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Adobe Acrobat Reader v. 3.01 for Windows   Updated: 10 June, 1997
Read Me Notes
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Table of Contents

This document contains the following sections:

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Overview

This Read Me file contains last-minute product information for the Adobe Acrobat Reader v. 3.01 for Microsoft Windows 3.1, Microsoft Windows 95, and Microsoft Windows NT.

For full instructions on using the Acrobat Reader please see the Acrobat Reader 3.0 Online Guide, which can be found in the file READER.PDF in the Help folder which is in the same folder as the Acrobat Reader. When using Acrobat Reader, selecting the Help > Reader Online Guide menu will open READER.PDF automatically.

Adobe encourages you to register as an Acrobat Reader user; letting us know who you are helps us continue to provide you with better products, better service, and the most up-to-date information on Adobe Acrobat. If you have not already registered, please do so at
  http://www.adobe.com/acrobat/register.html

To view the latest information on Acrobat, please go to:
  http://www.adobe.com/acrobat/

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System Requirements

- x86-based personal computer (386 minimum; 486, Pentium, or Pentium Pro recommended)
- Microsoft Windows 3.1, Microsoft Windows for Workgroups, Microsoft Windows 95,
  Microsoft Windows NT 3.5.1 or 4.0
- 4 MB application RAM
- 5 MB hard disk space, plus 7 MB additional temporary disk space available during installation
- For viewing PDF files inside of a Web browser:
 Netscape Navigator 3.0 or later (3.0.1 or later recommended)
 including the Netscape Navigator 4.0 component of Netscape Communicator 4.0
 or Microsoft Internet Explorer 3.0 or later.
 (Netscape Navigator 2.0.2 can also be used with limitations; e.g. it will not allow you to submit a

PDF form. You may also be able to use other Web browsers that FULLY support the Netscape APIs.)

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Choosing Which Installer to Use

The 32-bit Acrobat Reader installer (e.g., ar32e301.exe) will install the 32-bit Acrobat Reader on Microsoft Windows 95 or Microsoft Windows NT 3.5.1 or 4.0.

The 16-bit Acrobat Reader installer (e.g., ar16e301.exe) will install the 16-bit Acrobat Reader on Microsoft Windows 3.1 or Microsoft Windows for Workgroups.

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Acrobat Reader v. 3.01 -- Viewing PDF within Web Browsers

Netscape Communicator
PDF files can be viewed in the Netscape Navigator 4.0 component of Netscape Communicator 4.0.

Netscape Navigator or Microsoft Internet Explorer
When viewing PDF documents within a Netscape Navigator or Microsoft Internet Explorer window, Acrobat v. 3.01 adds some new functionality:

The following tools have been added to the Acrobat Toolbar displayed when viewing PDF files inside the Netscape Navigator or Microsoft Internet Explorer window:

- A "copy" tool, which appears to the left of the "hand" tool; it's icon shows two pages (a page and its copy)
- A "select text" tool, which appears to the right of the "zoom out" (magnifying glass minus) tool; its icon shows the letters "abc" in a selection box
- A "find" tool, which appears to the right of the "fit width" tool; its icon is a pair of binoculars
- A "find again" tool, which appears to the right of the "find" tool; its icon is a small pair of binoculars under a curved arrow

When viewing PDF documents within a browser window...

To copy text (for pasting elsewhere):
- click on the "select text" tool
- select the desired text
- click on the "copy" tool
- when you are done selecting text, click on the "hand" button to return to browsing

To find a text string
- click on the "find" tool
- enter the desired text in the Find dialog
- click on the Find dialog's "Find" button
or
- click on the "find again" tool to find another occurrence of the text
Note: Finding text may take a while if pages in the PDF file must be retrieved from the Web server. During the find operation the Find dialog's "Cancel" button will not function. The find operation can be stopped using the escape key.

Select, Copy, Find, and Find Again must be done using the tools on the Acrobat toolbar. The "Copy", "Select All", and "Find..." menu items on your browser's "Edit" menu will not invoke the corresponding command on PDF documents.

In addition, Acrobat 3.01 enables basic keyboard navigation when viewing PDF files in the browser window using Netscape Navigator and Microsoft Internet Explorer. You can use the Page Up, Page Down, Home, End, Enter, Return, and cursor keys as described in the Adobe Acrobat Reader 3.0 Online Guide (Reader.pdf). When using keyboard navigation while viewing a PDF document in Continuous or Continuous - Facing Pages modes, the document image may occasionally disappear. If this occurs you can use the toolbar navigation buttons to restore your image.

Microsoft Internet Explorer
When viewing PDF documents within a Microsoft Internet Explorer (MSIE) window, Acrobat v. 3.01 allows:
- submitting a PDF form to a server
 (for an example see http://www.adobe.com/special/acrobat/demos/forms/feedback.pdf)
- highlighting search terms in a PDF file returned by a search engine which supports search highlighting and
 includes ".pdf" in the URL it returns
 (for an example see http://w3.cascadenet.com/cis/megaQuery)
- URLs to refer to a named destination within a PDF file (no example currently available)

Acrobat v. 3.0 does not fully support MSIE 4.0. Acrobat v. 3.01 is designed to work with MSIE versions 3.0, 3.01, 3.02, and 4.0. However, use of Acrobat v. 3.01 with MSIE 4.0 has not been extensively tested.

