

WIN32S TROUBLESHOOTING GUIDE README

Win32s files are a set of Windows files required to run Adobe PhotoDeluxe, a 32-bit application, under the Windows 3.1 or 3.11 (including Windows for Workgroups), 16-bit operating environments. Win32s errors can result from incompatibilities between Win32s files and various system hardware and system software settings. This document can help you correct Win32s errors.

Problem

One or more of the following Win32s errors occurs when running Adobe PhotoDeluxe for Windows:

Win32s Error

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.

'Win 32s error'

'Pd.exe unhandled exception detected [oxC0000005]. Application will be terminated.

Win32s Error

Pd.exe

Unhandled Exception detected

code 0xc0000005

application will be terminated

Win32sxxxx

An error has occurred in this application

Application Error

Pd.exe caused a GPF in Win32s16.DLL at 0001:7ccd

Unexpected DOS Error -21

Unexpected DOS Error 21

Solution

Because Win32s errors occur at the system level, troubleshooting can be complex. Sometimes changing one system setting or removing a corrupted file solves the problem; however, isolating the system setting that caused the problem is more challenging. The following procedure helps you isolate the system setting that is causing the problem.

To isolate and correct a Win32s error:

1. Try one or more of the troubleshooting techniques described in this document. Be sure to follow the instructions exactly as stated.
2. Retry the function that triggered the Win32s error.
3. If the error still occurs, repeat steps 1 and 2 using a different combination of troubleshooting techniques.
4. If the error no longer occurs, restore one of the settings you changed in step 1 back to its original state. Then retry the function that triggered the error. Continue to restore the settings one by one, checking the problematic function each time, until the error occurs again. The last setting you changed is probably the cause of the error.

TROUBLESHOOTING TECHNIQUES

A. Make sure that your system has at least 8 MB RAM

Adobe PhotoDeluxe will not run on machines with less than 8 MB RAM.

B. Make sure there is enough available hard disk space

To process an image, Adobe PhotoDeluxe needs at least 3-5 times the size of the image available in RAM and virtual memory (the temporary hard disk space also known as the scratch disk). To determine whether you have enough hard disk space available for the Adobe PhotoDeluxe scratch disk, subtract the amount of actual RAM on your computer from the amount that is 3-5 times the size of your average image. The result is equal to the amount of hard disk space required to process the image.

C. Make sure there is a WIN32S directory

The Adobe PhotoDeluxe installation creates a WIN32S directory in your WINDOWS\SYSTEM directory. If the WIN32S directory is missing, it may have been deleted or the installation of WIN32S files may have been incomplete. To create a WIN32S directory, delete and reinstall Adobe PhotoDeluxe.

D. Delete the Adobe PhotoDeluxe preferences file

1. Quit Adobe PhotoDeluxe.

2. Delete the Pd.psp file, located in the Prefs subdirectory inside the Adobe PhotoDeluxe directory.
3. Start Adobe PhotoDeluxe.

Deleting the preferences file resets Adobe PhotoDeluxe's default settings.

E. Make sure that the hard drive contains adequate space for temporary files

As a general guideline, you should have at least 10-20 MB free on the drive to which temporary files are written. To determine which directory your temporary files are written to, look at the "Set Temp=" line in your AUTOEXEC.BAT file. To create more disk space for your temporary files, choose one of the following options:

Exit to DOS and delete all files with a *.TMP extension located in the drive and directory listed in the "Set Temp=" line in the AUTOEXEC.BAT file.

Delete other files from your hard drive to create disk space on the drive to which the "Set Temp=" line points.

Edit the "Set Temp=" line in the AUTOEXEC.BAT file to point to a drive with more free disk space.

Note: The "Set temp=" line should point to a non-compressed drive. It is also preferable to have a dedicated directory for temp files (e.g., c:\TEMP rather than c:\DOS).

F. Optimize all the partitions on your hard drive

Use Scandisk (MS-DOS 6.2x) or a third-party disk optimization utility (e.g., The Norton Utilities Speed Disk) to optimize the partitions on your hard drive. For instructions, refer to the documentation included with MS-DOS or the third-party utility.

