 64K. Applications running in Windows may be unable to read *.ini files when they exceed 32K. When the size of the Win.ini file exceeds 32K or 64K, Windows or applications running in Windows behave unpredictably (e.g., system configuration changes are not implemented, fonts are missing, printer information is missing, application's default information is not saved).

The "Set Temp=" line in your Autoexec.bat file specifies the directory containing your temporary files.

Video drivers using the S3 chip may not be compatible with Win32s-based applications.

To remove PhotoDeluxe and its Win32s components from your system:

1. Exit PhotoDeluxe.
2. In File Manager, move all personal files out of the Photodlx directory and its subdirectories.
3. Delete the Photodlx directory and the files and subdirectories it contains.
4. Delete, move, or rename the Windows\System\Win32s directory and all of its files.

NOTE: Other applications may also use Win32s files. Instead of deleting these files, moving or renaming them enables you to restore these files should another application require them.

5. Open the System.ini file, located in the Windows directory, in a text editor that can save in text-only format (e.g., Notepad) and delete the following line from [386Enh] section:
6. Save the System.ini file in text-only format, then exit Windows.
7. From DOS, delete, move, or rename the following four files from the Windows\System directory:

```
Win32s16.dll
Win32s.ini
W32sys.dll
Winmm16.dll
```

To delete these files, type the following DOS command at the DOS prompt for each file to be deleted:

```
del C:\windows\system\filename
```

or: To move these files, type the following DOS command at the DOS prompt for each file to be moved:

```
move C:\windows\system\filename
newpathname\filename
```

or: To rename these files, type the following DOS command at the DOS prompt for each file to be renamed:

```
ren C:\windows\system\filename
C:\windows\system\newfilename
```

8. Restart Windows and reinstall PhotoDeluxe. Refer to the PhotoDeluxe documentation for instructions. *To create a bootable floppy disk to run a "minimized" Windows and PhotoDeluxe:*

1. At the DOS prompt, insert a floppy disk and then type the following command:

```
FORMAT A: /s
```

where A: is the floppy disk drive letter. The "/s" switch is required and tells DOS to create a "boot sector" on the floppy disk and copy three additional files necessary for DOS to function.

or: In Windows, open File Manager and choose Disk > Make System Disk. Insert a floppy disk and then click Yes when prompted, "Are you sure you want to copy system files onto the disk in drive A:?"

2. Use the COPY command at the DOS prompt or the COPY command in File Manager to copy the Autoexec.bat and Config.sys files from the root directory of the hard disk to the floppy disk.

3. Minimize the Autoexec.bat file on the floppy disk:

- A. Open the Autoexec.bat file on the floppy disk in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
- B. Delete all but the following lines:

```
PROMPT $p$g
PATH=
SET TEMP=
```

NOTE: The entries after "Path=" (or "Set Path=") and "Set Temp=" (or "Temp=") vary from one machine to another.

- C. Save the Autoexec.bat file on the floppy disk in text-only format.

4. Minimize the Config.sys file on the floppy disk:

- A. Open the Config.sys file on the floppy disk in a text editor that can save in text-only format (e.g., Windows Write, Notepad).

- B. Delete all but the following lines:

```
DEVICE=C:\WINDOWS\HIMEM.SYS
FILES=
BUFFERS=
STACKS=
```

- C. Save the Config.sys file on the floppy disk in text-only format.

NOTE: The "Files=", "Buffers=" and "Stacks=" lines are followed by numbers which vary from one machine to another. The Himem.sys file may be located in either the Dos or Windows directory.

5. Restart the computer with the bootable floppy disk in the floppy disk drive.

To use the F8 key to run a “minimized” Windows and PhotoDeluxe:

1. Restart the computer.
2. When you see the message “Starting MS-DOS...” press the F8 key on your keyboard.
3. Press Y on your keyboard when DOS prompts you to process the Config.sys file.
4. Press Y on your keyboard to load only to the lines listed below. Press N for all other entries in the Config.sys file.


```
DEVICE=C:\WINDOWS\HIMEM.SYS
FILES=
BUFFERS=
STACKS=
```

NOTE: The “Files=,” “Buffers=” and “Stacks=” lines are followed by numbers which vary from one machine to another. The Himem.sys file may be located in either the Dos or Windows directory.

5. Press Y on your keyboard when DOS prompts you to process the Autoexec.bat file.
6. Press Y on your keyboard to load only to the lines listed below. Press N for all other entries in the Autoexec.bat file.


```
PROMPT $p$g
PATH=
SET TEMP=
```

NOTE: The entries after “Path=” (or “Set Path=”) and “Set Temp=” (or “Temp=”) vary from one machine to another.

7. After you process the Config.sys and Autoexec.bat files, type “Win” at the DOS prompt to start Windows, then start PhotoDeluxe.

Error “GROWSTUB... in module POINTER.DLL ” or Mouse Freezes in PhotoDeluxe 1.x

ISSUE

When launching Adobe PhotoDeluxe 1.x, the mouse freezes or the system returns the error “GROWSTUB caused a General Protection Fault in module POINTER.DLL.”

SOLUTIONS

Do one or more of the following:

- A. Remove the reference to Pointer.exe in the WIN.INI file and change the mouse driver to Microsoft, or IBM PS/2:
 1. Exit all Windows applications.
 2. Make backup copies of the WIN.INI and SYSTEM.INI files located in the WINDOWS directory. For instructions on making backup copies of the WIN.INI and SYSTEM.INI files, see Additional Information.
 3. Open the WIN.INI file located in the WINDOWS directory in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
 4. In the “Load=” line in the [Windows] section, delete the reference to Pointer.exe including its path (e.g., C:\Windows\Pointer.exe). After deleting the reference to Pointer.exe, there should be one space between any

- references remaining in the “Load=” line (e.g., Load=[reference] [reference] [reference]).
5. Save the WIN.INI file in text-only format, then exit the text editor (e.g., Windows Write, Notepad).
6. Double-click the Windows Setup icon in the Main group of the Program Manager.
7. Choose Options > Change System Settings.
8. In the Mouse pop-up menu, select Microsoft, or IBM PS/2, then click OK. If Windows asks you whether you want to use the currently installed driver or install a new one, select Current. If you choose New, you will need your Windows installation disk set.
9. Restart Windows.
 - B. Ensure there’s only one MOUSE.DRV file installed and that it is located in the directory listed in the “mouse.drv=” line in the [boot] section in the SYSTEM.INI file. When the “mouse.drv=” line reads “mouse.drv=mouse.drv,” the system is accessing the MOUSE.DRV file located in the WINDOWS\SYSTEM directory, which is the where Windows installs the mouse driver by default. When the “mouse.drv=” line does not point to the correct location of the MOUSE.DRV file, open the SYSTEM.INI file in a text editor that can save in text-only format (e.g., Notepad, Windows Write), then edit the line so that it points to the correct location of the MOUSE.DRV file. Delete or rename MOUSE.DRV files that are not located in the directory listed in the “mouse.drv=” line in the SYSTEM.INI file.
 - C. Ensure the file size of the MOUSE.DRV file is correct. The correct file size of the MOUSE.DRV file for the Microsoft, or IBM PS/2 mouse driver is either 10672 bytes or 10144 bytes. When the MOUSE.DRV file size is not 10672 or 10144 bytes, reinstall the MOUSE.DRV file by first installing a different mouse driver, then reinstalling the desired mouse driver to force Windows to overwrite the current mouse driver. For instructions, see Additional Information.
 - D. Reinstall the MOUSE.DRV file by first installing a different mouse driver, then reinstalling the desired mouse driver to force Windows to overwrite the current mouse driver. For instructions, see Additional Information.
 - E. Use Windows File Manager to search all volumes for multiple WIN.INI and SYSTEM.INI files. The WIN.INI and SYSTEM.INI files should be located in the WINDOWS directory. Rename duplicate WIN.INI and SYSTEM.INI files that are located in directories other than the WINDOWS directory.
 - F. Obtain an updated mouse driver from your mouse manufacturer.