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Acrobat Reader v. 3.01 -- Other Known Issues

Blank Pages in Web Browsers - Some pages of PDF files may appear blank when viewed within Web browsers. This may occur if the PDF file is being served from an early versions of some Web servers (such as the Microsoft Internet Information Server version 2.0). Users can view such PDF files by saving a copy locally. Webmasters may need to update their server to the latest version (for more information see http://www.adobe.com/prodindex/acrobat/byteserve.html).

Documentation Errata - On page 7 of the Acrobat Reader 3.0 Online Guide (READER.PDF) in the "Opening PDF documents" section it says "The document author can set PDF documents to be opened in full- screen mode, without a toolbar, menu bar, or window controls. ...To override all the author's document-opening settings, press Control+ Shift (Windows and UNIX) or Option+ Shift (Macintosh) when opening the file." This capability to override all the author's document-opening settings is available in Acrobat Exchange but is NOT available in Acrobat Reader.

Launching external applications / Security - PDF files may contain instructions to launch an external application or to open a non-PDF file. To enhance the security of PDF files, in Acrobat Reader and Exchange version 3.01 will prompt users with an alert before launching an external application, an executable file or a command.

The alert will say: "Acrobat is about to launch this application: " [Application] "Allow this action (yes) or all actions to all applications (all)?" followed by three buttons, "Yes", "No", and "All".
- Choosing "Yes" will allow only this instance of this action.
- Choosing "No" will prevent this instance of this action.
- Choosing "All" will allow all instances of all actions, thus disabling the alert until Acrobat is exited and restarted.

Matrox Millennium video card - Running Acrobat Reader on Windows 3.1 or 3.11 with a Matrox Millennium video card and a video driver version prior to 1.41 may crash when opening PDF files.

Upgrading to Matrox video driver 1.41 from http://www.matrox.com/ should correct this problem. [196115]

NEC SuperScript 860 Printer - When printing from Acrobat at the default setting of 600 DPI, if you encounter problems using watermark, booklet, reverse order, or other features, try printing at 300 DPI. Upgrading to the latest printer driver may eliminate these problems. NEC printer drivers are available at
http://www.nec.com/cgi-bin/showproduct.exe?product=drivers&modelnum=NEC+Printer+Files.

Netscape Navigator - When accessing files from some Web servers, Netscape Navigator will only recognize PDF files with a lowercase ".pdf" extension. [143261]

OS/2 -- An Acrobat Reader for OS/2 (version 3.0 or later) is now available on the Web at http://www.adobe.com/prodindex/acrobat/readstep.html. Acrobat Reader v. 3.01 for Windows has not been fully tested under OS/2 and is not supported on OS/2. Despite that you you may be able to successfully install and use Acrobat Reader for Windows 3.1 in the Windows 3.1 compatibility mode of OS/2 (version 2.1 or later). Our limited experience with using Acrobat Reader for Windows under OS/2 suggests that if you are experiencing symptoms such as system lockups, this may be related to the video driver. We have confirmed this with the latest Matrox Millenium driver, which is version 2.11.047. If you are experiencing problems, we suggest you either upgrade your video driver, switch video cards, switch to VGA, or boot to Windows.

Windows 3.1 Printing - Performance Improvements - Acrobat v. 3.01 for Windows 3.1 contains significant performance improvements for printing to PCL and other non-PostScript printers as compared to Acrobat v. 3.0.

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Adobe Acrobat Reader - Platforms, Availability, and Redistribution

Versions of the Acrobat Reader and Acrobat Reader with Search are available for 16-bit Windows (Windows 3.1), 32-bit Windows (Windows 95, NT 3.51, and NT 4.0), Macintosh, Sun Solaris, SunOS, HP-UX, IBM AIX, and SGI IRIX. In addition, versions of the Acrobat Reader are now also available for Linux, Digital Unix, and OS/2.

Installers for all of these versions are available from Adobe's Web Site at
http://www.adobe.com/prodindex/acrobat/readstep.html.

They are also included on the Acrobat Reader CD-ROM which can be purchased inexpensively in quantities of 1, 10,or 100; for ordering information see
http://www.adobe.com/prodindex/acrobat/cdrom.html.

For information on redistributing the Acrobat Reader installers see
http://www.adobe.com/prodindex/acrobat/distribute.html.

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Technical Support

The following technical support options are available for Adobe Acrobat Reader:

A. Visit the Adobe World Wide Web site at http://www.adobe.com/. The Adobe Customer Support Databases can be searched at http://www.adobe.com/supportservice/custsupport/database.html .

B. E-mail techdocs@adobe.com to obtain an index of technical solutions available via e-mail. Enter "250099" as the subject of your e-mail to obtain the index of Acrobat documents.

C. Call Adobe's FaxYI faxback system at 206-628-5737 (in North America) or +44 131 458 3022 (in Europe) and request document number 250099 for an index of technical solutions available via fax.

D. Visit Adobe's online forums on America Online (keyword ADOBE) or CompuServe (GO ADOBESYS). Online volunteers and forum managers offer assistance on Adobe products when issues are posted on the message boards.

