Adobe℠ Customer Services

Known Issues with Adobe Illustrator 5.5

The following are some issues you may encounter in working with Adobe Illustrator 5.5 that were discovered after the product started shipping. We hope to address these and any other issues that develop in future updates to the program.

Installation

Problem: After installing Illustrator 5.5, when I restart the Macintosh, I get the message "ATM will not do font substitution until you personalize your copy of ATM."
Solution: The Illustrator Easy Install normally loads a personalized version of ATM™ 3.6.1 and the ATM Mini-Font Database (needed for Adobe Acrobat™). However, if you already have a non-serialized version of ATM 3.6.1 installed, the installer does not replace it with a serialized version. When you restart and ATM sees a Font Database present it asks you to serialize your ATM. (This was done to prevent pirating of SuperATM™.) You can also run into this problem by running an Illustrator Custom Install and including the Mini-Font Data base (or copying over the full ATM Font Database from the Super ATM Font Database folder inside the Illustrator Goodies folder of the CD) but not ATM 3.6.1

To fix this problem either run a Custom Install and select Adobe Type Manager™ 3.6.1 or open the ATM Control Panel and use the following serial number to personalize your copy: AEW100R3500000-100-393.

Problem: Disk 1 will not eject when trying to run an installation.
Solution: The new Installer that Illustrator uses has a problem with machines that have an 800K floppy drive attached (either internally or externally) in addition to the usual 1.44 MB floppy drive. This is most commonly encountered in original Mac II's that have been upgraded.

If you have a CD drive, install Illustrator from the CD. Otherwise, to fix this problem you can either unhook the 800K floppy drive or make copies of the disks to a hard drive - you should end up with seven folders, each of which has the same name as and contents of the disk from which it is copied - and run the installer from the Installer-Disk 1 folder on the hard drive. This can be done from a local hard drive or across a network. Note that to copy the disks to a hard drive requires approximately 10 MB free space. In addition an Easy Install can require up to 18 MB free space on the target drive. If free space is a problem, try running a Custom Install and installing only a few pieces at a time.

Problem: During installation I get the message: "There is a problem with a disk you are installing onto. No installation can take place. Try installing onto another disk."

Solution: This generally indicates that there is a problem with the fonts in the Fonts folder under System 7.1™. The following steps should fix this problem:

1 Move the Fonts folder from the System Folder to the Desktop.

2 Disable extensions by restarting the Macintosh holding down the shift key until you see the message "Welcome to Macintosh. Extensions off". If installing off the CD, manually disable all extensions except your CD driver..

3 Run an Easy Install.

4 Upon restarting the Macintosh, a new Fonts folder will appear in the System Folder containing only the basic Adobe fonts.

5 Move the fonts from the old Fonts folder on the Desktop to the new Fonts folder inside the System Folder. Do not replace any duplicate fonts. Also watch out for TrueType™ - PostScript™ conflicts. Do not mix font formats for the same family. For example, it is OK to have TrueType city fonts such as Geneva, Chicago, New York etc. mixed with PostScript fonts such as Helvetica, Times, Caslon etc., but do not have PostScript versions of Helvetica fonts mixed with TrueType versions of Helvetica.

Files not launching correctly or displaying an incorrect icon

Problem: I just installed Illustrator 5.5 and now all my Illustrator document icons are showing up blank or when trying to open a previously saved Illustrator file I get an error that the application that created it could not be found.
Solution: To fix this problem, you need to rebuild your desktop. With System 7, restart your Macintosh holding down the Shift key until you get the message "Welcome to Macintosh, Extensions Off." Release the Shift key and hold down the Command and Option keys together until you receive a verification dialog box asking if you wish to rebuild the desktop.

Save/Save As interface changed

Question: What happened to Save/Save As Preview options?
Answer: The previous Illustrator Preview options of None (Include EPSF Header), Black & White Macintosh, Color Macintosh and IBM PC are now options of saving a file in the EPS format. When you choose EPS and click the Save button, a second dialog box gives you preview and compatibility options. Your choices are: None - the same as None (Include EPSF Header) in previous versions; 1-bit IBM PC - the same as IBM PC in previous; 1-bit Macintosh - the same as Black & White previously; and 8-bit Macintosh - the same as Color Macintosh.

Saving to an older version of Illustrator

Question: When saving a document from Illustrator 5.5 to an older Illustrator format, a dialog box informs me that saving in an older Illustrator format may disable certain feature when the file is re-opened. What does this mean?

Answer: Illustrator 5.5 contains many new features, such as tabs, gradients and layers, which are not found in some older versions of Illustrator. If you design a document using Illustrator 5.5 specific features and then save the document in an older version format a warning dialog will be displayed. If you continue and save the file, the Illustrator 5.5 specific features will be converted into elements that the older format supports if possible. For example, when saving to Illustrator 3 or 4 formats, gradients are converted into blends (custom or Pantone colors are converted to their process equivalents) and multiple layers are converted to a single layer. If you then re-open this file in Illustrator 5.5, the original Illustrator 5.5 features designed into the document are lost. Tabs in 5.5 are slightly different. When you save a file with tabbed text in Illustrator 5, 4 or 3 format, the tab information appears as spaces in Illustrator 3 or 4, which will probably lead to text flow problems. However the tab information is retained and displays correctly when the file is re-opened in Illustrator 5.5.