ADDITIONAL INFORMATION

When launching PhotoDeluxe 1.x, the mouse freezes or the system returns the error “GROWSTUB caused a GPF in module POINTER.DLL” when the mouse driver and its Pointer.exe file are incompatible with Win32s, the mouse driver is incorrectly referenced in the SYSTEM.INI file, the

mouse driver file is damaged, or when you have multiple WIN.INI and SYSTEM.INI files.

When the size of the MOUSE.DRV file for the Microsoft, or IBM PS/2 mouse driver is not 10672 bytes or 10144 bytes, the file may be damaged. When there are multiple copies of the WIN.INI and SYSTEM.INI files, which store information about your mouse, the mouse information in each file may differ, resulting in conflicting mouse information that causes a system error (e.g., "GROWSTUB caused a GPF in module POINTER.DLL," freeze).

To make backup copies of your SYSTEM.INI or WIN.INI file:

1. In the Windows File Manager, locate either the SYSTEM.INI or WIN.INI file in the WINDOWS directory, then click once to select it.
2. Choose File > Copy.
3. Insert a blank formatted disk into the disk drive.
4. In the To text box of the Copy dialog box, enter the appropriate drive indicator (e.g., "A:\," "B:\"), then click OK.

NOTE: You can copy the backup WIN.INI and SYSTEM.INI files back into the WINDOWS directory to restore original settings.

To reinstall the MOUSE.DRV file by first installing a different mouse driver, then reinstalling the desired mouse driver to force Windows to overwrite the current mouse driver:

1. Ensure you have your Windows installation disks or CD-ROM, then exit Windows.
2. From a DOS prompt, type "cd windows" to change to the WINDOWS directory.
3. Type "setup" then press Enter to open Windows Setup.
4. Arrow up to the Mouse line, then press Enter to open the list of mouse choices.
5. Select No Mouse or Other Pointing Device, then press Enter.
6. Press Enter to accept the configuration.
7. If Setup prompts you for an installation disk, insert your installation disk then enter the path to the designated drive and directory to locate the required files. For example, on the Dell Windows 3.1 CD-ROM, the necessary Windows files are in the WINDOWS.310 directory. Setup automatically returns to DOS after locating and copying the necessary files.
8. At the WINDOWS DOS prompt, type "setup."
9. Arrow up to the Mouse line.
10. Press Enter to open the list of mouse choices.
11. Select Microsoft, or IBM PS/2, then press Enter.
12. Press Enter to accept the configuration.
13. When Setup displays the message "This driver for Mouse is already installed on your system..." press the Esc key to replace the currently installed driver.
14. When Setup prompts you for an installation disk, insert your installation disk and enter the path to the designated drive and directory to locate the required files. For example, on the Dell Windows 3.1 CD-ROM disk, the required Windows files are located in the WIN-

DOWS.310 directory. Windows Setup installs the MOUSE.DRV file in the WINDOWS\SYSTEM directory by default, and automatically returns to DOS after locating and copying the required files.

15. At the DOS prompt, type "win" to restart Windows.
16. Verify the file size of the MOUSE.DRV file is either 10672 bytes or 10144 bytes.

Error "At least one system component is out of date" When Starting PhotoDeluxe in Windows 3.1x

ISSUE

When you start Adobe PhotoDeluxe in Windows 3.1x, the error, "WIN32s Error: At least one system component is out of date. Please reinstall C:\Photodlx\PD.exe." appears and is followed by one of the following errors:

"WIN32s Error. Initialization of a dynamic link library failed. The process is terminating abnormally."

"Application execution error. Application requires Microsoft Win32s extensions."

"Undefined Call to Dynalink"

"Invalid Call to Dynalink"

"Invalid Call to a Dynamic Link Library"

"Invalid Dynamic Link call to a DLL file"

"DOS Error 21"

SOLUTION

Remove duplicates of system files required by PhotoDeluxe:

1. In File Manager choose File > Search.
2. In the Search For text box, enter the name of a system file required by PhotoDeluxe. For a list of these system files, see Additional Information.
3. In the Start From text box, enter the location of the Windows 3.1x directory (e.g., C:\Windows).
4. Select the Search All Subdirectories option, then click OK.
5. If you find duplicate files, note name of the file and the location of each duplicate file.
6. Repeat steps 2-5 for each file listed below.
7. In File Manager, double-click the root level of the hard disk containing Windows, then choose File > Create Directory.
8. Enter the name of the temporary directory where you want to move all duplicate files, then click OK.
9. Exit Windows.
10. At the DOS prompt, move duplicate files noted in step 5 into the directory created in steps 7-8.
11. Restart Windows.

ADDITIONAL INFORMATION

In Windows 3.1.x, PhotoDeluxe installs the system files it requires into the Windows and Windows\System directories. If other applications install duplicates of these files in the Windows directory or its subdirectories, PhotoDeluxe

returns the error, "WIN32s Error: At least one system component is out of date. Please reinstall C:\Photodlx\PD.exe." when starting.

System files required by PhotoDeluxe in the Windows directory:

Name	Date	Size in Bytes
Ctl3d.dll	09-16-94	20,976
Ctl3d32s.dll	09-16-94	26,112
Kpapi32.dll	varies	varies
Kpcms.ini	varies	varies
Kpcp32.dll	varies	varies
Kpsys32.dll	varies	varies
Pcdlib32.dll	varies	varies
Twain.dll	varies	varies
Twain_32.dll	varies	varies
Twunk_16.exe	varies	varies
Twunk_32.exe	varies	varies

System files required by PhotoDeluxe in the Windows\System directory:

Name	Date	Size in Bytes
Compobj.dll	09-06-95	109,056
Ctl3d32.dll	09-16-94	26,112
Msvcrt10.dll	07-23-93	210,944
Msvcrt20.dll	01-20-95	244,736
Ole2.dll	09-06-95	304,640
Ole2.reg	04-16-95	28,113
Ole2conv.dll	08-14-95	57,328
Ole2disp.dll	07-25-95	165,008
Ole2nls.dll	07-25-95	152,976
Ole2prox.dll	09-06-95	51,712
Ole2thk.dll	09-06-95	25,088
Penwin.dll	05-30-92	130,816
Stdole.tlb	07-25-95	5,472
Storage.dll	03-02-95	157,696
Typelib.dll	07-25-95	177,824
W32sys.dll	10-02-95	12,112
Win32s16.dll	10-19-95	167,424
Windows.hlp	09-05-95	21,473
Winhlp32.cnt	09-05-95	903
Winhlp32.exe	09-11-95	329,774
Winhlp32.hlp	09-05-95	31,684
Winmm16.dll	10-01-95	29,184

PhotoDeluxe 1.0 Fails to Launch, Crashes, or Displays Incorrectly

ISSUE

When you run Adobe PhotoDeluxe 1.0 in Windows 3.1x, PhotoDeluxe fails to launch, generates Win32s errors, freezes, or displays incorrectly (e.g., the startup screen does not display, palettes are truncated).

