

Adobe Photoshop CS4 Troubleshooting

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Variations option missing from Image > Adjustments menu in 64 bit version of Photoshop CS4

Issue

The Variations option is missing from Image > Adjustments menu in 64-bit version of Photoshop CS4 on Windows Vista.

Reason

The Variations Plug-in fails to install on some systems. Normally it is installed to C:\Program Files\Adobe\Adobe Photoshop CS4 (64 Bit)\Locales\[locale]\Additional Plug-Ins\Win\Filters\

Where [locale] is dependent on the Photoshop language version installed, for example, en_US.

Solution

Copy the attached Variations plug-in to the following location:

C:\Program Files\Adobe\Adobe Photoshop CS4 (64 Bit)\Locales\[locale]\Additional Plug-Ins\Win\Filters\

Create the Additional Plug-Ins\Win\Filters\ folder structure if it is not already there.

[Click here to download Variations Plug-in](#)

Using the legacy Web Photos Gallery plug-in in Photoshop CS4 (TechNote video)

The ability to create a Web Photo Gallery is now available in the Adobe Bridge CS4 OutputModule. Adobe recommends creating your Web Photo Galleries this way. To continue using the legacy Web Photos Gallery plug-in (WebContactSheetII), play the video below for instructions. If you prefer text instruction, [read the HTML version](#).

User interface font in Photoshop is too small

Issue

The font used in the user interface in Photoshop is too small to be easily read.

Solution

Choose a larger font size in Photoshop's preferences:

- 1 Choose Photoshop > Preferences > Interface (Mac OS) or Edit > Preferences > Interface (Windows).
- 2 Choose Medium or Large from the UI Font Size pop-up menu in the UI Text Options section of the dialog box.

See [HiDPI and retina display support FAQ](#) for more information.

Untab image windows | Photoshop CS6, CS5, CS4

Issue

When you open images in Adobe Photoshop they are tabbed together instead of in individual windows.

Solutions

Solution 1: Float your images in windows.

- To float one image in a window, choose Window > Arrange > Float in Window.
- To float all open images in windows, choose Window > Arrange > Float All In Windows.

Note: Window > Arrange is only available when an image window is open.

Solution 2: Disable image tabs and window docking.

To prevent images from opening in tabs in the future, do the follow:

- 1 Choose Photoshop > Preferences > Interface (Mac OS) or Edit > Preferences > Interface (Windows).
- 2 Deselect Open Documents As Tabs.
- 3 Deselect Enable Floating Document Window Docking.
- 4 Click OK.

Additional information

When you drag an image into Photoshop (and the Application Frame is on in Mac OS), the image opens in a tab. This issue occurs even if the tabbed preferences are disabled.

For more information, see [Manage windows and panels](#) and [View images in multiple windows](#) in the Photoshop User Guide.

Unit type conversion error | AppleScript | Photoshop | Mac OS X 10.6

Issue

When you run certain AppleScripts in Adobe Photoshop CS4 or CS3, an error displays in the OS X Console about unit type conversion, such as "Can't make 720 into type traditional points."

Solution

The Adobe Unit Types.osax file that shipped with Photoshop CS4 and CS3 is a 32-bit component. Mac OS X 10.6 (Snow Leopard) requires some 64-bit scripting environments. Use the following solutions to resolve the unit type error:

Solution 1: Update the Adobe Unit Types.osax to version 2.1.0.

- 1 Click this link to [download the Adobe Unit Types.osax version 2.1.0 file](#).
- 2 Choose /Library/ScriptingAdditions.
- 3 Move the existing Adobe Unit Types.osax file to a backup location.
- 4 Copy the downloaded version of the Adobe Unit Types.osax file to the /Library/ScriptingAdditions folder. Select Yes to authenticate this operation.
- 5 Restart your computer.

Solution 2: Run AppleScript Editor in 32-bit mode.

- 1 Choose Get Info on the AppleScript Editor.
- 2 Select Open in 32-bit mode.

Solution 3: Use the Arch command in your command-line tool.

Instead of executing "osascript xx", execute "arch -i386 osascriptxx".

Uninstall button disabled | Photoshop CS4

Issue


In Adobe Photoshop CS4, the Uninstall button is disabled if you quit the uninstaller using the Task Manager. You cannot uninstall thereafter. The installer has been launched twice, so there are two versions of the installer running even after you quit the installer through the Task Manager.

Solution

- 1 Close all open applications.

- 2 Restart your computer.
- 3 Reinstall Photoshop CS4 by following the installation instructions on the install disk.
- 4 Uninstall Adobe Photoshop CS4 if necessary.

TWAIN scanner plug-in | Photoshop CS4 - CS6

 Looking for information pertaining to the most current version of Photoshop CC? See [TWAIN scanner plug-in](#).

TWAIN is an interface used to import from imaging devices, such as scanners. For more information, see the TWAIN Working Group's website at www.twain.org. The Photoshop TWAIN plug-in connects with compatible devices that are installed on your computer.

Photoshop CS6, and TWAIN

NOTE: Do not use the TWAIN plug-in from Photoshop CS5 downloads. You must install the Photoshop CS6 and later version of TWAIN plug-in for Photoshop CS6 and later.

