Adobe℠ Customer Services

Memory Management

Messages relating to memory usually occur when starting the Adobe Illustrator™ program, when opening a specific Adobe Illustrator document, or when performing a specific operation in Adobe Illustrator. This technical note describes memory messages you may receive and how to resolve memory problems. The exact wording of the message may vary, depending on your version of Adobe Illustrator.

"Can't open the Illustration. Out of memory or missing resource"
ID = -192 or -43, occasionally -37, -38 or -39.
When the Adobe Illustrator application starts, it checks the software system to determine the output device to be used so that the program can display the correct page size and imageable area. You specify the output device by selecting it from the Chooser. "Missing resource" may appear if you have reinstalled Adobe Illustrator, your system software, or printing software without specifying an output device. In such cases, you need to reselect the output device from the Chooser

To select an output device:
1 Select Chooser from the Apple® menu. The Chooser dialog box appears.

2 Click the appropriate device icon (LaserWriter®, for example) to select it. Select the printer name from the Select list (for AppleTalk printers) or choose the appropriate port (for serial printers) in the upper right portion of the dialog box. If your computer is on a network, you may need to select a zone and then the device.

3 Close the Chooser.

A message appears while you are opening a specific Adobe Illustrator document stating that there is not enough memory to open the document.
When you open an illustration, Adobe Illustrator loads the information into RAM. The amount of RAM that is available depends on how much total RAM your computer has, your system software configuration, and how much RAM has been allocated to Adobe Illustrator.

To allocate more memory to Adobe Illustrator, see the instructions in "Changing Memory Allocation" later in this note.

A message appears while you are performing a specific operation in Adobe Illustrator stating that you are "nearly out of memory . . ." or that there is not enough memory to perform the operation requested.
Such memory messages also indicate the available RAM is limited. Adobe Illustrator stores a duplicate of your artwork in RAM that it reverts to if you choose the Undo command. The more Undo Levels set in the General Preferences dialog box, the more RAM is needed to save the information. However, the program has to duplicate only those objects being edited, so you may be able to work on individual objects or smaller groups of objects. Editing many objects simultaneously may result in the information exceeding the available RAM.

To allocate more memory to a specific operation:
1 Close any open documents and quit any open applications that you do not need.

2 Select a smaller number of objects to modify.

3 To reduce the number of Undo levels, choose Preferences/General from the File menu and decrease the Undo levels value set in the Edit Behavior option. Click OK.

4 To allocate more memory to Adobe Illustrator, see the instructions in "Changing Memory Allocation" later in this note.

A message appears while you are saving an illustration with a preview stating "Can't save preview but all other information was saved successfully."
When you save an EPS file with a preview option other than None, Adobe Illustrator creates a picture of the file as it appears on-screen and attaches it to the EPS file. The amount of memory required corresponds to the physical dimensions of the image. The larger the image, the more RAM is required to create the picture. Additionally, the program requires more memory to create a color (8-bit) preview than a black-and-white (1-bit) preview.

To allocate more memory for an EPS file preview:
1 Allocate more memory to Adobe Illustrator. For instructions, see "Changing Memory Allocation" later in this note.

2 Try saving the EPS file with the Preview option set to 1-bit Macintosh. The file will appear black and white on-screen, but will retain all color information and print properly on a PostScript™ printer.

3 Try saving the EPS file with the Preview option set to None. The file will appear as a gray box on-screen, but will retain all color information and print properly to a PostScript output device.

CHANGING MEMORY ALLOCATION
On starting, Adobe Illustrator requests the amount of memory you specify. You should increase the memory allocation in increments of 1000K. If it appears you need more memory on restarting the program, you can increase the amount more by repeating these steps.

Also see your *Macintosh® Reference Guide* for more information about allocating memory.

To change the memory allocation for System 6.x with Multifinder or System 7.0 and 7.0.1:

1 Quit Adobe Illustrator. You cannot change the memory allocation while the application is running.

2 In the Finder, select Adobe Illustrator by clicking once on the program icon. (Make sure that you select the Adobe Illustrator program and not the folder.)

3 Select Get Info from the File menu (Command-I).

4 Enter the desired amount of memory in the Current Size field in the Get Info dialog box. Try increasing the amount by 1000K.

5 Close the Get Info dialog box.

To change the memory allocation for System 7.1:

1 Quit Adobe Illustrator. Memory allocation cannot be changed while the application is running.

2 In the Finder, select Adobe Illustrator by clicking once on the program icon. (Make sure that you select the Adobe Illustrator program and not the folder.)

3 Select Get Info from the File menu (Command-I).

4 Enter the desired amount of memory in the Preferred Size field in the Get Info dialog box. Try increasing the amount by 1000K.

5 Close the Get Info dialog box.