SOLUTIONS

When using a video card based on the S3 chip set, modify the SYSTEM.INI file:

NOTE: For a list of video cards that use the S3 chip set, see Additional Information.

1. Make a backup copy of the SYSTEM.INI file, located in the Windows directory.
2. Open the original SYSTEM.INI file in a text editor can save in text-only format (e.g., Windows Write, Notepad).
3. In the [Display] section, locate the "aperture-base=100" line and change it to read: aperture-base=0
4. Save the SYSTEM.INI file in text-only format, then restart Windows.

OR: Obtain an updated Win32- or Win32s-compatible video driver from your video card manufacturer. If you know your video card's S3 chip set type (e.g., S3-928, S3-801, S3-924), you can download an updated driver from the Microsoft TechNet or BBS.

OR: Use a different video driver or video driver resolution. If you're using Windows for Workgroups 3.11, install a Windows VGA driver (e.g., 640 x 480 x 256 colors). If you're using Windows 3.1, use a different video driver resolution for your video driver (e.g., 800 x 600 x 256 colors, instead of 1024 x 768 x 256 colors).

NOTE: PhotoDeluxe requires at least 256 colors.

ADDITIONAL INFORMATION

Some video drivers, including those based on the S3 chip set, are not compatible with Win32-based applications (e.g., PhotoDeluxe). When you run a Win32-based application with an incompatible video driver, Win32s errors may occur, the computer may freeze, or the display may be incorrect. To determine whether your video card has an S3 chip, refer to the documentation included with the video card or contact the manufacturer of the card.

Video cards based on the S3 chip set include:

Actix Graphics Engine
 Actix Graphics Engine 32 Plus
 Diamond Stealth 24
 Diamond Stealth 24 VLB
 Diamond Stealth Pro&Pro VLB
 Diamond Stealth Vram
 Diamond Stealth 64
 Elsa Winner 1000
 Metheus Premier 928
 Metheus Premier VL-Bus 928
 Micronics VL-Bus
 Number 9 GXE

Orchid Fahrenheit 1280
 Orchid Fahrenheit VA
 Orchid Fahrenheit VA/VLB
 STB Powergraph X-24
 STB Powergraph VL-24
 STB Wind/X HC

MAC OS

System Error (e.g., Type 11) Running PhotoDeluxe 1.0x Troubleshooting Guide

ISSUE

A Type 11, Type 1, or Type 3 system error occurs when you run Adobe PhotoDeluxe 1.0x.

SOLUTIONS

Do one or more of the following:

- A. Allocate the minimum supported amount of memory (RAM) to PhotoDeluxe, which is 6 MB for Macintosh computers with 68040 processors, or 8 MB for Power Macintosh computers.
- B. Recreate PhotoDeluxe's preferences file:
 1. Quit PhotoDeluxe.
 2. Delete or move the Adobe PhotoDeluxe Prefs file, located in the Preferences folder in the System Folder.

NOTE: Deleting the Adobe PhotoDeluxe Prefs file restores PhotoDeluxe's default preferences settings. To save custom preferences settings, move the Adobe PhotoDeluxe Prefs file to another location (e.g., to the trash but do not empty the trash). If the original Adobe PhotoDeluxe Prefs file is not the cause of the system error, replace the new Adobe PhotoDeluxe Prefs file with the original Adobe PhotoDeluxe Prefs file to restore custom preference settings.

3. Restart PhotoDeluxe. When PhotoDeluxe launches, it creates a new Adobe PhotoDeluxe Prefs file.
- C. Turn off Virtual Memory in the Memory control panel.
- D. Set the Cache Size for Disk Cache in the Memory control panel to a number equal to or less than 96K.
- E. Run PhotoDeluxe with all extensions off to verify that added extensions are not the cause:
 1. To turn all extensions off upon startup in System 7, restart the computer and hold the Shift key down until the message "Welcome to Macintosh. Extensions off." appears.

NOTE: Non-Apple keyboards may have a different method for restarting the Macintosh with Extensions off.

2. If the system error recurs after you restart with the Shift key held down, move the Control Panels folder, Extensions folder, Fonts folder, Startup Items folder, Adobe PhotoDeluxe Prefs file, control panels, and system extensions from the System Folder to another location (e.g., desktop), then restart the Macintosh. When the Macintosh restarts, System 7.x automatically recreates the Control Panels, Extensions, and Fonts folders in the

System Folder. To restore the System Folder, delete the Control Panels, Extensions, and Fonts folders in the System Folder, then move the original Control Panels, Extensions, and Fonts folders from the desktop back into the System Folder.

- F. Reinstall PhotoDeluxe:
 1. Move personal files located in the Adobe PhotoDeluxe folder to another location.
 2. Delete the Adobe PhotoDeluxe folder and the Adobe PhotoDeluxe Prefs file located in the Preferences folder in the System Folder.
 3. Reinstall PhotoDeluxe from the installation disk set, following the on-screen instructions.
 - G. Disable automatic drive or file compression utilities (e.g., AutoDoubler, TimesTwo).
 - H. When using more than one hard disk, set PhotoDeluxe's scratch disk to the internal hard disk, making sure the amount of available hard disk space is 3-5 times the size of the image being opened. To set PhotoDeluxe's scratch disk location, in PhotoDeluxe choose File > Preferences > Scratch Disks, then specify the desired hard disk as the Primary location.
 1. Check the hard disk by doing one or more of the following:
 - A. Check the hard disk's directory structure using a hard disk diagnostics utility (e.g., Disk First Aid, which is included on the system software Disk Tools disk). For instructions on using Disk First Aid, see Additional Information.
 - B. Update all drivers for SCSI devices (e.g., hard drive, cartridge drive, optical disk drive) to ensure they are undamaged and compatible with the current system. Ensure SCSI drivers and all media formatting is compatible with SCSI Manager 4.3. For instructions on updating SCSI drivers, see Additional Information.
- NOTE:** Reformatting your hard disk after updating the hard disk driver is not required, but reformatting may prevent system errors (e.g., Type 11).
- C. Use a third-party disk utility (e.g. Norton Utilities, MacTools, Symantec Tools for Macintosh) to ensure damaged sectors are tagged as unusable. For instructions, refer to the utility's documentation.
 - D. Defragment and optimize your hard disk using a disk utility (e.g., Norton Utilities, MacTools).
 - J. When external SCSI devices (e.g., external hard drives, removable media drives, optical drives, external CD-ROM drives, scanner) are connected to the Macintosh, ensure SCSI connection devices, cables, or termination are not the cause by turning the computer and SCSI devices off, disconnecting all SCSI devices, and restarting the computer.
 - K. Reinstall the system software by performing a clean install (i.e., installing new system software into a new System Folder, instead of installing over the existing system software).
 - L. Upgrade to System 7.5.1 or later.

- m. Troubleshoot hardware conflicts by doing one or more of the following:

DISCLAIMER: When troubleshooting hardware conflicts, contact an Apple reseller or the hardware manufacturer for assistance. Making changes to your Macintosh hardware may void the warranty on your computer. Starting the Power Macintosh without the video card in the Processor Direct Slot (PDS) can damage the computer. Contact Apple User Assistance or an authorized Apple reseller for hardware support.

