

## Error "...not enough memory (RAM)" in PhotoDeluxe for Windows 3.1x Troubleshooting Guide

### Issue

When you start or run Adobe PhotoDeluxe 1.0 in Windows 3.1x, PhotoDeluxe returns the error, "There is not enough memory (RAM) to launch PhotoDeluxe." or "Could not complete your request because there is not enough memory (RAM)."

### Solutions

Do one or more of the following:

- A. Run PhotoDeluxe 1.0 on a computer with at least 8 megabytes (MB) of RAM, which is PhotoDeluxe's minimum requirement.
- B. Allocate more memory to PhotoDeluxe:
  - 1. Start PhotoDeluxe.
  - 2. Choose File > Preferences > Scratch Disks.
  - 3. In the Physical Memory Usage section, change the Used By PhotoDeluxe setting to 75%. By default, PhotoDeluxe uses 50 percent of the Available RAM.
  - 4. Restart PhotoDeluxe.
- C. Recreate PhotoDeluxe's preferences files:
  - 1. Quit PhotoDeluxe.
  - 2. Rename or delete the Pd.psp and Ccolorsd files located in the Photodlx\Prefs directory.

NOTE: When you recreate PhotoDeluxe's preferences files, preference settings are restored to the defaults. To save custom preference settings, rename (e.g., Pd.old, Ccolorsd.old), rather than delete, the preferences files. If the original preferences files are not the cause of the memory error, you can replace the new preferences files with the original preferences files to restore custom preference settings (i.e., delete the new preferences files [Pd.psp and Ccolorsd] and rename the original preferences files [e.g., Pd.old, Ccolorsd.old] to Pd.psp and Ccolorsd).

- 3. Restart PhotoDeluxe to recreate the preferences files.
- D. Recreate and resize the Windows swap file (i.e., virtual memory):
  - 1. Open the Windows Control Panel, which is located in the Main group of Program Manager.
  - 2. Double-click the 386Enhanced icon.
  - 3. In the 386 Enhanced dialog box, click 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, then click OK and 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 PhotoDeluxe (8 MB), specify a swap file size of at least 17 MB.
  - 7. Click OK, then restart Windows.

NOTE: If Windows cannot create a permanent swap file of at least 17 MB, then you have less than 17 MB of free contiguous space on the hard disk where Windows is installed. To optimize your hard disk(s), see step G.

- E. 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. When PhotoDeluxe and Windows are installed on different hard disks, ensure there is approximately 25 MB of free hard disk space on both hard disks.

F. 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.

NOTE: The "Set Temp=" line should point to a non-compressed disk, and a directory containing only temporary files (e.g., C:\Temp).

G. Optimize and defragment your hard disk(s) using the Scandisk and Defrag commands (included with MS-DOS 6.2x and later) 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.

H. 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, which is 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., 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 lines does not solve the memory error, delete the semicolons you added to the beginning of each line to restore your original configuration.

I. Prevent programs from starting automatically in Windows by removing them 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.

J. 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 memory error does not reoccur when you start or run 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 memory error in PhotoDeluxe. To isolate the 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 memory 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.
- c. Install more RAM.

#### Additional Information

PhotoDeluxe uses both installed memory (RAM) and scratch disk memory to perform most operations. Some operations (e.g., using the Distort filters) run exclusively in RAM. When PhotoDeluxe has insufficient RAM or scratch disk memory to start or to perform an operation, it returns the error, "Could not complete your request because there is not enough memory (RAM)."

PhotoDeluxe may also return a memory error when its preferences files are damaged, when the Windows swap file is too small or is damaged, or when there's insufficient free space on the hard disk for temporary files. Deleting PhotoDeluxe's preferences files and restarting PhotoDeluxe forces PhotoDeluxe to create a new preferences files, which contain default preferences settings. The "Set Temp=" line in your Autoexec.bat file specifies the directory containing your temporary files.

Disabling the "load=" and "run=" lines, removing programs from Windows Startup Group, and running Windows in a "minimized configuration" ensures that you do not have software loading automatically in Windows (e.g., screen savers, terminate-and-stay-resident [TSR] programs, virus protection utilities) and using RAM that PhotoDeluxe requires to run. Loading other programs automatically in Windows and then running PhotoDeluxe is generally not a problem unless you are at or near PhotoDeluxe's minimum requirement for installed RAM (i.e., 8 MB).

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. Remove unnecessary lines from 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 machine to another.

- c. Save the Autoexec.bat file on the floppy disk in text-only format.

4. Remove unnecessary lines from 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=
```

- 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.