One caveat to keep in mind when saving in a previous format is that once a document has been saved in an older Illustrator file format, Illustrator 5.5 will continue to save the document in that format until you do a Save As and specify a different Illustrator file format.

Filters

Problem: None of the filters are appearing under the Filters menu or you get the message "Can't open the hyphenation file 'US English Hyphenation'. Text will not be hyphenated". on startup.

Solution: If no filters appear, the link to your Plug-ins folder is broken. In Illustrator, from the menu bar, select File, Preferences, Plug-ins. In the dialog box that comes up, navigate so that Adobe Illustrator 5.5 is in the folder name box (the top rectangle) and the Plug-ins folder is visible within the scroll box. Single click to highlight the Plug-ins folder (do not double click or open the folder). The bottom rectangle (with the rounded corners) should now read: Select "Plug-Ins." Click on this rectangle. You should receive the message: "Plug-in filters in the folder "Plug-Ins" will not be available until you restart Illustrator." Quit Illustrator (do not just close the window). Re-launch Illustrator and your filters should show up.

Problem: Two sets of filters with the same name appear in the Objects menu within the Filter menu.

Solution: If you are using a non-PowerMacintosh system with a math co-processor (also referred to as a floating point unit or FPU) you will want to replace two plug-ins inside your Plug-ins folder. The replacements can be found in the Optional Plug-ins folder in the Adobe Illustrator 5.5 folder. These filters have been optimized to work faster with non-PowerMacintosh

systems that have a math co-processor (see note following). They are: "Outline Path • 68K FPU Only" and "Offset Path • 68K FPU Only." Move them to the Plug-ins folder and remove the non-FPU versions, "Outline Path" and "Offset Path" filters. After restarting Adobe Illustrator 5.5 you will only have one Outline Path and Offset Path filter listed.

Note: The "68 K FPU only" filters are only needed for non-PowerMac's (i.e. machines with Motorola 68020, 68030 or 68040 processors) with math co-processors. If you are unsure whether your Macintosh contains a math co-processor, contact your dealer.

Question: If I select a block of text which has different type faces or attributes (such as color or size) in it and apply the Change Case or Check Spelling filters, all of my text is changed to the same font or attribute. How do I use the Change Case filter and retain my font information?
Answer: If the Change Case or Check Spelling filters are applied to a selection of text with multiple attributes, all text is usually converted to the type attributes of the first section of type being affected. We suggest using these filters before applying different attributes or type faces to parts of a text block. Another work around is to use these filters only on a text selection that contains one style of font and attributes then repeat as many times as needed.

Problem: Select filters do not appear on PowerMacintosh.
Solution: If Illustrator is launched from an alias within the Apple Menu Items folder, Select filters will not appear. Launch Illustrator directly or from an alias on the Desktop.

Text Alignment

Problem: Text does not align or space correctly, prints misaligned.
Discussion: Illustrator 5.5 does not properly align text under certain situations. Problems occur with text that is horizontally scaled or files created in Illustrator 5 which contain text which has word spacing, tracking or kerning, or horizontal scaling attributes, or which contain tabs. Converting text to outlines will eliminate any of these problems.

Text which has been horizontally scaled may not align properly for any alignment settings other than left justified. Also, these other settings may display with apparently correct alignment but print incorrectly. In some cases, you may be able to compensate for the misalignment by moving the text box. If you do however, be sure to run printed proofs of the artwork.

Text from Illustrator 5.0.x which has tracking or kerning attributes may not display or print correctly when using text set to justify both right and left simultaneously. Right justified, left justified or center justified do work.

Text from Illustrator 5.0.x which has word spacing attributes may not display or print correctly with any alignment setting. You may be able to work around this for left justified text by inserting spaces before words which extend outside of the text box. This does lead to different reflow and therefore may not be suitable for all situations.

In Illustrator 5.0.x or 3.x, the Tab key acts as a space for point text or a hard return for area text. When these files are opened in Illustrator 5.5, tabs are seen as tabs and as a result text may flow differently. A work around is to not use tabs in the Illustrator 5.0.x or 3.x file, using instead, combinations of spaces and hard returns.

Spot to process gradients

Problem: Gradients going from a Pantone® (or Custom) color to a process color are not separating correctly. The Pantone (or Custom) color is being converted to a process color(s).
Solution: Create a new Custom color based on the CMYK values defined by the process color in your original gradient. Replace the process color in the gradient with then new Custom color. (Your gradient will now be Custom to Custom/Pantone.) When running separations, you can choose to have your new Custom color print either as a separate plate or be converted into process plate(s) without effecting your other Pantone/Custom color.

Move dialog box

Question: When I enter a number in the move dialog box, the number changes slightly?
Answer: The actually amount that the number will be off is 2 ten-thousands of a point. This only happens if you are using points for your unit of measure. As a work around, you can go to preferences and set the ruler units to inches.

Text Imported from Microsoft® Word

Problem: When I import text from MS-Word the document is in the Geneva font even though I did not use this font in Word.
Solution: Text imports from MS-Word in the default system font. Use the text tool select the text and re-apply the font you want.

Problem: When I import text from MS-Word the text is centered within the text box.
Solution: This is the way text imports from MS-Word Documents. To resolve this problem go to the Paragraph dialog box (command-Shift-P) and change the indent left and indent right values to 0 pts.