- A. Turn off your computer, then remove accelerator, cache, and other cards installed in the Macintosh.
- B. When running on a Macintosh (e.g., 68000-series Macintosh) upgraded to a Power Macintosh using a PPC upgrade card, turn off the computer, remove the upgrade card from the computer, restart the computer, then reinstall PhotoDeluxe by selecting either the 68K version or Universal version in the installation dialog box.
- C. Use the built-in video rather than a third party video card. To determine which video card in being used:
 1. Open the Monitors control panel.
 2. In the Monitors dialog box, click Options. The video card in use is listed in the upper left-hand corner of the Options dialog box.
 3. For 68000-series Macintosh computers using a third-party video card with your monitor, turn off your computer, then plug the monitor into the built-in video rather than the third-party video card.

NOTE: Starting the Power Macintosh without the video card in the Processor Direct Slot (PDS) can damage the computer.

- D. Ensure the RAM SIMMs are installed properly by doing one or more of the following:
 - A. Remove then reinstall the same SIMMs to ensure the SIMMs are seated properly.
 - B. In PhotoDeluxe's Get Info dialog box, specify a value for the Minimum Size and Preferred Size Memory Requirements that equals the Suggested Size value.
 - C. When a large number of SIMMs are installed, remove a number of them.
 - D. Change the order of the SIMMs installed.
 - E. Install new SIMMs.
 - F. Remove composite RAM SIMMs. Composite RAM SIMMs are not recommended by Apple. Check with your dealer to determine if composite RAM SIMMs are installed.
- G. Ensure that your SIMMs are the same speed and same size, and are from the same manufacturer. Check with your dealer to determine the speed, size, and manufacturer of the SIMMs installed.
- E. Run from a different hard drive installed in the Macintosh or the same hard drive installed in a different Macintosh.
- F. Reset the Parameter RAM (PRAM) by holding the Command + Option + P + R keys while restarting the computer. Hold these keys down until you hear the startup beep twice, then release the keys.

NOTE: Resetting the Parameter RAM resets the system's preferences to the default settings.

- G. Replace the computer's motherboard.

ADDITIONAL INFORMATION

The Type 11 system error, a miscellaneous hardware exception error, is caused by a hardware conflict or system software and extension conflicts. Ruling out software conflicts before troubleshooting hardware conflicts is recommended by Apple User Assistance.

Common hard disk formatting software that is compatible with SCSI Manager 4.3 include:

- Apple's HDSC 7.3 or later (for Apple hard disks)
- FWB's Hard Disk Toolkit 1.62 or later
- La Cie's SilverLining 5.54, 5.6 or later.

To use Disk First Aid, included on system installation disk sets, to check the hard disk's directory structure:

1. Boot from the Disk Tools disk from your most current System 7 installation disk set.
2. Launch the Disk First Aid application.
3. Select or open the drive to be verified or repaired.
4. Click Verify to check the disk, or Repair to check and repair the disk. When you click Verify, Disk First Aid tells you if there is a problem with the disk and asks you if you want to repair it. Always repair the disk when prompted.
5. Choose File > Quit.

To update all SCSI drivers to ensure they are undamaged and compatible with the current system:

1. Boot from the Disk Tools disk from your most current System 7 installation disk set.
2. Launch the HDSC Setup application.
3. Click the Drive button until your SCSI drive (hard disk) is selected.

NOTE: On a disk that has been formatted with a third-party disk utility (e.g. Norton Utilities, MacTools, Symantec Tools for Macintosh), HDSC Setup returns the message "Drive selection failed. Unable to locate a suitable drive connected to the SCSI port." Clicking Continue quits HDSC Setup. To update all SCSI drivers to ensure they are undamaged and compatible with the current system, use the Disk Tools disk from that utility's disk set. For instructions, refer to the utility's documentation.

4. Click Update to install updated SCSI drivers to each SCSI disk (i.e., hard disk, cartridge, optical).
5. Choose File > Quit.

Error "Could not initialize Adobe PhotoDeluxe because of a disk error" Launching PhotoDeluxe

ISSUE

The system returns the error "Could not initialize Adobe PhotoDeluxe because of a disk error" when launching Adobe PhotoDeluxe.

SOLUTIONS

Do one or more of the following:

- A. Recreate the Adobe PhotoDeluxe preferences file:
 1. Quit PhotoDeluxe.
 2. Delete the Adobe PhotoDeluxe Prefs file located in the Preferences folder in the System Folder.

NOTE: Custom preferences will be reset.

- B. Launch PhotoDeluxe with all extensions off to verify that added extensions or control panels are not the cause. To turn all extensions off upon startup in System 7, restart the computer while holding the Shift key until the message "Welcome to Macintosh. Extensions Off." appears.
- C. Use a utility (e.g., MacTools, Norton Utilities for Macintosh) to locate and repair damaged media (i.e., bad sectors) on the hard disk containing PhotoDeluxe and the system software, and other volumes designated as a PhotoDeluxe scratch disk.

ADDITIONAL INFORMATION

The system returns the error "Could not initialize Adobe PhotoDeluxe because of a disk error" when PhotoDeluxe's preferences file is damaged, one or more extensions are conflicting with each other or with PhotoDeluxe, or the hard disk is damaged.

PhotoDeluxe creates and saves its preferences file in the Preferences folder after you launch and quit PhotoDeluxe successfully (i.e., without errors).

Related Records

Isolating Extension Conflicts in System 7.x Troubleshooting Guide

Checking for and Repairing Bad Sectors

Further Reading

Sources

Keywords

PD, psp

Error "There is not enough memory to open Adobe PhotoDeluxe..." When Launching PhotoDeluxe

ISSUE

The system returns the error "There is not enough memory to open 'Adobe PhotoDeluxe' (4,352K needed, [xxxx]K available)" when launching Adobe PhotoDeluxe.

SOLUTIONS

Do one or more of the following:

- A. Quit all open applications and desk accessories, then relaunch PhotoDeluxe.
- B. Disable nonessential system extensions and Control Panels by removing them from the System Folder, or by deselecting them in the Extensions Manager Control Panel (System 7.5 and later), then restarting the computer to free more memory for PhotoDeluxe.

- C. Enable Virtual Memory in the Memory Control Panel. Because Virtual Memory enables applications to use hard disk space as memory, PhotoDeluxe's performance decreases when memory relies on hard disk access speeds, which is slower than installed RAM access speeds. For instructions on enabling Virtual Memory, see Additional Information.
- D. Restart the Macintosh to defragment memory.
- E. Install more random-access memory (RAM).

ADDITIONAL INFORMATION

When the system doesn't have enough RAM to launch PhotoDeluxe, it returns the error "There is not enough memory to open 'Adobe PhotoDeluxe...'." Quitting other applications, disabling extensions, or enabling Virtual Memory makes more RAM available to PhotoDeluxe.

When you install PhotoDeluxe using the Easy Install option, PhotoDeluxe installs three components into the extensions folder and Control Panels folder of your System Folder: Adobe Type Manager (ATM), After Dark, and QuickTime. You can disable these components to make more memory available to PhotoDeluxe, however, disabling ATM causes Type 1 PostScript fonts (e.g., the fonts included with PhotoDeluxe) to display jagged, disabling After Dark prevents you from running the After Dark Slide show, and disabling QuickTime prevents PhotoDeluxe from displaying a Thumbnail in the Open dialog box.