E. If you reside in the United States or Canada, contact Adobe Acrobat Technical Support between 6:00 a.m. to 5:00 p.m. Pacific Standard Time. You can either call the (206) number and purchase an Adobe Service Credit for $25, or call Adobe's Pay-For-Support (900) number. When you call the 900 number, after the first three minutes, $2.00 per minute will be charged to your phone bill.

Acrobat Technical Support for Windows   206-628-2746 (or) 900-555-2200
Acrobat Technical Support for OS/2   206-628-2746 (or) 900-555-2200
Acrobat Technical Support for Macintosh 206-628-2745 (or) 900-555-3300
Acrobat Technical Support for UNIX   206-628-3950 (or) 900-555-4400

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Known Problems and Issues

If additional problems and issues are discovered they'll be posted on Adobe's Web site at
    http://www.adobe.com/acrobat/

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Installation Issues

If there is a failure at any point during the installation of Acrobat 3.0, the installer performs a complete uninstall. For this reason, it is important not to pre-maturely close the installer application by clicking on its close box in the upper-right corner of the background window; the installer will automatically close the background window. [174928, 178252]

Installer for Windows 95 or Windows NT -
The 32-bit Acrobat Reader installer will install the following software for use with Microsoft Windows 95 or Microsoft Windows NT:

- AcroRd32.exe, the 32-bit Acrobat Reader
- PDF.OCX, the Acrobat Control for ActiveX, which will enable Microsoft Internet Explorer 3.0
 (and later) to display PDF documents
- nppdf32.dll, the Netscape plug-in which will allow Netscape Navigator and compatible
 browsers to display PDF documents

If Netscape Navigator 2.0 or later is installed on your computer, nppdf32.dll will be installed in \ Netscape\Navigator\Program\plugins.
If Adobe PageMill 2.0 or later is installed on your computer, nppdf32.dll will be installed in its plugin directory.
The installer will also place one copy of the Netscape plug-in in the directory containing the Acrobat Reader in \Browser\nppdf32.dll. If you would like to use the Acrobat Reader with an additional copy of Netscape Navigator or another Netscape compatible browser, copy nppdf32.dll to its plugins directory.

Installer for Windows 3.1 -
The 16-bit Acrobat Reader installer will install the following software for use ONLY with Microsoft

Windows 3.1 or Microsoft Windows for Workgroups:

- AcroRd16.exe, the 16-bit Acrobat Reader for use ONLY with Microsoft Windows 3.1 or
 Microsoft Windows for Workgroups
- nppdf16.dll, the Netscape plug-in which will allow Netscape Navigator and compatible browsers
 to display PDF documents

If Netscape Navigator 2.0 or later is installed on your computer, nppdf16.dll will be installed in \
Netscape\Navigator\Program\plugins. The installer will also place one copy of the Netscape plug-
in in the directory containing the Acrobat Reader in \Browser\nppdf16.dll. If you would like to use
the Acrobat Reader with an additional copy of Netscape Navigator or another Netscape
compatible browser, copy nppdf16.dll to its plugins directory.

Due to problems with some Desktop Managers for Windows 3.1, during installation the Adobe
Acrobat program group and the Acrobat Reader program item may not be created. By default, the
program is installed in the directory c:\Acrobat3\Read16 and the executable is
c:\Acrobat3\Read16\acrord16.exe.

Installing Quicktime -
To allow the Acrobat Reader to play .mov files, movies or sounds created with Apple
QuickTime(TM), your computer must have the appropriate sound and video boards installed and
Apple QuickTime software version 2.0 or later. This software can be downloaded from
        http://quicktime.apple.com/qt/sw/sw.html

Plug-in Names - Removing plug-ins from the Reader's Plug-Ins folder can improve performance
and reduce the memory required to use the Reader. When removing plug-ins, refer to the
following list of the Reader plug-ins' file names and their functionality:

Windows 95 and Windows NT:
        aform32.api   Acrobat Forms
        ahls32.api   Acrobat Highlight server
                         (highlights results of Web-based search)
        asrch32.api   Acrobat Search (installed with optional Acrobat Reader with Search)
        autidx32.api   Document specifies an index to be added to search shelf
                         (installed with optional Acrobat Reader with Search)
        ewh32.api   External Window Handler (communicates with Web browser)
        ieweb32.api   Internet Explorer Web Browser Interface
        movie32.api   Movie and Sound
        olesrv32.api   OLE Server
        weblnk32.api   WebLink Plug-in

Windows 3.1:
        aform16.api   Acrobat Forms
        ahls16.api   Acrobat Highlight server
                         (highlights results of Web-based search)
        acrosrch.api   Acrobat Search (installed with optional Acrobat Reader with Search)
        autidx16.api   Document specifies an index to be added to search shelf
                         (installed with optional Acrobat Reader with Search)
        ewh16.api   External Window Handler (communicates with Web browser)
        movie.api   Movie and Sound
        olesrv.api   OLE Server
        weblnk16.api   WebLink Plug-in

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Web Browser Issues
Netscape Navigator 2.0, **Netscape Navigator 3.0, or Microsoft Internet Explorer 3.0:**

When large PDF files which have NOT been optimized for page-at-a-time downloading are downloaded over very slow transmission lines (e.g. slow modems), the Acrobat Reader may "time-out" before the entire file has been downloaded. Aternatively, the first page of the document may be displayed but changing to another page could result in a blank page being displayed until the document is fully downloaded. [143637, 179356]