TWAIN has been the main technology used for scanning in Photoshop for many versions. However, it is not always updated for new operating systems, and therefore may work less reliably than other scanning solutions, such as third-party utilities such as VueScan (<http://www.hamrick.com/>), the scanner software that comes with your scanner, or other scanning technologies. These third-party utilities are dedicated scanning solutions, and they are more appropriate for critical or high-volume scanning. If you use a third-party scanning application, save your scanned images as TIFF files, then open them into Photoshop.

TWAIN should work for basic scanning needs, but if you experience issues with TWAIN, try one of the other scanning technologies described below.

Note: To use any scanner technology, you need to install a scanner driver. This will probably be installed via your operating system, but you may need to contact your scanner manufacturer, especially for older scanners.

Windows In Windows, the Photoshop TWAIN plug-in can be used if you run Photoshop CS6 or later in 32-bit mode. TWAIN is not supported in Photoshop when it's run in 64-bit mode. If you need a scanning solution when you run Photoshop in 64-bit mode, use the WIA (Windows Image Acquisition) interface for your device, if it's available. WIA is also available for use when running Photoshop in 32-bit mode. Contact your scanner manufacturer for more information.

Mac OS In Mac OS, you can use the TWAIN plug-in to scan when running Photoshop CS6 (Photoshop CS6 and later only runs in 64-bit mode). Not many scanner manufacturers have released 64-bit versions of their scanner drivers, so you may not be able to use TWAIN. Contact your scanner manufacturer for more information.

If your scanner manufacturer does not support scanning in 64-bit mode, or you have issues scanning with TWAIN, you can scan into Photoshop using Apple's ImageKit technology, which is built in to Photoshop, does not need a plug-in to be installed, and provides access to many scanners.

The TWAIN plug-in is available with the other optional plug-ins for Photoshop CS6 and later:

For Mac OS:

- http://download.adobe.com/pub/adobe/photoshop/mac/13.x/Optional_Plug_Ins_Release.dmg

For Windows:

- http://download.adobe.com/pub/adobe/photoshop/win/13.x/Win_Optional_Plug-Ins.zip

After you download the appropriate file, double-click the file to decompress it. If you are asked, extract all files.

WindowsNote: For Windows, the downloadable TWAIN plug-in is 32 bit only.

To install the TWAIN plug-in for Windows:

- 1 Exit from Photoshop.
- 2 Copy the Twain_32.8BA plug-in from the Optional Plug-ins Win32/Plug-ins folder to the appropriate folder below.
 - 1 Windows XP: \\Program Files\Adobe\Adobe Photoshop CS6\Plug-Ins\
 - 2 Windows Vista and Windows 7 (32 bit): C:\Program Files\Adobe\Adobe Photoshop [Version]\Plug-Ins\
 - 3 Windows Vista and Windows 7 (64 bit): C:\Program Files (x86)\Adobe\Adobe Photoshop [Version]\Plug-Ins\
- 4 Reopen Photoshop.
- 5 Download the latest scanner driver from your scanner manufacturer's website and install the driver.
- 6 Connect the scanner to the system.

To use TWAIN to scan images into Photoshop:

- 1 Open Photoshop 32 bit by clicking the "Adobe Photoshop CS6 (32 bit)" shortcut.
- 2 Select File > Import > [scanner name].

Mac OS

- 1 Quit Photoshop.
- 2 Copy the TWAIN.plugin file from the download folder to the Applications/Adobe Photoshop [Version]/Plug-ins folder.
- 3 Reopen Photoshop.
- 4 To use TWAIN in Photoshop, choose File > Import > [scanner name].

Photoshop CS5 and TWAIN

For Windows, the [downloadable TWAIN plug-in](#) is 32 bit only.

For Mac OS, the [Photoshop CS5 12.0.4 update](#) includes some TWAIN fixes, and a [downloadable TWAIN plug-in](#) solves two more issues: You can scan multiple documents at once, and Photoshop no longer crashes on the second scanning job.

In Mac OS 10.6.x, the TWAIN plug-in supports 64-bit operation of Photoshop CS5. However, the scanner manufacturer must provide a 64-bit scanner driver, and few do. Contact your scanner manufacturer to determine if a 64-bit driver is available. If not, you must [run Photoshop in 32-bit mode](#).

Photoshop CS4 and TWAIN

On 32-bit versions of Windows, the Photoshop TWAIN plug-in is installed by default. Because the plug-in isn't 64 bit, Photoshop does not install it on 64-bit editions of Windows.

In Mac OS, the Photoshop TWAIN plug-in is not installed by default. See below for installation instructions. Adobe strongly suggests that if you require the plug-in in Mac OS 10.6, you first install Rosetta. See the Apple help forums for more information on working with Rosetta.

Install the TWAIN plug-in for Photoshop CS5 and CS4

Photoshop CS5 for Windows or Mac OS

- 1 Download the plug-in:

[Windows](#)

[Mac OS](#)

- 2 For Windows installation instructions, see the downloaded ReadmeCS5_Optionalplugin.pdf file. For Mac OS, see the instructions on the download page above.

Note: For more information about the optional plug-ins, see [Plug-ins | Photoshop CS5](#).