To calculate the amount of memory (in kilobytes) required to run both the system software and PhotoDeluxe:

1. Choose About This Macintosh from the Apple menu.
2. Note the Total Memory value or Built-in Memory value (when Virtual Memory is enabled), which is the amount of installed RAM, and the System Software value, which is the amount of memory required to run the system software.
3. At the Finder, select PhotoDeluxe's icon by clicking it once, then choose File > Get Info.
4. Note the Minimum Size value, which is the amount of memory needed to run PhotoDeluxe.
5. Add the System Software value from step 2 to the Minimum Size value from step 4. When the sum is greater than the Total Memory value in step 2, there is not enough memory (RAM) to run both the system software and PhotoDeluxe.

To enable Virtual Memory:

1. Choose Control Panels from the Apple Menu.
2. Open the Memory control panel.
3. In the Virtual Memory section of the Memory control panel, select On.
4. Select the hard disk you want to use for virtual memory from the Select Hard Disk pop-up menu.
5. Use the arrow buttons to specify the amount of total memory you want. Total memory should not be more than twice the random-access memory (i.e., available, built-in memory).
6. Choose Special > Restart. After you restart the computer, its total memory includes virtual memory.

Error “Very little memory is left for the system...” When Launching PhotoDeluxe 1.0

ISSUE

When starting, Adobe PhotoDeluxe 1.0 returns the error “Very little memory is left for the system. This may cause certain operations to fail. For best results, either reduce Adobe PhotoDeluxe partition using Get Info in the Finder or run with fewer system extensions (or.”

After clicking Continue, the error “Could not initialize PhotoDeluxe because there is not enough memory (RAM)” may occur.

SOLUTIONS

Do one or more of the following:

- A. Quit all open applications, then restart PhotoDeluxe.
 - B. Restart the Macintosh to defragment the system’s memory.
 - C. Reset PhotoDeluxe’s preferences:
 1. Quit Adobe PhotoDeluxe.
 2. Delete the Adobe PhotoDeluxe Prefs file, located in the Preferences folder in the System Folder.
 - D. Turn on Virtual Memory in the Memory control panel. For instructions on enabling Virtual Memory, see Additional Information.
 - E. Disable nonessential extensions and control panels by removing them from the System Folder to free more memory for PhotoDeluxe.
 - F. Disable all extensions by restarting the computer and holding down the Shift key until the message “Welcome to Macintosh. Extensions Off.” appears.
 - G. Reduce PhotoDeluxe’s memory partition in the Get Info dialog box:
 1. Quit PhotoDeluxe and all other open applications.
 2. Select the PhotoDeluxe application icon, then choose File > Get Info.
 3. In the PhotoDeluxe Info dialog box, reduce the Preferred Size value to a number no less than 4,352 (i.e., the Minimum Size). Do not change PhotoDeluxe’s Minimum Size of 4,352K.
 4. Close the PhotoDeluxe Info dialog box, then restart PhotoDeluxe.
- NOTE: Running PhotoDeluxe with a memory partition less than the Suggested Size (i.e., 8,192) slows PhotoDeluxe’s performance.
- H. Reinstall the system software by performing a Clean Install (i.e., installing new system software into a new System Folder, instead of installing over the existing system software).

ADDITIONAL INFORMATION

When starting, PhotoDeluxe returns the error “Very little memory is left for the system...” when there is insufficient memory for PhotoDeluxe to start, when its preferences file is damaged, when the system software is damaged, or when system extensions are conflicting or damaged.

Quitting other open applications, restarting the Macintosh, enabling Virtual Memory, or disabling nonessential system extensions increases the amount of memory available to PhotoDeluxe. Allocating less memory to PhotoDeluxe reduces the amount of memory it requires to start. Deleting PhotoDeluxe’s preferences file and restarting PhotoDeluxe forces PhotoDeluxe to create a new preferences file that contains default preferences settings.

The dialog box of the error “Very little memory is left for the system...” truncates the error message at the word “(or”.

To enable Virtual Memory:

1. Choose Control Panels from the Apple Menu.
2. Open the Memory control panel.
3. In the Virtual Memory section of the Memory control panel, select On.
4. Select the hard disk you want to use for virtual memory from the Select Hard Disk pop-up menu.
5. Use the arrow buttons to specify the amount of total memory you want. Total memory should not be more than twice the random-access memory (i.e., available, built-in memory).
6. Choose Special > Restart. After you restart the computer, its total memory includes virtual memory.

Freeze or System Error Changing Layer Opacity or Blend Mode in PhotoDeluxe 1.0 on a Power Macintosh

ISSUE

When you use the Overlay or Darken blending modes or change the Opacity in the Layer Options dialog box in Adobe PhotoDeluxe 1.0 on a Power Macintosh, PhotoDeluxe freezes or the system returns an error (e.g., Type 1, Type 3, Type 11).

SOLUTIONS

Upgrade to PhotoDeluxe 1.0.1 or later.

OR: Disable the PowerPC Accelerator plug-in, then recreate PhotoDeluxe’s preferences file:

1. Quit PhotoDeluxe.
2. Move the PowerPC Accelerator plug-in from the Extensions folder in Adobe PhotoDeluxe’s Plug-ins folder to a location outside of the Adobe PhotoDeluxe folder (e.g., desktop).
3. Delete the Adobe PhotoDeluxe Prefs file from the Preferences folder in the System Folder.
4. Restart PhotoDeluxe.

ADDITIONAL INFORMATION

When you run PhotoDeluxe on a Power Macintosh computer, PhotoDeluxe uses the PowerPC Accelerator plug-in to accelerate performance. When you use the Overlay or Darken blending modes or change the opacity of a layer in PhotoDeluxe 1.0 on a Power Macintosh, PhotoDeluxe 1.0

may freeze or the system may return an error (e.g., type 1, type 3, type 11).

PhotoDeluxe's preferences file contains the location of and information about the Plug-ins folder. Deleting the preferences file and restarting PhotoDeluxe forces PhotoDeluxe to create a new preferences file that contains updated plug-in folder and file information and default preferences settings.

Power Macintosh Freezes Running After Dark 3.0d Slide Show Module

ISSUE

The Power Macintosh freezes when you run the After Dark 3.0d slide show with the Radial or Random effect option selected.

SOLUTION

Choose another effect (e.g., Dissolve, Fade, Iris) from the Effect pop-up menu of the Slide Show module in the After Dark control panel.

ADDITIONAL INFORMATION

The After Dark 3.0d Slide Show module's Radial effect is incompatible with Power Macintosh computers, and may cause the Macintosh to freeze. The Slide Show module's Random effect cycles through all the effects, including Radial. Choosing an effect other than Random or Radial does not cause the Macintosh to freeze.

Installation Issues

WINDOWS

Network Access Lost After Installing PhotoDeluxe 1.x in Windows for Workgroups 3.11

ISSUE

After you install Adobe PhotoDeluxe 1.x in Windows for Workgroups 3.11, network access is lost.

SOLUTIONS

Do one or more of the following:

- A. Move the "device=c:\windows\system\win32s\w32s.386" line to the bottom of the [386Enh] section in the System.ini file:
 1. Make a backup copy of the System.ini file, located in the Windows directory.
 2. Open the original System.ini file in a text editor that can save in text-only format (e.g., Windows Write, Notepad).