When viewing a PDF file in a Web browser, the destination of an Acrobat Weblink is not displayed in the control bar even if the Weblink preference is set to do so. [144784]

The Microsoft Internet Information Server (IIS) version 2.0 distributed with Windows NT Server 4.0 includes built-in support for byteserving (byte range serving) PDF files. However, the shipping version of IIS 2.0 has a bug which causes it not to return all the bytes needed to display some PDF files (regardless of whether or not the PDF files are optimized). Microsoft has corrected these bugs in Windows NT 4.0 Service Pack 2 and in IIS 3.0. For more details see http://www.adobe.com/prodindex/acrobat/msiis.html .

Movies - PDF files with movies and sounds work inside of World Wide Web browsers, but the performance is generally unacceptable. Acrobat's Movie plug-in is best used for disk- and CD-ROM-based applications. [174588]

Documents with PAGES larger than 4 MBytes each may have display problems. [155364]

Web Browser Issues
Netscape Navigator 2.0 or 3.0 Issues:

Acrobat Reader 3.0 and Netscape Navigator communicate with each other via two plug-ins installed by Adobe Acrobat 3.0; one called EWH on the Acrobat side in the Reader\PLUG_INS folder and one called nppdf32.dll or nppdf16.dll in the Netscape\Navigator\Program\plugins folder. Opening an Acrobat document from within a copy of Netscape Navigator which uses an old version of the nppdf32.dll or nppdf16.dll plug-in may cause your browser to crash.   For best results, make sure both plug-ins are from the same Acrobat release.

If you would prefer to use Acrobat Reader as a helper application, be sure to remove nppdf32.dll or nppdf16.dll from Navigator's plug-ins folder and then configure the Acrobat Reader as a helper application.

Due to a bug in Navigator, when viewing PDF within a frame, if you resize the window and quit Netscape before the page is done drawing, Netscape and/or Acrobat will crash. [175265]

When using Navigator's Back button or Go menu to return to a previously viewed PDF document, page 1 of that document may be displayed regardless of the page you were last viewing. This will
occur if the entire document was not downloaded or if the General Preferences "Allow background Download of Entire File" option was not enabled. [122652]

Changes to Acrobat preferences while viewing PDF files within Netscape Navigator will not take full effect until you exit Exchange/Reader and restart. [160324]

For best results when printing, use the Print button in the Acrobat toolbar rather than Navigator's Print menu item. [156393]

Resizing frames in Navigator may not properly update a PDF file being viewed in that frame. [175222]

When you click the Weblink icon from Acrobat toolbar or select any of the Help > Adobe on the Web menu items, if Netscape Navigator 3.0 is launched the toolbar and location field are not displayed. Resizing the Navigator window will cause these items to appear. Netscape plans to fix this in their 4.0 release. [161815]

If you change Navigator's disk cache while Acrobat Reader 3.0 is running and a PDF file is being displayed in the Navigator window, Navigator will crash. [175091]

Forms / Secure Servers - If a form button submits FDF data to a secure https server, the user needs to turn on the Navigator Network Preferences Option "Allow Persistent Caching of Pages Retrieved through SSL" for the return FDF data to be processed properly. [161718]

The very first time you use Netscape Navigator to submit an HTML form which returns an FDF file, Navigator will display a dialog which says you have started to download a file of type application/vnd.fdf. Click the "Pick App..." button and locate your Acrobat Reader.[160928]

Be sure that the Acrobat Reader is running before you submit an HTML form which returns an FDF file. [162661]

Web Browser Issues
Netscape Navigator 2.0 Specific

Adobe recommends that Netscape Navigator users use Netscape Navigator 3.0 with Acrobat Reader 3.0. However, if you need to use Netscape Navigator 2.0, please be aware of the following limitations:

Using Netscape Navigator 2.0, PDF forms can be viewed, filled in, and printed, but they cannot be submitted or received; when the submit button is pressed, nothing will happen.

When a PDF file is displayed inside a Netscape Navigator frame, you can select the Print Preview... menu in Netscape Navigator 2.0 but it will not preview the PDF file; the Print Frame... menu will print the file.

Web Browser Issues
Microsoft Internet Explorer 3.0 Specific

Internet Explorer 3.0 will not display a PDF file accessed by an URL which does not end in ".pdf" or ".PDF". (Some Web search engines return URLs which don't end in ".pdf" which refer to a PDF file). Internet Explorer 3.0.1 will attempt to display such files but it does so incorrectly by attempting to use the nppdf32.dll Netscape plugin, which does not work reliably under Internet Explorer.

Changes to Acrobat preferences while viewing PDF files within Internet Explorer will not take full effect until you exit Reader and restart. [160324]

When viewing a PDF file within an Internet Explorer window, if you go to an HTML page, switch to Acrobat Reader and exit, then return to Internet Explorer and hit the Back button, Reader will not

re-launch properly. (This is due to the way Internet Explorer caches ActiveX controls.) [159618]

When a PDF file is displayed in its own Internet Explorer window, Internet Explorer's File > Save As... menu will not correctly save the PDF file to your disk. If you opened the PDF file by clicking on a link to it in an HTML page, you can save the PDF file to your disk as follows:
 - Use the Back button in the Internet Explorer toolbar to return to the HTML page containing
   the link.
 - Click on the link to the PDF file using your RIGHT mouse button to display a drop-down menu.
 - Choose the Save Target As... menu item from the drop-down menu and use the resulting
   dialog box to save the PDF file to your hard disk.
Alternatively, you could use another Web browser to save the PDF file to your disk.