G. Check if you have more than one version of Windows installed on your computer

If you have more than one version of Windows installed on your computer, rename the WIN.COM, WIN.INI, and SYSTEM.INI files for the unused Windows version as WIN.COM.OLD, WIN.INI.OLD, and SYSTEM.INI.OLD.

H. Set Win32s to load last in the SYSTEM.INI file

1. Make a backup copy of the SYSTEM.INI file, located in the WINDOWS directory. (See the note in section G for instructions.)
2. Open the original SYSTEM.INI file in a text editor that saves as text-only (e.g., Windows Write or Notepad).
3. Scroll to the [386Enh] section, and locate the following line:

```
device=C:\WINDOWS\SYSTEM\WIN32S\W32S.386
```

4. Move the line to the bottom of the [386Enh] section. If the line is missing, type the line exactly as shown in step 3.
5. Save the SYSTEM.INI file as text only. Then exit and restart Windows.

I. Make sure that virtual memory is set to an uncompressed drive

Adobe Technical Support recommends that neither the Windows swap file nor the Adobe PhotoDeluxe scratch disk is set to a drive that is compressed by a disk compression utility, such as Stacker or Disk Doubler.

J. Make sure that the size of the Windows swap file is at least 16MB

For more information on the Windows swap file, refer to the Microsoft Windows user guide.

K. Make sure that the size of the WIN.INI file is no larger than 32K

If the WIN.INI file is larger than 32K, it may contain too much data to be processed by Windows correctly, or it may contain damaged information. Call Microsoft for assistance with this file or other Windows files.

L. Recreate the Windows swap file

1. Open the Windows Control Panel, located in the Main group of the Program Manager.
2. Double-click the 386Enhanced icon.
3. Select Virtual Memory in the 386 Enhanced dialog box, and click Change.
4. In the New Settings section of Virtual Memory dialog box, select NONE as the Type, and then click OK. Restart Windows.

5. To reset the Windows swap file, repeat steps 1 through 3. In the New Settings section of the Virtual Memory dialog box, choose Permanent as the Type In the New Size box, change the size of the swap file to 16 MB. Then click OK, and restart Windows.

For more information about the Windows swap file, refer to the Microsoft Windows user guide.

Note: You don't need to recreate the Windows swap file when it's set up as Temporary in the Virtual Memory dialog box.

M. Make sure your video card driver is compatible with Win32s

Some drivers for video cards with the S3 chip are not compatible with Win32s applications (e.g., Adobe PhotoDeluxe). Contact the video card manufacturer for an updated video driver. Be sure to specify that you need a video driver that is compatible with version 1.30.167 of Win32s. 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.

Some video drivers for cards without the S3 chip are incompatible with Win32s files as well. If your video card is not based on the S3 chip, try using a different video driver or mode of the same driver. If you're using Windows for Workgroups 3.11, install a Windows SVGA driver (e.g., 640 x 480 x 256 colors). If you're using Windows 3.1, use a different driver specifically for your video card (e.g., 800 x 600 x 256 colors, instead of 1024 x 768 x 256 colors). Adobe PhotoDeluxe will not run with fewer than 256 colors.

Note: Always make a backup copy of the SYSTEM.INI file, located in the WINDOWS directory, before installing a new video driver. To make a backup copy, use the Windows File Manager to rename a copy of SYSTEM.INI as SYSTEM.OLD. If you re-install or revert to your original video driver, you can retrieve your original driver's settings by changing the name of the SYSTEM.OLD file back to SYSTEM.INI.

N. Make sure that your mouse driver is compatible with Win32s

Some mouse drivers cause a General Protection Fault error in POINTER.DLL, or freeze your computer when used in Adobe PhotoDeluxe. For more information on mouse driver incompatibilities, refer to the FaxYI document 276307. FaxYI is a fax-back service that provides the latest technical information about Adobe products. To request a FaxYI document, call 206-628-5737. This service is available 24 hours a day, 7 days a week.