3. In the [386Enh] section, locate the line that reads "device=c:\Windows\system\win32s\w32s.386."
4. Select the line, then choose Edit > Cut.
5. At the bottom of the [386Enh] section, click an insertion point after the last character in the last line, press Enter to create a blank line, then choose Edit > Paste.
6. Save the System.ini file in text-only format, then restart Windows.
 - B. In a backup copy of the System.ini file, add the "device=c:\Windows\system\win32s\w32s.386" line:
 1. Open an existing backup copy of the System.ini file.
 2. Exit to DOS, then rename the original System.ini file (e.g., "system.old").
 3. Rename the backup copy of the System.ini file to "System.ini" and move it into the Windows directory.
 4. Open the currently named system.ini file, located in the Windows directory, in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
 5. In the [386Enh] section, add the line "device=c:\Windows\system\win32s\w32s.386" to the bottom of the [386Enh] section.
 6. Save the System.ini file in text-only format, then restart Windows.
 7. Reinstall any Windows applications that write to the system.ini file and may be affected by using the backup copy of the System.ini file.
 - C. Reinstall PhotoDeluxe in a test installation of Windows for Workgroups:

NOTE: More than one installation of Windows for Workgroups on your computer may cause errors. The following steps enable the installation of a second copy of Windows for Workgroups on your computer that should prevent errors.

1. Install Windows for Workgroups into a directory named "Testwin". For instructions on installing Windows for Workgroups, refer to the Microsoft Windows for Workgroups User's Guide.
2. Make a backup copy of the Autoexec.bat file.
3. Add the Testwin directory to the path statement in the Autoexec.bat file, then remove any reference in the path statement to the original Windows directory. For instructions on editing the Autoexec.bat file, refer to the documentation included with MS-DOS.
4. Restart the computer, then start Windows. Your computer accesses Windows files in the Testwin directory, rather than those in the original Windows directory.
5. To ensure the files in the original Windows directory and its subdirectories are not accessed, rename the Win.com, System.ini, and Win.ini files in the original Windows directory and its subdirectories (e.g., Wincom.old, System.old, Winini.old).
6. Reinstall PhotoDeluxe.
7. If no errors occur when you use the version of Windows for Workgroups in the Testwin directory, delete the original version of Windows for Workgroups. For instructions on deleting Windows for Workgroups, contact Microsoft Technical Support.

8. Reinstall Windows applications that are affected by the reinstallation of Windows for Workgroups.

ADDITIONAL INFORMATION

PhotoDeluxe adds the “device=c:\Windows\system\win32s\w32s.386” line to the System.ini file when you install PhotoDeluxe. The “device=” line loads Win32s, which PhotoDeluxe requires to run in Windows 3.1x. When Win32s loads before the network, it may disable network access. Moving the “device=” line to the end of the [386Enh] section in the System.ini file enables the network to load before Win32s.

If adding the line “device=c:\Windows\system\win32s\w32s.386” in a backup copy of the System.ini file enables network access, the original System.ini file was damaged, which prevented the system from reading the “device=” line. If the System.ini file is damaged when you install PhotoDeluxe, the damage may not become apparent until PhotoDeluxe is unable to read the “device=” line. Installing PhotoDeluxe does not damage the System.ini file.

Removing and Reinstalling Win32s Components for PhotoDeluxe 1.0

To remove Win32s components installed by Adobe PhotoDeluxe 1.0 from your system:

NOTE: Other applications may also use Win32s files. Instead of deleting these files, moving or renaming them enables you to restore these files should another application require them.

1. Exit PhotoDeluxe.
2. Delete, move, or rename the windows\system\win32s directory and all of its files from your hard drive.
3. Open the SYSTEM.INI file, located in the Windows directory, in a text editor that can save in text-only format (e.g., Notepad) and delete the following line from [386Enh] section:


```
device=C:\WINDOWS\SYSTEM\WIN32S\W32S.386
```
4. Save the SYSTEM.INI file in text-only format, then exit Windows.
5. From DOS, delete, move, or rename the following four files from the windows\system directory:


```
WIN32S16.DLL
WIN32S.INI
W32SYS.DLL
WINMM16.DLL
```

To delete these files, type the following DOS command at the DOS prompt for each file to be deleted:

```
del C:\windows\system\filename
```

OR: To move these files, type the following DOS command at the DOS prompt for each file to be moved:

```
move C:\windows\system\filename
newpathname\filename
```

OR: To rename these files, type the following DOS command at the DOS prompt for each file to be renamed:

```
ren C:\windows\system\filename
```

```
C:\windows\system\newfilename
```

6. Delete the PD.PSP and PD.INI files from the photodlx directory. The PD.PSP and PD.INI files are created in the photodlx directory the first time you launch PhotoDeluxe after installation.
7. Restart Windows and reinstall PhotoDeluxe. Refer to the Adobe PhotoDeluxe documentation for instructions.

Installing PhotoDeluxe in Windows 95 Safe Mode General Information

Device drivers and software that loads automatically in Windows (e.g., screen savers, virus protection utilities) can conflict with an application’s installer and cause errors when you install software. To prevent these errors, you can start Windows 95 in Safe Mode, which temporarily disables device drivers and other startup software.

Because Safe Mode disables all device drivers except for the mouse, keyboard, and standard VGA drivers, you cannot access your CD-ROM drive while in Safe Mode. To install PhotoDeluxe from the CD-ROM in Safe Mode, you must copy the install files to your hard disk before starting Windows in Safe Mode.

To install PhotoDeluxe in Safe Mode:

1. Quit all applications.
2. Right-click on the Taskbar and select Minimize All Windows from the pop-up menu.
3. Insert the PhotoDeluxe CD-ROM into the CD-ROM drive.
4. Double-click the My Computer icon.
5. Double-click the Photodlx CD-ROM icon to open it.
6. Click once on the Install directory to select it.
7. Choose Edit > Copy.
8. Right-click on the desktop and select Paste from the pop-up menu. Windows copies the Install directory and its files to your desktop.

NOTE: If an error occurs when copying files from the CD-ROM to the hard disk, clean the CD-ROM and caddie with a soft, lint-free cloth to ensure that they are free of dust and fingerprints. If errors still occur, try copying files from other CD-ROM discs to your hard disk to test whether your CD-ROM drive is working properly. If you cannot copy files from other CD-ROM discs, contact your CD-ROM drive’s manufacturer or the computer’s manufacturer. If you can copy files from other CD-ROM discs, but not the PhotoDeluxe CD-ROM, contact Adobe Technical Support.

9. Choose Start > Shut Down > Restart the Computer.
10. When the “Starting Windows 95...” message displays, press the F5 key to start Windows in Safe Mode.

NOTE: Windows 95 starts more slowly in Safe Mode. If Windows does not start within 10 minutes, restart the computer and repeat step 10.

11. Click OK to acknowledge that Windows 95 is running in Safe Mode. If Windows does not display the words

“Safe Mode” in each corner of the desktop, repeat steps 9 and 10.

12. Double-click on the Install directory on your hard disk.
13. Double-click on the Setup program (Setup.exe) to install PhotoDeluxe.
14. Restart Windows in Normal mode.