At times Internet Explorer may display an empty area where it should display a PDF file. This may occur if Internet Explorer has an old or bad copy of the PDF file in its cache. You may be able to correct the problem by clearing its cache as follows:
 - select Internet Explorer's View > Options... menu
 - click on the "Advanced" tab (at the top right of the dialog)
 - click on the Settings... button under "Temporary Internet files"
 - click on the Empty Folder... button
 - click Yes
 - click OK
 - click OK
Then redisplay the open window in Internet Explorer using either the Refresh button or the View > Refresh menu or F5.

If Internet Explorer has been selected as your WWW Browser Application in the Acrobat Reader's Weblink Preferences dialog and you are using the Acrobat Reader outside of a Web browser, a separate Internet Explorer session will be launched each time you click on a Weblink in a PDF file or select any of the submenus of Help > Adobe on the Web. (Note: When you install Acrobat Reader, if Internet Explorer is your primary Web browser the Acrobat Reader installer will automatically configure it as your WWW Browser Application in Weblink Preferences).

When viewing a PDF file which fills an Internet Explorer window, Internet Explorer's print icon or File > Print... menu will not correctly print the PDF file. The Print icon on the Acrobat toolbar will open the Acrobat print dialog which will allow the entire PDF file to be printed.

When using Internet Explorer's print toolbar icon or File > Print... menu to print an HTML page which contains a PDF file embedded in it, the printed output will include the HTML page with just the first page of the PDF file scaled to fit in the area provided for it. Printing such an HTML page to a Postscript printer with the current Acrobat Reader release is very slow.

If an embedded PDF file is displayed with a toolbar, the Print icon on the toolbar will open the Acrobat print dialog which will allow the entire PDF file to be printed.

The author of an HTML page can provide a Print button associated with an embedded PDF file (this button is implemented using a VBScript). Pressing the Print button will open the Acrobat print dialog.

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General Issues

Calibrated Color - The "Use Calibrated Color for Display" option in the General Preferences dialog is only functional if you have the Acrobat Device-Independent Color plug-in installed. [163728]

CD-ROM - If you open a PDF file from a CD-ROM, then remove the CD-ROM and later try to access that PDF file you may get a system error. Always remember to close all files opened from a CD-ROM before removing it.

Clipboard - If you select Windows > Show Clipboard and get an error it is most likely because the CLIPBRD.EXE program was not installed with Windows. [162165]

Colors Incorrect - If the colors on your monitor seem completely wrong, try the following: In Acrobat Reader's ini file (c:\windows\acroread.ini) try changing the line 'IS8514=4' to 'IS8514=105'.

Compaq MGA8.DRV Video Driver - Using this video driver (installed on Compaq DeskproXL 586 (1024x768, 640x480, 256 colors) with Compaq Qvision 2000 board may cause Acrobat Reader to crash. Solution: Turn off the Use Page Cache option in the File > Preferences > General dialog.

Continuous View and Notes - Text notes which extend outside (above or below) of the page boundary when viewed in Single Page mode may get clipped when you switch to Continuous or Continuous - Facing Pages mode. Solution: Click on the note to activate it and it will pop to the surface. [148150]

Copy Text To Clipboard - When you copy text to the clipboard and paste it into another application the font is not always preserved. [117507]

Full Screen Preferences - Changes to full-screen preferences do not take effect until you exit and re-enter full-screen mode. [163985]

Lotus Notes 3.x - When you open an embedded PDF file from a Notes database, the Acrobat Reader window may flicker slightly. This is because Lotus Notes is giving Acrobat Reader OLE instructions to Show, Hide, then Show the PDF document.

Mach 32 Video Card From ATI - If you are using the MACH 32 ATI card, be sure to use the 256-color mode with the Color Pallette ON. In other words, do not use the 256-color mode with the color pallette off. For Acrobat, make sure the Pallette is ON.

Matrox Video Driver - The Matrox MGA 24-bit 16.7m colors video driver for Windows 3.1 may produce garbled-looking text when used with Acrobat Reader 3.0. Try using the Windows VGA video driver. [165155]

Movie Posters - Movie posters do not print. [164996]

Monitor Colors - If you change the number of colors available to your monitor you will need to restart the Acrobat Reader for this to take effect. [158859]

NEC Ultralite Versa Linear Driver - Rotated images may display with artifacts when using the UltraLite Versa Linear 640x480 256 color video driver. Solution: Use the UltraLite Versa 640x480 256 color driver.

Number 9 Video Driver - When Acrobat Reader's page caching is enabled, if you experience horizontal lines running across the page try turning off the turbo mode in the #9GXE video driver. This can be done via the Turbo menu in the program "#9GXE Status" available in the "#9 Hawkeye Control Panel."