Photoshop CS4 for Mac OS

- 1 Quit Photoshop CS4.
- 2 From your installation disc, copy the TWAIN plug-in from the /<language>/Goodies/Optional plug-ins/Import-Export folder to the Applications/Adobe Photoshop CS4/Plug-ins/Import-Export folder on your hard drive.
- 3 Restart Photoshop to enable the plug-in.

Troubleshoot TWAIN problems

When you use TWAIN to import from an imaging device, you may encounter problems like the following:

- Photoshop or your scanner application freezes or quits unexpectedly.
- You are unable to close the scanner window.
- You encounter errors during import.
- The preview of the imported image, or the imported image itself, appears incorrect onscreen.

Try the following solutions:

Windows

- On 64-bit Windows, use the Windows Image Acquisition (WIA) interface to import from your device. For instructions, see Windows Help or contact your device manufacturer.
- On 32-bit Windows, update the drivers for your device. For assistance with this process, see the website for the device manufacturer. If the problem persists with the most recent drivers, try one or both of the following:
 - Import from your device using WIA.
 - Using the software included with your imaging device, import and save images, and then open the saved images in Photoshop.

Mac OS

- 1 Update the drivers for your device. For assistance, see the website for the device manufacturer.
- 2 If the problem persists with the most recent drivers, import your image using another application, such as [the Image Capture utility](#). See Mac OS Help or contact your device manufacturer for more information.

Troubleshoot printing problems | Photoshop

This document provides troubleshooting steps to help you resolve general printing problems in Adobe Photoshop.

For solutions to a specific printing problem, try searching the [Adobe Support knowledgebase](#).

Before you begin

Before you can troubleshoot the problem, determine its cause.

Determine the cause of the printing problem

- 1 Create a 2x2 inch RGB, 72-ppi image, paint a line in the image, and print it.
 - If that image prints correctly, it's possible that your file is damaged. See [Resolve problems printing a specific image from Photoshop](#) in this document.
 - If the image doesn't print correctly, go to Step 2.
- [Island Girl.jpg](#)
- 2 Print another type of file (for example, a plain text file) from another application (such as Microsoft Word or TextEdit).
 - If that file prints correctly, the problem isn't system-wide. It's specific to Photoshop. However, the way Photoshop interacts with the system can affect printing performance. Go to Step 3 to eliminate some system-related causes of the problem.
 - If the file doesn't print correctly, the problem is system-wide. It isn't specific to Photoshop or your files. The problem could be low system resources, insufficient memory on your printer, or a poor connection between your computer and the printer. Go to Step 3 to eliminate some likely causes of the problem.
 - 3 Restart your computer, and then print your image.
 - If the image prints correctly, your system could have been out of memory or resources.
 - If the image doesn't print correctly, go to Step 4.
 - 4 Turn off your printer for at least 15 seconds to flush its memory, and then turn it back on and print your image.
 - If the image prints correctly, the printer's memory was too full.
 - If the image doesn't print correctly, go to Step 5.
 - 5 If you are using a network printer, print from another computer.
 - If the image prints correctly, the computer you first tried to print from could be unable to connect to the printer or the network correctly. Contact your network administrator, consult your network documentation, or contact the printer manufacturer to help resolve your problem.
 - If the file doesn't print correctly, go to Step 6.
 - 6 Print your image to another printer.
 - If the image prints correctly, the first computer you printed from could be unable to connect to the printer. Communication, hardware, or memory problems can prevent a computer from connecting to a printer. Make sure that the printer is turned on and connected properly, and then run a self-test on it to make sure that it's working correctly. For instructions, see the documentation that came with the printer or contact the printer manufacturer. If you are using a network printer, consider contacting your network administrator for assistance.
 - If the file doesn't print correctly, see [Resolve problems printing any file from any application](#) in this document.

Resolve problems printing a specific image from Photoshop

If you have problems printing an individual image from Photoshop, work through this next set of tasks in the order they are presented. Print after each one.

1. Reset the printer preferences in the image.

Press the Spacebar on your keyboard before you click File > Print. This process resets printer preferences that have been written into the image.

2. Check these options in the printer driver.

- In Print Settings, make that sure the Paper Size is accurate.
- Choose the correct paper feeding option for how your paper is actually being fed into the printer. If you select the incorrect option for how the paper is being fed, your image can be cut off, or print in part, or print on the wrong part of the page.
- Check for appropriate paper handling. Using some Epson drivers as an example, select Paper Handling, and make sure that the Destination Paper Size is accurate to your paper. If not, select Scale to fit paper size, and change the Destination Paper Size to the appropriate size. Then deselect Scale to fit paper size if desired. Other printer manufacturers can have something similar.
- Check Printer Settings to make sure that the media type is correct.
- Deselect 16 Bit Output, in case your driver doesn't support 16-bit printing.

3. Save the image as a new file.

Resave the document by choosing File > Save As, and giving the file a new name. The Save As command causes Photoshop to rewrite the file.

4. Rasterize layers or flatten your image.

When you print an image from Photoshop, only the content that is visible onscreen is printed. Rasterize layers or flatten your image to improve performance when printing.

Important: Rasterizing layers or flattening your image removes editable content, such as type and Smart Objects. Before proceeding with this task, make a backup of your existing image.

To rasterize layers:

- 1 Select the layers that you want to rasterize.
- 2 Choose Layer > Rasterize, and then choose an option from the submenu.