MAC OS

Software Installation Options on the PhotoDeluxe CD

The following installation options are available when you select Custom Install from the pop-up menu in the Adobe PhotoDeluxe Install dialog box:

Adobe PhotoDeluxe 1.0

Kodak Photo CD Support

After Dark 3.0 - Slide Show

SimpleText

QuickTime 2.1

Adobe Type Manager 3.9, which includes the following

Adobe PostScript fonts:

Caslon Open Face

Cooper Black

Cooper Black Italic

Hobo

Kaufmann

Kaufmann Bold

Mesquite

Paris

Stencil

VAG Rounded Bold

VAG Rounded Thin

ZebraWood

Registration

The PhotoDeluxe CD also includes the following software, sample art, and product tryouts:

Adobe Acrobat Reader 2.1

PhotoDeluxe Art

Templates

Clip-art images

Sample photos

MoviePlayer 2.0 by Apple Computer Inc.

PhotoDeluxe Movie

DIAMAR Interactive's Better Photography Sampler

Berkeley Systems Demos

Product Tryouts for:

Adobe Photoshop 3.0.5

Adobe Illustrator 5.5

Adobe Premiere 4.0

General Information

MAC OS / WINDOWS

PhotoDeluxe's Preferences File General Information

The first time you launch Adobe PhotoDeluxe, PhotoDeluxe creates its preferences file, which contains PhotoDeluxe's default application settings (e.g., display, scratch disks, tool settings, filters, menu commands). The preferences file also stores the location of PhotoDeluxe's Plug-ins folder, which enables PhotoDeluxe to find plug-ins located in that folder. PhotoDeluxe reads and writes to its preferences file while running, saving your custom preferences settings. When you quit, PhotoDeluxe saves the preferences file on your hard disk, then PhotoDeluxe reads and uses the preferences file next time you launch PhotoDeluxe.

A damaged preferences file may cause anomalies in PhotoDeluxe's behavior, including improper tool functionality, unavailable plug-ins, dimmed menu items, out of memory errors, or errors when launching. Moving, renaming, or deleting the preferences file forces PhotoDeluxe to create a new one the next time you launch PhotoDeluxe, which restores all preferences to their default settings.

Recreating the Preferences File

To recreate PhotoDeluxe for the Macintosh's preferences file:

1. Quit PhotoDeluxe.
2. At the Finder, delete the Adobe PhotoDeluxe Prefs file located in the Preferences folder in the System Folder.
3. Relaunch PhotoDeluxe.

To recreate PhotoDeluxe for Windows' preferences files:

1. Quit PhotoDeluxe.
2. Rename or delete the pd.psp and ccolorsd files, located in the photodlx\prefs subdirectory.
3. Relaunch PhotoDeluxe.

Retargetting the Plug-ins Folder in the Preferences File
Retargetting the Plug-ins folder forces PhotoDeluxe to rewrite the location of the Plug-ins folder in the preferences file.

To retarget the Plug-ins folder in PhotoDeluxe 1.x for the Macintosh:

1. In PhotoDeluxe, choose File > Preferences > Plug-ins.
2. In the Select the Plug-ins Folder dialog box, click once on the Plug-ins folder to select it.
3. Click the Select 'Plug-ins' button, located in the bottom right corner of the Select the Plug-ins Folder dialog box.
4. Restart PhotoDeluxe.

To retarget the Plug-ins directory in PhotoDeluxe 1.x for Windows:

1. In PhotoDeluxe, choose File > Preferences > Plug-ins.
2. Click once on the PhotoDeluxe Plug-ins directory to select it, then click OK.
3. Relaunch PhotoDeluxe.

WINDOWS

Memory Requirements for Adobe PhotoDeluxe 1.0 for Windows

General Information

What's Covered

- Minimum Requirements
- Recommended RAM for PhotoDeluxe
- Setting Memory for PhotoDeluxe

Because Adobe PhotoDeluxe is a pixel-based application, its image processing operations are more memory intensive than vector-based applications (e.g., Adobe Illustrator). The amount of random access memory (RAM) allocated to PhotoDeluxe, and the amount of free hard disk space (scratch disk), greatly affect PhotoDeluxe's performance.

Minimum Requirements

PhotoDeluxe requires at least 8 megabytes (MB) of RAM. Additionally, PhotoDeluxe requires a minimum of 45 MB of free hard disk space. If you have less than 45 MB of free hard disk space, PhotoDeluxe may install, but it may run out of scratch disk space while processing an image.

Recommended RAM for PhotoDeluxe

Because RAM access speeds are faster than scratch disk access speeds, PhotoDeluxe runs faster when it has enough RAM to process an image and does not have to use the scratch disk for memory. To process an image in RAM, PhotoDeluxe needs three to five times an image's file size in available RAM. For example, to process a 3 MB image, PhotoDeluxe needs 9 to 15 MB of RAM. PhotoDeluxe displays your image's file size at the lower left of PhotoDeluxe's image window. The number on the right is the image's file size with layers, and the number on the left is the image's file size without layers. For maximum performance, PhotoDeluxe requires three to five times the size of the image with layers in RAM. To maximize RAM for PhotoDeluxe, close other applications before launching PhotoDeluxe.

Setting Memory for PhotoDeluxe

To determine how much RAM PhotoDeluxe is using, choose File > Preferences > Scratch Disks. In the Physical Memory Usage section of the Memory Preferences dialog box, the value following Available RAM is the total amount of available RAM on the system. The value following Used by PhotoDeluxe is the percentage of the available RAM that PhotoDeluxe is using. You can click the up or down arrows next to Used by PhotoDeluxe to adjust the percentage of the available RAM used by PhotoDeluxe. By default, PhotoDeluxe uses 50% of your available RAM. The value following PhotoDeluxe RAM is the amount of RAM in kilobytes (K) that PhotoDeluxe is using. For optimum performance this value should be three to five times the size of the file you are working on.

PhotoDeluxe 1.x Doesn't Support Windows NT on Non-Intel Processor

Adobe PhotoDeluxe 1.x, a 32-bit application designed for use with Intel processors, does not support Windows NT on a computer using a non-Intel processor (e.g., Alpha AXP, MIPS, PowerPC). When you launch PhotoDeluxe in Windows NT on a computer using a non-Intel processor, a system error (e.g., "DOS error 11") occurs.

PhotoDeluxe's system requirements include a computer using an Intel processor, as stated in its documentation. The requirements section on the outside of the Adobe PhotoDeluxe product box states that the system requirements include an i386, i486, or Pentium processor.

MAC OS

Memory Requirements for PhotoDeluxe 1.0 for Macintosh

General Information

What's Covered

- Minimum Requirements
- Recommended RAM for PhotoDeluxe
- Determining the Amount of RAM in Your Macintosh
- Allocating RAM to PhotoDeluxe

Because Adobe PhotoDeluxe is a pixel-based application, its image processing operations are more memory intensive than those in vector-based applications (e.g., Adobe Illustrator). The amount of random access memory (RAM) allocated to PhotoDeluxe and the amount of free hard disk space (scratch disk) available greatly affect PhotoDeluxe's performance.

Minimum Requirements

PhotoDeluxe requires 8 megabytes (MB) of RAM on 68040 Macintosh computers and 12 MB of RAM on Power Macintosh computers. Additionally, PhotoDeluxe requires a minimum of 45 MB of free hard disk space. If you have less than 45 MB of free hard disk space, PhotoDeluxe may install, but it may run out of scratch disk space while processing an image.