O. Delete and re-install Adobe PhotoDeluxe

To un-install Adobe PhotoDeluxe, open the Adobe PhotoDeluxe Program Group, and double-click the Uninstall Adobe PhotoDeluxe icon.

P. Create a bootable floppy disk with AUTOEXEC.BAT and CONFIG.SYS files that contain only the information necessary to launch Windows and Adobe PhotoDeluxe

For instructions, refer to the FaxYI document 300410, "Making a Bootable Floppy Disk." See section H for information on requesting FaxYI documents.

The procedure in FaxYI document 300410 creates a bootable floppy disk that contains revised AUTOEXEC.BAT and CONFIG.SYS files, and uses the Windows memory manager, HIMEM.SYS. For information on HIMEM.SYS, see the Microsoft Windows user guide.

If no Win32s errors occur when you've booted off a floppy disk, it is likely that something loading through the AUTOEXEC.BAT or CONFIG.SYS files is causing the conflict in Adobe PhotoDeluxe. To determine which line or lines is responsible for the conflict, add each removed line back into the AUTOEXEC.BAT or CONFIG.SYS file on the bootable floppy one at a time; then reboot the computer and try to recreate the error in Adobe PhotoDeluxe. When the error reappears, the line most recently added is a probable cause of the conflict. Because more than one line may be responsible for the conflict, be sure to restore each of the removed lines one at a time to the appropriate file on the bootable floppy to identify all the problematic lines.

In addition, ensure that nothing is loading in Windows by disabling the "load=" and "run=" lines in the WIN.INI file. To do this, perform the following procedure:

1. Make a backup copy of the WIN.INI file, located in the WINDOWS directory. To do this, use the Windows File Manager to rename a copy of the file as WIN.OLD.
2. Open the original WIN.INI file in a text editor that saves in text-only format (e.g., Windows Write or Notepad).
3. Locate the [windows] section and insert a semicolon at the beginning of the "load=" and "run=" lines as shown here:

```
;load=  
;run=
```

4. Save WIN.INI as a text-only file, and restart Windows.

If no Win32s errors occur when you've booted off a floppy disk, it's also possible that too many devices are loading in Windows or DOS, leaving insufficient memory for Windows and Adobe PhotoDeluxe to function properly. Loading fewer

devices or drivers in the AUTOEXEC.BAT and CONFIG.SYS files frees up memory for Windows and Adobe PhotoDeluxe.

Q. Re-install Windows, or install a second version of Windows in a new directory if you have enough hard disk space available. For instructions on deleting and reinstalling Windows, contact Microsoft Technical Support.

If you want to re-install Windows, first make backup copies of your SYSTEM.INI and WIN.INI files on floppy disk; you might need data from these older files for applications that run under Windows. Do not replace the new WIN.INI and SYSTEM.INI files with the backed-up copies; the Win32s error may be caused by damage in one of these files.

If you re-install Windows or install a second version, you may have to re-install your Windows applications as well. Re-install Adobe PhotoDeluxe first and test the function that caused the Win32s error before re-installing any other applications.

If you want to install a second version of Windows, be sure to follow the procedure below exactly as stated. Installing a second copy of Windows on your computer as described here should not cause Win32s errors. You may want to ask for assistance in performing these steps.

To install a second version of Windows:

1. Install Windows into a directory called TESTWIN. For instructions on installing Windows, refer to the Microsoft Windows user guide.
2. Add the TESTWIN directory to the path statement in the AUTOEXEC.BAT file, and 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.

Note: Make a backup copy of the AUTOEXEC.BAT file before editing the original file.

3. Reboot the computer and start Windows. The Windows files in the TESTWIN directory, rather than those in the original WINDOWS directory, will be accessed.

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 to WINCOM.OLD, SYSTEM.OLD, and WININI.OLD, respectively, before launching Adobe PhotoDeluxe.

4. Try to recreate the Win32s error in PhotoDeluxe by performing the same function that caused the error before. If no errors occur when using the version of Windows in the TESTWIN directory, delete the original version of Windows. For help on deleting Windows, contact Microsoft Technical Support.