OLE - The Acrobat Reader cannot be used to to insert or create objects with OLE Embedding

because you cannot use Reader to save or make changes to a PDF file. [117835]

OLE and Links/Bookmarks/Movies - Links and bookmarks to other PDF files and playback of external movie and sound files will not work if the PDF file is embedded as an OLE object. [109027,118373]

PC Tools for Windows 1.0 - On Windows 3.1 no Adobe Acrobat 3.0 group is created and no program items/icons are created. See the Installation Issues section above for description of workaround.

PhoneNet - PhoneNet does not properly map Macintosh file names containing upper-ASCII characters. As a result, you will not be able to open any such files in Acrobat Reader. Solution: Don't use special characters in file names to be accessed by both Macintosh and Windows users over a PhoneNet network.

QEMM - There appear to be conflicts between QEMM, ATI Mach 64, and Acrobat Reader 3.0 which can cause crashes. Updating to QEMM 8.0.1 may fix this. See http://arachnid.qdeck.com/qdeck/products/QEMM/ or http://www.quarterdeck.com/ for update information. [154597]

QuickTime 2.1.x - Some older QuickTime movies (circa 1991 or earlier) may not work properly because their poster images cannot be extracted by the current QuickTime system software. A potential solution is to process the movie with Apple's Internet Movie tool. See Apple's QuickTime website at http://quicktime.apple.com/qt/qthome.html or http://quicktime.apple.com/qt/sw/sw.html for more details. [174670]

Smooth Fonts and Monochrome Images - Font smoothing (antialiasing) is not available for Windows 3.x systems. Monochrome images can be antialiased in Windows 3.1 systems if this option is enabled (File > Preferences > General dialog). Font smoothing is only performed on Type 1 and TrueType fonts; Type 3 fonts are not affected. [153457,151701]

Standard Mode (Windows 3.1) - Acrobat Reader 3.0 does not work in standard mode; you must be running Windows 3.1 in enhanced mode.

Syshook- Syshook is an application that patches the system menus of applications; it does not work well with Acrobat Reader.

Toolbar Buttons - In the unlikely even that you have installed a large number of Acrobat Reader plug-ins, some toolbar button may extend beyond the right edge of the screen of low-resolution monitors and get clipped. One workaround is to remove as many plug-ins as possible that are adding additional toolbar buttons. [151999]

Windows for Workgroups - The Windows for Workgroups Netware extensions (\windows\ netx.com) have been known to cause problems with Acrobat Reader's Open dialog, as well as other application's Open dialog. Solution: Contact Microsoft.

Windows NT 3.51 - Make sure you have installed the latest Service Pack for best results with Acrobat Reader 3.0. Software updates from Microsoft can be found at ftp://ftp.microsoft.com/softlib/. The following items are known to be affected: printing to PCL printers. [151625]

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Printing Issues

Printing from within Internet Explorer - See the information on printing in the "Known

problems using Acrobat Reader 3.0 with Microsoft Internet Explorer 3.0" portion of the Web Browser Issues
section above.

=============== **Specific Printers**

Canon BJC 4100 - PDF files may not print properly in the printer's "Photographic Mode". Solution: Use the printers "Graphics and Text" or "Automatic" modes. [174198]

Canon LBP-8IV - Use the printer's "bitmap mode" for best results.

HP DeskJet Printers - For best results, it is recommended that you use the printer's Raster Graphics mode as opposed to the Vector Graphics mode.

HP DeskJet 500C - This printer has an unprintable area near the top of the page. Be sure to use the "Shrink to Fit" option in Acrobat Reader's Print dialog.

HP LaserJet Printers - For best results, it is recommended that you use the printer driver's TrueType font option to download TrueType fonts as bitmaps (not outlines). Details for each driver's Properties dialog is presented below:

>   LaserJet III - Fonts tab, TrueType fonts section: Select the
>   "Download TrueType fonts as bitmap soft fonts" option.
>   LaserJet 4 - Fonts tab, TrueType fonts section: Select the
>   "Download TrueType fonts as bitmap soft fonts" option.
>   LaserJet 5 - Print Quality tab, Text Mode section: Select the
>   "TrueType as Bitmaps" option

HP LaserJet 5M Enhanced Printer Driver - For best results, it is recommended that you use the standard HP LaserJet 5M printer driver, not the enhanced driver that ships with the printer. [158889]

=============== **PCL and Non-PostScript Printing**

Forms / PCL Printers - Some form objects (fields, buttons, etc.) that overlap other items on the page may not print properly to PCL printers due to layering issues. [164189]

Performance Improvements - Acrobat 3.0 contains significant performance improvements for printing to PCL and other non-PostScript printers as compared to Acrobat 2.1.

TrueType / Printing - For best results, it is recommended that you use the printer driver's TrueType font option to download TrueType fonts as bitmaps (not outlines). Details for each driver's Properties dialog is presented below:

>   LaserJet III - Fonts tab, TrueType fonts section: Select the
>   "Download TrueType fonts as bitmap soft fonts" option.
>   LaserJet 4 - Fonts tab, TrueType fonts section: Select the
>   "Download TrueType fonts as bitmap soft fonts" option.
>   LaserJet 5 - Print Quality tab, Text Mode section: Select the
>   "TrueType as Bitmaps" option.