For more information about rasterizing layers, see [Rasterize layers](#).

To flatten your image, choose Layer > Flatten Image.

For more information about flattening your image, see [Merge and stamp layers](#).

5. Print a composite of the file.

If you encounter problems printing an image with color separations, print a composite of the file to determine if a color plate is the problem. When you print a composite, all the colors print on one plate, regardless of whether individual colors have been selected.

If the problem with your specific image persists after performing the above steps, your file could be damaged. It is also possible that the way that Photoshop interacts with your system is causing the problem. Proceed to for further troubleshooting steps.

Resolve problems printing any file from any application

If you have problems printing any file from the computer, contact Apple Support, Microsoft Technical Support, or the printer manufacturer. Make sure that the printer is on and check the physical connections between the printer and the computer. The solution could be as simple as reconnecting a loose cable.

Also, note any recent changes to the computer system that can affect printing, such as the following:

- Updates of your hardware or software
- New hardware or software
- Removal of software
- Installing or removing fonts
- Connecting to a network, or other changes to your network configuration
- Rearranging or cleaning up of files on your hard drive

Keep a record of changes made to the system to help you troubleshoot printing and other problems. If the problem persists, work through the other sections in this document, as applicable.

Resolve problems printing to any printer from Photoshop

If you have problems printing from Photoshop, work through this set of tasks in the order they are presented, printing after each one.

1. Verify that you meet or exceed the minimum system requirements for Photoshop.

For an updated list of system requirements, visit [System requirements | Photoshop](#) .

2. Use an updated printer driver.

Many printer manufacturers frequently update their software drivers. If you haven't updated the printer driver recently, contact the printer manufacturer for an updated driver, or download one from the manufacturer's website.

3. Delete temporary files from the system (Windows only).

Excess temporary files can cause Photoshop to freeze or appear to freeze when you print.

See the following for details:

- [Delete temporary files using the Disk Cleanup utility \(Windows XP\)](#)
- [Delete temporary files using the Disk Cleanup utility \(Windows 7 and Vista\)](#)

4. Ensure that the printer has enough memory.

Ensure that the printer has enough memory to print all page elements. To print at 300 dpi, make sure that the printer has at least 2 MB of available RAM. To print at 600 dpi, make sure that the printer has at least 4 - 6 MB of RAM. For instructions on determining available printer memory, see the printer documentation.

5. Re-create the instance of the printer (Mac only).

To re-create the instance of the printer:

- 1 Go to Print & Scan in the System Preferences.
- 2 Select the printer, and click the Minus (-) button.
- 3 Click the Plus (+) button.

4 Select a printer or enter the printer's IP address and click Add.

6. Re-create the Photoshop preferences file.

Re-create the Photoshop preferences file to eliminate problems that a damaged preferences file can cause.

For instructions on how to re-create the preferences, watch this tutorial Video: [How to Reset Photoshop CS6's Preferences File](#)

Note: When you use this solution, Photoshop creates a preferences file and you lose custom settings associated with your current preferences file. However, the file you rename in step 3 is your original preferences file. If you determine that the preferences file is not causing the problem, then you can restore your custom settings by following the instructions below.

7. Move the image to a local hard disk.

If the file is on a removable drive (for example, a USB hard drive) or network drive, move it to a local hard disk. Adobe recommends storing files on a local hard disk when you open, save. Or, print them to reduce potential problems and damage to your files.

8. Create additional free disk space.

Make sure that plenty of free hard disk space is available on your system drive, or the drive on which you have the file stored. Adobe recommends that free space is equivalent to three to five times the size of the file you print.

To create more space, search for and delete temporary (.tmp) files on your computer, clear your temporary Internet files, or remove unnecessary programs from the computer. For instructions about clearing the temporary Internet files, see the documentation for your Internet browser. For instructions on removing programs, see the documentation for each program.

You can also free up disk space by bypassing the spool file on Windows, which stores temporary files to the system drive during printing. For instructions for bypassing the spool file, see the documentation included with Windows or contact Microsoft Technical Support.

9. Print to a local printer.

If you print to a network printer, try printing the file from a computer that is connected directly to a local printer.

If the file prints correctly, network-related issues or problems with your printer or its device drivers could be the cause. Contact your network administrator, consult the documentation for your printer, or contact the printer manufacturer for assistance.

10. Run Photoshop while no other applications are running.

Some applications or services could cause problems when running concurrently with Photoshop. Before printing from Photoshop, disable startup items that run when your computer starts up.

For Mac, start up into Safe Boot. Safe Boot mode maximizes available RAM and reduces the possibility that another application or background service conflicts with Photoshop. For instructions or assistance starting your computer into Safe Boot mode, see "Mac OS X: Starting up in Safe Mode" (Apple Support Article [HT1455](#)). Or contact Apple support.

For Windows, see: [Disable startup items, services | Windows](#) for details.

11. Optimize the performance of Photoshop.

See [Optimize performance](#).

Resolve problems printing to a PostScript printer

If you have problems printing from Photoshop to a PostScript printer, work through the tasks below in the order they are presented, printing after each one.

Disclaimer: Some of these solutions require you to change the printer driver properties. The locations for specific properties vary by printer and by printer driver. Therefore, Adobe Technical Support cannot provide detailed information about the location for each property. Contact the printer manufacturer or refer to the printer documentation for more information.