Recommended RAM for PhotoDeluxe

Because RAM access speeds are faster than scratch disk access speeds, PhotoDeluxe runs faster when it has enough RAM to process an image and does not have to use the scratch disk for memory. To process an image in RAM, PhotoDeluxe needs three to five times an image's file size in available RAM. For example, to process a 3 MB image, PhotoDeluxe needs 9 to 15 MB of RAM. PhotoDeluxe displays your image's file size at the lower left of PhotoDeluxe's image window. The right number is the image's file size with layers, and the left number is the image's file size without layers. For maximum performance, PhotoDeluxe requires three to five times the size of the image with layers in RAM.

Determining the Amount of RAM in Your Macintosh

To determine how much RAM is installed in your Macintosh, quit all open applications, then choose About This Macintosh from the Apple menu. The Total Memory value is the amount of RAM in kilobytes (K) installed in your Macintosh (1,000K = 1 MB). However, if Virtual Memory is turned on in the Memory control panel, the Total Memory value reflects installed RAM plus Virtual Memory, and the Built-In Memory value is the amount of actual installed RAM.

The Largest Unused Block value is the amount of available RAM.

Allocating RAM to PhotoDeluxe

To determine how much RAM to allocate to PhotoDeluxe, quit PhotoDeluxe, then select PhotoDeluxe's application icon and choose File > Get Info. In the Memory Requirements section of the Adobe PhotoDeluxe Info dialog box, the Preferred Size value is the amount of RAM that PhotoDeluxe uses from your Macintosh's total RAM. For optimum performance, set PhotoDeluxe's Preferred Size to a value equal to 90% of the Largest Unused Block value you noted in the About This Macintosh dialog box. For example, if your Largest Unused Block value is 20,000K, allocate 18,000K to PhotoDeluxe by typing "18000" in the Preferred Size text box.

Adobe Gallery Effects®

Feature Techniques, U-103; Unexpected Results, U-103; Application Errors, U-104; Printing Problems, U-104; Installation Issues, U-104; General Information, U-104

Feature Techniques

WINDOWS

Using Gallery Effects in Fractal Design Painter

When loading effect files, Fractal Design Painter searches in a single directory. Choosing an effect file when installing Painter or when holding the Control key while launching Painter enables you to specify a directory containing an effect file. After you specify a directory containing an effect file, Painter cannot find effect files in directories other than the directory you selected.

To use Gallery Effects filters in Fractal Design Painter:

1. Install Gallery Effects by following the installation instructions included with Gallery Effects.
2. Move all effect files (i.e., *.EFE, *.8BF) and their Help files (*.HLP) into one directory.
3. Hold the Control key as you launch Fractal Painter, in the Open dialog box select an effect file that is in the directory containing all your effect files, and then click OK.

OR: When installing Fractal Design Painter, select an effect file in the directory containing all your effect files in the Choose One Plug-in From Your Plug_in Directory dialog box, then click OK.

Unexpected Results

MAC OS / WINDOWS

Image Turns a Solid Color when Applying a Gallery Effect Special Effect

ISSUE

When you apply an Aldus Gallery Effects special effects to an image, the image turns a solid color.

SOLUTION

Before applying the effect, make sure the default image background and foreground colors in the application in which you're applying the effect are different.

ADDITIONAL INFORMATION

Some Gallery Effects filters use the host application's default image foreground and background colors to create an effect. If an image's foreground and background colors are the same, the image will turn that color when you apply the effect. The Gallery Effects filters that use foreground and background colors to create an effect are: Charcoal, Chalk and Charcoal, and Graphic Pen effects (Volume 1); Diffuse Glow, Stamp, Photocopy, Colored Pencil, and Note-paper (Volume 2); and Torn Edges, Plaster, Conte Crayon, and Neon (Volume 3).

MAC OS

Gallery Effects Filters Dimmed in Image Editing Application

ISSUE

The Aldus Gallery Effects Volume 1 and Volume 2 filters are dimmed when you edit a CMYK image in an image editing application.

SOLUTION

Convert the image to RGB, grayscale, indexed color, or black-and-white mode before using the Gallery Effects filter, then convert the image back to CMYK mode.

NOTE: Changing from CMYK to RGB mode may cause some color information to be lost.

ADDITIONAL INFORMATION

Gallery Effects filters aren't designed to work with CMYK images.

Application Errors

MAC OS / WINDOWS

Error “Sorry, can’t read this TIFF File” When Open CMYK TIFF Image in Gallery Effects 1.1x

ISSUE

When you attempt to open a CMYK TIFF file in Adobe Gallery Effects 1.1x, Gallery Effects returns the error “Sorry, can’t read this TIFF file.”

SOLUTIONS

Open the TIFF file in an image editing application (e.g., Adobe Photoshop) and save it in RGB format.

OR: Open the TIFF file in an image editing application (e.g., Adobe Photoshop) and save it in PICT format.

ADDITIONAL INFORMATION

Gallery Effects 1.x is unable to open CMYK TIFF files or save files in CMYK format. Gallery Effects supports grayscale, bitmap, and RGB images.

WINDOWS

Error “Out of Memory” Using Stained Glass Effect in Gallery Effects

ISSUE

An “Out of memory” error occurs when you use the Stained Glass effect included with Aldus Gallery Effects, Volume 3. The Cell Size option is set to a very low value (e.g., 1) in the Stained Glass Effect dialog box.

SOLUTIONS

Do one or more of the following:

- Reduce the complexity of the Stained Glass effect by increasing the Cell Size value.
- Increase the amount of memory available on your system.

ADDITIONAL INFORMATION

When you use the Stained Glass effect, the system stores and tracks the X and Y locations of each cell’s corners. Decreasing the Cell Size setting in the effect increases the number of cells used to create the effect, which requires more memory.

Installation Issues

WINDOWS

Q (*Gallery Effects 1.5.2 for Windows 95*) I can’t seem to get the updated Gallery Effects to install from the CD. When I run the installer, I get an error message saying it can’t create a USENGLSH directory on my CD-ROM drive. Why is it trying to do that?

A This commonly occurs if you’ve had a failed or aborted installation of Gallery Effects. Fortunately, the solution is relatively simple: remove any references to a Gallery Effects directory from your WIN.INI file. Here’s how. Double-click the WIN.INI file to open it in a text editor (typically Notepad) or edit it in SYSEDIT. Locate the section that begins with [Adobe], and delete the line that refers to a GEDirectory (for example, GE Directory=D:\USENGLSH). Once you have deleted that line, save the WIN.INI file as text. With this “cleaned” system file in place, try the Gallery Effects installer again.

This is not a widespread problem, nor does it have one unique cause. Two known reasons are faulty CD-ROM drivers and an aborted installation process. In any case, it doesn’t cause any permanent damage, and is easy to fix.

General Information

MAC OS / WINDOWS

Locating a Gallery Effects Serial Number

The product serial number for Aldus Gallery Effects is displayed in the startup screen while opening the Gallery Effects application or when you choose About Gallery Effects from the Apple menu (Macintosh) or the Help menu (Windows). The serial number is also located on the back of the product box and on the back of Disk #1.

Gallery Effects Volumes 1, 2, and 3 version 1.51 cannot be installed without a serial number. The serial number is located on a sticker on the outside of the shrink wrap and on the registration card inside the box.