If you still have problems, we recommend trying the "Print TrueType as Graphics" option (if your driver has one). [174299]

Non-PostScript Printers -
A few PDF files may not print properly to non-PostScript printers. If your print output doesn't look right you may want to select a different printing mode for your driver and try again. Alternatively you may wish to print your document to a PostScript printer if one is available.

To change printing modes in Windows 95, click on the Start button in Windows 95, and then Settings > Printers. Select a different printing mode for your driver and try again.

To change printing modes in Windows 3.1, the double-click on the Control Panel icon, then double-click on the Printers icon. In the Printers dialog box, click on the Setup button to display the printer's setup dialogs. To select the graphics mode you may also have to click an Options button.

Raster vs. Vector Mode - You may get more consistent results if your printer driver is set to use Raster mode for graphics. Not all printer drivers have this mode. [162671]

Dithering - Set your printer driver's Graphics / Dithering option to "Fine" or "Coarse" for best results printing halftone images. A setting of "None" will produce poor results. [176134]

Windows 3.1 Printer Drivers - The printer drivers shipped with Microsoft Windows 3.1 for the HP LaserJet III, IIID, IIIP, and IIISi printers may not work well with Acrobat Reader (and other applications for that matter). Adobe recommends you use a PCL printer driver based on the Universal Printer Driver V.3.1.2. Here are several ways to get this driver:

- World Wide Web - Download the file named "HPPCL5.EXE" from http://www.microsoft.com/kb/softlib/mslfiles/hppcl5.exe .

- Microsoft's Bulletin Board - Microsoft's bulletin-board download service can be reached at 206-739-4009. It supports up to 9600 baud and you should set up your modem to use 8-bit, 1 stop bit, and no parity. Once connected, there is a menu-driven bulletin board. Download the file named "HPPCL5.EXE" and follow the same directions as above.

- Microsoft - If you're in the US and you don't have a modem, you may call Microsoft directly at 800-426-9400 and obtain the LaserJet III printer drivers on a diskette.

- Hewlett-Packard - Again, if you don't have a modem, you may call Hewlett-Packard directly at 303-739-4009 and obtain the LaserJet III printer drivers on a diskette. You may also use this number to obtain the latest printer drivers for the HP LaserJet 4, DeskJet, and PaintJet families of printers.

600 dpi - If you experience problems printing to HP LaserJet printers in the 600-dpi mode try switching back to 300-dpi mode or if it is equipped with a PostScript option, use the PostScript mode for 600-dpi printing. This 600-dpi PCL5 printing problem does not seem specific to Acrobat. Documents with various graphic images may not print correctly to the LaserJet 4 in PCL mode at 600 dpi unless the Graphics option in the Windows printer driver setup is set to Raster mode.

Drag-and-drop Printing - You can only drag one PDF file at a time onto printer icons for non-PostScript printers. For PostScript printers, you can drag-and-drop mutliple PDF files for printing. [176051]

Landscape - To increase printer performance of documents formatted entirely in landscape orientation to non-PostScript printers the printer driver must be set in landscape orientation in the Windows printer setup.

=============== **PostScript Printing**

AdobePS 4.1 for Windows 95 - For best results when printing to PostScript printers, Adobe recommends you use the Adobe PostScript Printer Driver 4.1 for use with the Windows 95 operating system. AdobePS 4.1 provides several features not found in the standard Windows 95 PostScript driver, such as Watermark printing and greater support for many popular applications. The driver and installation instructions are included on the Acrobat Reader 3.0 CD-ROM in the DRIVERS\WIN95 folder. They can also be downloaded from http://www.adobe.com/prodindex/printerdrivers/

AdobePS 3.01 for Windows 3.1 - For best results when printing to PostScript printers, Adobe recommends you use the AdobePS 3.01 (or later) driver. The driver and installation instructions are included on the Acrobat Reader 3.0 CD-ROM in the DRIVERS\WIN31 folder. Please note, the watermark and n-up feature of this printer driver do not work with Acrobat Exchange/Reader 3.0. [181119]

JPEG Images - To improve the performance of printing PDF files with JPEG-compressed images to PostScript Level 2 printers you can change the setting of your PostScript printer driver to enable Acrobat and the driver to send JPEG-compressed data directly to the printer. In the printer driver's Properties dialog, choose the PostScript tab. Click the "Advanced..." button to display the Advanced PostScript Options dialog. Choose the "Pure binary data" option in the Data Format section. This setting may cause problems with other applications; if it does, return to the default settings by clicking the Defaults button. [121344]

Memory Issues - If you encounter problems, such as a "VMerror," printing to PostScript Level 1 or 2 printers it may be because the printer has little available memory (for example, a non-upgraded LaserWriter, LaserWriter Plus, LaserWriter II NT or NTX). There are two potential solutions to this problem: 1/In the General Preferences dialog (select from the File > Preferences menu) you may choose to use Serif only or Sans only for font substitution. This frees up additional memory in the printer and chances are your document will print successfully. 2/The other option is to purchase more memory for your printer.