1. Use an updated PPD file.

A PostScript Printer Description (PPD) file describes the capabilities of a PostScript printer for settings such as margins, color, and resolution. Incorrect or outdated PPD files can increase print times or cause other problems. Configure your printer in the Printers Control Panel with the PPD file that the printer manufacturer recommends.

To obtain a PPD file for your device, contact the printer manufacturer.

2. Set up the printer driver to output optimized PostScript code (Windows only).

If you set up the printer driver to output PostScript code that's optimized for portability and in binary format, the amount of scaling the driver must do is minimized, thus preventing it from losing portions of images.

To set your printer driver to output optimized PostScript code, do the following:

- 1 Choose Start > Control Panel, and then open Printers.
- 2 Right-click the printer, and choose Properties from the context menu.
- 3 Select the General tab.
- 4 Select Printing Preferences, and then click Advanced.
- 5 Expand the Document Options, and then expand the PostScript Options.
- 6 Set the PostScript Output option to Optimize For Portability.

3. Install a printer driver that's compatible with your operating system (Windows only).

If you use a network printer, install a printer driver that's compatible with your operating system. Print servers don't always provide drivers for operating systems running on client computers. So, you could be using a printer driver that's appropriate for the print server's operating system but not for your computer's operating system.

To install a printer driver that's compatible with your operating system:

- 1 Choose Start > Control Panel, and then open Printers.
- 2 Right-click the network printer, and then choose Delete.
- 3 Double-click Add Printer, and then click Next.
- 4 Select Add A Local Printer, and then click Next.
- 5 Select Create A New Port.
- 6 Choose Local Port from the Type Of Port menu, and then click Next.
- 7 In the Port Name dialog box, type the path for the print server and printer (for example, \\printservername\printername), and then click OK.
- 8 Follow the remaining onscreen instructions to install a driver that matches the brand and model of your network printer.

Resolve problems printing to a non-PostScript printer

If you have problems printing from Photoshop to a non-PostScript printer, work through the tasks below in the order they are presented, printing after each one.

1. Ensure that the printer has enough memory.

Ensure that the printer has enough memory to print all page elements. To print at 300 dpi, make sure that the printer has at least 2 MB of available RAM. To print at 600 dpi, make sure that the printer has at least 4 – 6 MB of RAM.

For instructions on determining available printer memory, see the printer documentation.

2. Enable VGA mode for your video card (Windows only)

VGA mode is a startup option that forces the system into standard 640 x 480 16-color VGA mode by using a video driver that is compatible with any video adapter. Enable VGA mode for your video card to resolve problems related to your video card and its drivers.

To restart Windows into VGA mode:

- 1 Quit all applications.
- 2 Choose Start, type **msconfig** in the Search text box, and press Enter.
- 3 Click the Boot tab.
- 4 In the Boot Options section, select Base Video.
- 5 Click OK, and restart Windows.

Note: Upon restart, you could be notified that the System Configuration utility has changed the way that Windows starts. If so, click OK and, when the System Configuration utility appears, click Cancel to exit the utility.

- 1 To re-enable your original video card driver:
- 2 Choose Start, type **msconfig** in the Search text box, and press Enter.
- 3 Click the Boot tab.
- 4 In the Boot Options section, deselect Base Video.
- 5 Click OK, and restart Windows.

If you can print correctly from Photoshop using the Windows VGA driver, then the driver for your video card could be damaged, outdated, or incompatible with your printer driver or Photoshop. To obtain an updated video card driver, contact the manufacturer of your video card.

3. Use the printer's PostScript mode

If the printer has a PostScript option, use the PostScript mode. For details, see the printer documentation.

Troubleshoot printing problems in Photoshop CS4 (Windows Vista)

What's covered

- [Before you begin](#)
- [Resolve problems printing a specific image from Photoshop](#)

- [Resolve problems printing any file from any application](#)
- [Resolve problems printing to any type of printer from Photoshop](#)
- [Resolve problems printing to a PostScript printer](#)
- [Resolve problems printing to a non-PostScript printer](#)

This document provides troubleshooting steps to help you resolve general printing problems in Adobe Photoshop CS4 on Microsoft® Windows® Vista®.

You may find a solution to a specific printing problem by searching the [Adobe Support knowledgebase](#).

Before you begin

Before you can troubleshoot the problem, you need to determine its cause.

To determine the cause of the printing problem:

- 1 Print a Photoshop sample image, such as the Ducky TIFF file. Sample files can be found in folder to which you installed Photoshop, which defaults to \Program Files\Adobe\Adobe Photoshop CS4\
 - If that image prints correctly, your file may be damaged. See "[Resolve problems printing a specific image from Photoshop](#)" in this document.
 - If the image doesn't print correctly, go to Step 2.
- 2 Print another type of file (for example, a .txt file) from another application (such as Microsoft Word or WordPad).
 - If that file prints correctly, the problem isn't system-wide--it's specific to Photoshop. However, the way Photoshop interacts with the system may affect printing performance. Go to Step 3 to eliminate some system-related causes of the problem.
 - If the file doesn't print correctly, the problem is system-wide--it isn't specific to Photoshop or your files. The problem could be low system resources, insufficient memory on your printer, or a poor connection between your computer and the printer. Go to Step 3 to eliminate some likely causes of the problem.
- 3 Restart your computer, and then print your image.
 - If the image prints correctly, your system may have been out of memory or resources.
 - If the image doesn't print correctly, go to Step 4.
- 4 Turn off your printer for at least 15 seconds to flush its memory, and then turn it back on and print your image.
 - If the image prints correctly, the printer's memory was too full.
 - If the image doesn't print correctly, go to Step 5.
- 5 If you are using a network printer, print from another computer.
 - If the image prints correctly, the computer you first tried to print from may be unable to connect to the printer or the network correctly. Contact your network administrator, consult your network documentation, or contact the printer manufacturer to help resolve your problem.
 - If the file doesn't print correctly, go to Step 6.
- 6 Print your image to another printer.
 - If the image prints correctly, the computer you first tried to print from may be unable to connect to the original printer because of a communication, hardware, or memory problem. Make sure that the printer is turned on and connected properly, and then run a self-test on it to make sure that it's working correctly. For instructions, see the documentation that came with the printer or contact the printer manufacturer. If you are using a network printer, you may also want to contact your network administrator for assistance.
 - If the file doesn't print correctly, see "[Resolve problems printing any file from any application](#)" in this document.

Resolve problems printing a specific image from Photoshop

If you have problems printing an individual image from Photoshop, work through the tasks in this section in the order they are presented, printing after each one.

1. Save the image as a new file.

Resave the document by choosing File > Save As, and giving the file a new name. The Save As command causes Photoshop to rewrite the file.

2. Rasterize layers or flatten your image.

When you print an image from Photoshop, only the content that is visible on-screen is printed. Rasterize layers or flatten your image to improve performance when printing.

Important: Rasterizing layers or flattening your image removes editable content, such as type and Smart Objects. Before proceeding with this task, make a backup of your existing image.

To rasterize layers:

- 1 Select the layers you want to rasterize.
- 2 Choose Layer > Rasterize, and then choose an option from the submenu.

For more information about rasterizing layers, see "Rasterize layers" in the Photoshop CS4 Help.

To flatten your image, choose Layer > Flatten Image.

For more information about flattening your image, see "Merge and stamp layers" in the Photoshop CS4 Help.

3. Print a composite of the file.

If you encounter problems printing an image with color separations, print a composite of the file to determine if a color plate is the problem. When you print a composite, all the colors print on one plate, regardless of whether individual colors have been selected.

If the problem with your specific image persists after performing the above steps, your file may be damaged. It is also possible that the way that Photoshop interacts with your system is causing the problem. Proceed to "[Resolve problems printing to any type of printer from Photoshop](#)" for further troubleshooting steps.

Resolve problems printing any file from any application

If you have problems printing any file from the computer, contact Microsoft Technical Support or the printer manufacturer. Make sure that the printer is on, and check the physical connections between the printer and the computer. The solution may be as simple as reconnecting a loose cable.

Also, note any recent changes to the computer system that may affect printing, such as the following:

- Updates of your hardware or software.
- New hardware or software.
- Removal of software.
- Installing or removing fonts.
- Connecting to a network, or other changes to your network configuration.
- Re-arranging or cleaning up of files on your hard drive.

Keep a record of changes made to the system to help you troubleshoot printing and other problems. If the problem persists, work through the other sections in this document, as applicable.

Resolve problems printing to any type of printer from Photoshop

If you have problems printing from Photoshop, work through the tasks in this section in the order they are presented, printing after each one.

Note: This section contains troubleshooting steps you can take for most types of printers. For solutions specific to PostScript printers, see "[Resolve problems printing to a PostScript printer](#)" in this document. For solutions specific to non-PostScript printers, see "[Resolve problems printing to a non-PostScript printer](#)" section.

1. Verify that you meet or exceed the minimum system requirements for Photoshop CS4.

Photoshop may not run correctly on a system that doesn't meet the following requirements:

- 1.8GHz or faster processor
- Windows XP with Service Pack 2 (Service Pack 3 recommended) or Windows Vista Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 **Note:** Certified for 32-bit editions of Windows XP and 32-bit and 64-bit editions of Windows Vista.
- 512MB of RAM (1GB recommended)
- 1GB or more of available hard-disk space; additional free space required during installation (Cannot be installed to flash-based storage devices.)
- 16-bit video card with display resolution of 1,024 x 768 or greater (1,280 x 800 or greater recommended)
- Some GPU-accelerated features require graphics support for Shader Model 3.0 and OpenGL 2.0
- DVD-ROM drive
- AppleÂ® QuickTimeÂ® player version 7.2 required for multimedia features
- Broadband Internet connection required for online services

For an updated list of system requirements, see [System requirements | Photoshop](#).

2. Use an updated printer driver.

Many printer manufacturers frequently update their software drivers. If you haven't updated the printer driver recently, contact the printer manufacturer for an updated driver, or download one from the manufacturer's website.

3. Delete temporary files from the system.

Excess temporary files can cause Photoshop to freeze or appear to freeze when you print.

See [Delete temporary files using the Disk Cleanup utility \(Windows Vista\)](#).

4. Re-create the Photoshop preferences file.

Re-create the Photoshop preferences file to eliminate problems that a damaged preferences file might cause.

Note: When you use this solution, Photoshop will create a new preferences file and you will lose custom settings associated with your current preferences file. However, the file you rename in step 3 is your original preferences file. If you determine that the preferences file is not causing the problem, then you can restore your custom settings by following the instructions below.

To re-create the Photoshop preferences file:

- 1 Quit Photoshop.
- 2 In Windows Explorer, navigate to \Users\[Your User Name]\AppData\Roaming\Adobe\Adobe Photoshop CS4\Adobe Photoshop CS4 Settings\ **Note:** The file path above includes a hidden folder. By default, Windows Explorer does not display hidden files and folders. To show this hidden folder, see "[Show hidden files, hidden folders, and all file name extensions in Windows Explorer \(Windows Vista\)](#)".
- 3 Rename the Adobe Photoshop CS4 Prefs.psp file (for example, to Adobe Photoshop CS4 Prefs.psp.old).

4 Start Photoshop. Photoshop creates a new preferences file.

If the problem continues, the preferences file isn't the cause. To restore custom settings, quit Photoshop, delete the new preferences file, and then restore the original name of the previous preferences file.

5. Move the image to a local hard disk.

If the file that won't print is stored on a removable drive (for example, a USB hard drive) or on a network drive, move the file to a local hard disk. Adobe recommends storing files on a local hard disk when you open, save, or print them to reduce potential problems and damage to your files.

6. Create additional free disk space.

Make sure that plenty of free hard disk space is available on your system drive and, if different, the drive on which you have the file stored. Adobe recommends that free space is equivalent to three to five times the size of the file you print.

To create more space, search for and delete temporary (.tmp) files on your computer, clear your temporary internet files, or remove unnecessary programs from the computer. For instructions about clearing the temporary internet files, see the documentation for your internet browser. For instructions in removing programs, see the documentation for each program or search in Windows Help.

You can also free up disk space bypassing the spool file, which stores temporary files to the system drive during printing. For instructions for bypassing the spool file, see the documentation included with Windows or contact Microsoft Technical Support.

7. Print to a local printer.

If you print to a network printer, try printing the file from a computer that is connected directly to a local printer.

If the file prints correctly, network-related issues or problems with your printer or its device drivers may be the cause. Contact your network administrator, consult the documentation for your printer, or contact the printer manufacturer for assistance.

8. Run Photoshop while no other applications are running.

Some applications or services may cause problems when running concurrently with Photoshop. Before printing from Photoshop, disable startup items and the non-Microsoft services that run when your computer starts up.

To disable startup items and non-Microsoft services:

- 1 Quit all applications.
- 2 Choose Start, type **msconfig** in the Search text box, and press Enter.
- 3 Click the Startup tab, and record all unselected items.
- 4 Click the General tab, and choose Selective startup.
- 5 Deselect Load Startup Items. Verify that Process System.ini File, Process WIN.INI File, and Load System Services are selected.
- 6 Click the Services tab, and select Hide All Microsoft Services.
- 7 Click Disable All.
- 8 Re-select FLEXnet Licensing Service in the list of services.
- 9 Click OK, and restart Windows. **Note:** Upon restart, you may be notified that the System Configuration utility has made changes to the way that Windows starts. If so, click OK and, when the System Configuration utility appears, click Cancel to exit the utility.
- 10 Right-click icons in the Notification Area (called the System Tray in earlier versions of Windows) to close or disable any startup items that are still active.

To re-enable startup items and services:

- 1 Choose Start, type **msconfig** in the Search text box, and press Enter.
- 2 Choose Normal Startup on the General tab.
- 3 If items were deselected on the Startup tab previously, refer to the items you recorded in Step 3 above to restore your original configuration.
- 4 Click OK, and restart Windows.

9. Optimize the performance of Photoshop.

For instructions and additional information, see [Optimize performance | Photoshop CS4, CS5, CS6](#).

If the problem persists after performing tasks in this section, proceed to "[Resolve problems printing to a PostScript printer](#)" or "[Resolve problems printing to a non-PostScript printer](#)" for further troubleshooting steps, as applicable.

Resolve problems printing to a PostScript printer

If you have problems printing from Photoshop to a PostScript printer, work through the tasks in this section in the order they are presented, printing after each one.

Disclaimer: Some of these solutions require you to change the printer driver properties. The locations for specific properties vary by printer and by printer driver. Therefore, Adobe Technical Support cannot provide detailed information about the location for each property. Contact the printer manufacturer or refer to the printer documentation for more information.

1. Use an updated PPD file.

A PostScript Printer Description (PPD) file describes the capabilities of a PostScript printer for settings such as margins, color, and resolution. Incorrect or outdated PPD files can increase print times or cause other problems. Configure your printer in the Printers Control Panel with the PPD file recommended by the printer manufacturer.

To obtain a PPD file for your device, contact the printer manufacturer.

2. Set up the printer driver to output optimized PostScript code.

If you set up the printer driver to output PostScript code that's optimized for portability and in binary format, the amount of scaling the driver must do is minimized, thus preventing it from losing portions of images.