N-up Printing - N-up printing is only supported with the AdobePS driver for Windows 95, not the Microsoft "pscript" driver. [177536]

Pure Binary - Do not use the "Pure Binary" option of your PostScript printer driver when printing from Acrobat Exchange/Reader; use the "ASCII data" option instead, which is the default setting. In the printer driver's Properties dialog, choose the PostScript tab. Click the "Advanced..." button to display the Advanced PostScript Options dialog. Choose the "ASCII data" option in the Data Format section. [161459]

Scale/Enlarge to Fit - There is no "Scale/Enlarge to Fit" option in the print dialog, but a trick that works only to PostScript printers for "scale my page to fit my paper no matter how big or small" is the following: 1/ In the print setup dialog, set Scaling (on Windows) or Reduce/Enlarge (Macintosh) to something like 400%. 2/ In Acrobat's print dialog select "Shrink to Fit". 3/Then print. This will shrink or expand the page as necessary to fit the paper. What you have really done is make the page overly large, and then "Shrink to Fit" it onto the paper.

Apple Personal LaserWriter NT - If you are using an Apple Personal LaserWriter NT printer that has not been upgraded to a Personal LaserWriter NTR, Acrobat Reader won't be able to print substitute fonts. Contact your Apple dealer for information on upgrading your printer.

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Reader with Search

The Acrobat Search plug-in allows searches of text in PDF files on a local hard disk or CD-ROM or across a local area network. (Searching PDF files stored on a Web-server requires a Web-server-based search engine.) The Acrobat Reader is available with or without the Search plug-in. Acrobat Reader with Search can be found on the Acrobat Reader 3.0 CD-ROM and can redistributed for no charge.

The following issues apply to Reader with Search:

Highlighting and unexpected words - Using some of the word options such as sounds like and thesaurus can lead to searching and highlighting of unexpected words. For example the sounds like feature is designed to work best with proper names. For other words sounds like will not always give the results one might expect. Use the words assist dialog to understand what words are being searched for when you use word options.

Highlighting and proximity - When using the proximity word option only one occurrence of the search terms will be highlighted in each document even if the search words occur multiple times. The proximity option sorts the results list bases how close together the search terms are in a document. The document is ranked by the search terms which appear closest together. Only this occurrence of the search terms is highlighted in the document. The other occurrences are not highlighted because they did not contribute to the document's high ranking in the results list.

Internal Error while searching - When searching documents which contain long titles you may get an internal error message from Acrobat. This message is due to having titles which are same through the first 63 characters in the title. For example, suppose we have two documents with the titles: "The Quick Brown Fox Jumped Over The Lazy Dogs. By John A. Smithson" and "The Quick Brown Fox Jumped Over The Lazy Dogs. By John A. Smithsun". These titles are 66 characters long and are identical in the first 63 characters. The dialog will appear in this instance if the search results are sorted by title. As a work-around change all document fields (especially the Title) to be unique within the first 63 characters if their field values are more than 64 characters long and reindex the documents.

Networks - Acrobat Search and Catalog may have problems indexing or finding documents due to differences in how networking software maps non-8.3 file and folder names. For example what is seen on the network by a Macintosh may be different from what is seen by a PC. The following networks have been used in testing Acrobat Search and Catalog:
> Novell Netware & Netware Lite
> Banyan Vines
> Sun Select PC-NFS 3.5, 4.0, 5.0 and 5.1
> NetManage ChameleonNFS
> IBM OS/2 2.1
> Microsoft Windows for Workgroups 3.11
> Microsoft Windows 95
> Microsoft Windows NT Advanced Server 3.1

Other networks may work, but have not been thoroughly tested.

Network server overload - A network file server can reach max utilization when many users are running broad searches at the same time. This causes an overload on the server slowing down all other processes. This occurs when many broad searches attempt to read the entire index which forces the server to load the entire index into its cache. As indexes can be very large the caches can be overloaded. To avoid this problem discourage broad searches such as "*report" which will read the entire index.

No results found - If you are searching for a phrase which contains a stop word you may unexpectedly get no results found for your search. For example searching for "nick of time" will lead to no results found if "of" is a stop word.

Performance - When opening a file from the results list it may take a long time to open the file or in some case the file can not be opened at all. This problem is caused by using non 8.3 filenames and directory names with more than 8 characters. To resolve this problem name your files and directories using 8.3 conventions and rebuild the index. You can also avoid this problem by checking "add ID's to 1.0 files" in the index options dialog, and using 8 character directory names for your top level directories. These changes will help search locate and open files more quickly. When searching for common words, such as searching for "the" by itself, search may appear to hang. In fact Search is just taking a very long time. This happens because the number of hits is so large it takes a while to retrieve them from the index.

Proximity not being used - Proximity is only available for simple AND searches such as "earnings AND report". Complex searches such as "earnings AND (report OR analysis)" will automatically turn off proximity.

Search results list / files not appearing - If proximity is turned on, files which contain the words being searched for may not appear in the results list if these words are 2 to 3 pages apart. For example when searching for "income and report" if both words appear in a file with 8.5 x 11 pages full of 12-point text then the file will only appear in the results list if income and report appear are on the same page or consecutive pages.

Word options - Some indexes are built without the support for word options such as stemming or thesaurus. The documentation incorrectly states that when searching against these indexes with these options Search will not find stems or synonyms of the search words. Search will in fact find these even when these options are not included in the index. Not including these options in the index only affects the word assistant which will not be able to show stems or synonyms for this index.