To set your printer driver to output optimized PostScript code:

- 1 Choose Start > Control Panel, and then open Printers.
- 2 Right-click the printer, and choose Properties from the contextual menu.
- 3 Select the General tab.
- 4 Select Printing Preferences, and then click Advanced.
- 5 Expand the Document Options, and then expand the PostScript Options.
- 6 Set the PostScript Output option to Optimize For Portability.

3. Install a printer driver that's compatible with your operating system.

If you use a network printer, install a printer driver that's compatible with your operating system. Print servers don't always provide drivers for operating systems running on client computers, so you may be using a printer driver that's appropriate for the print server's operating system but not for your computer's operating system.

To install a printer driver that's compatible with your operating system:

- 1 Choose Start > Control Panel, and then open Printers.

- 2 Right-click the network printer, and then choose Delete.
- 3 Double-click Add Printer, and then click Next.
- 4 Select Add A Local Printer, and then click Next.
- 5 Select Create A New Port.
- 6 Choose Local Port from the Type Of Port menu, and then click Next.
- 7 In the Port Name dialog box, type the path for the print server and printer (for example, \\printservername\printername), and then click OK.
- 8 Follow the remaining on-screen instructions to install a driver that matches the brand and model of your network printer.

If the problem persists after performing the task in this section, proceed to "[Resolve problems printing to any type of printer from Photoshop](#)" for further troubleshooting steps, as applicable.

Resolve problems printing to a non-PostScript printer

If you have problems printing from Photoshop to a non-PostScript printer, work through the tasks in this section in the order they are presented, printing after each one.

1. Ensure that the printer has enough memory.

Ensure that the printer has enough memory to print all page elements. To print at 300 dpi, the printer should have at least 2 MB of available RAM. To print at 600 dpi, the printer should have at least 4 to 6 MB of RAM.

For instructions on determining available printer memory, see the printer documentation.

2. Enable VGA mode for your video card.

VGA mode is a startup option that forces the system into standard 640 x 480 16-color VGA mode by using a video driver that is compatible with any video adapter. Enable VGA mode for your video card to resolve problems related to your video card and its drivers.

To restart Windows Vista into VGA mode:

- 1 Quit all applications.
- 2 Choose Start, type **msconfig** in the Search text box, and press Enter.
- 3 Click the Boot tab.
- 4 In the Boot Options section, select Base Video.
- 5 Click OK, and restart Windows. **Note:** Upon restart, you may be notified that the System Configuration utility has made changes to the way that Windows starts. If so, click OK and, when the System Configuration utility appears, click Cancel to exit the utility.

To re-enable your original video card driver:

- 1 Choose Start, type **msconfig** in the Search text box, and press Enter.
- 2 Click the Boot tab.
- 3 In the Boot Options section, deselect Base Video.
- 4 Click OK, and restart Windows.

If you can print correctly from Photoshop using the Windows VGA driver, then the driver for your video card may be damaged, outdated, or incompatible with your printer driver or Photoshop. To obtain an updated video card driver, contact the manufacturer of your video card.

3. Use the printer's PostScript mode.

If the printer has a PostScript option, use the PostScript mode. For details, see the printer documentation.

If the problem persists after performing the tasks in this section, proceed to "[Resolve problems printing to any type of printer from Photoshop](#)" for further troubleshooting steps, as applicable.

Troubleshoot printing problems | Photoshop | Windows XP

What's covered

- [Before you begin](#)
- [Resolve problems printing a specific image from Photoshop](#)
- [Resolve problems printing any file from any application](#)
- [Resolve problems printing to any type of printer from Photoshop](#)
- [Resolve problems printing to a PostScript printer](#)
- [Resolve problems printing to a non-PostScript printer](#)

This document provides troubleshooting steps to help you resolve general printing problems in Adobe Photoshop on Microsoft Windows XP.

You may find a solution to a specific printing problem by searching the [Adobe Support knowledgebase](#).

Before you begin

Before you can troubleshoot the problem, you need to determine its cause.

To determine the cause of the printing problem:

- 1 Print the Photoshop sample image file [Island Girl.jpg](#).
 - If that image prints correctly, it's possible that your file is damaged. See [Resolve problems printing a specific image from Photoshop](#) in this document.
 - If the image doesn't print correctly, go to Step 2.

[Island Girl.jpg](#)

- 2 Print another type of file (for example, a .txt file) from another application (such as Microsoft Word or WordPad).
 - If that file prints correctly, the problem isn't system-wide--it's specific to Photoshop. However, the way Photoshop interacts with the system may affect printing performance. Go to Step 3 to eliminate some system-related causes of the problem.
 - If the file doesn't print correctly, the problem is system-wide--it isn't specific to Photoshop or your files. The problem could be low system resources, insufficient memory on your printer, or a poor connection between your computer and the printer. Go to Step 3 to eliminate some likely causes of the problem.
- 3 Restart your computer, and then print your image.
 - If the image prints correctly, your system may have been out of memory or resources.
 - If the image doesn't print correctly, go to Step 4.
- 4 Turn off your printer for at least 15 seconds to flush its memory, and then turn it back on and print your image.
 - If the image prints correctly, the printer's memory was too full.
 - If the image doesn't print correctly, go to Step 5.

- 5** If you are using a network printer, print from another computer.
- If the image prints correctly, the computer you first tried to print from may be unable to connect to the printer or the network correctly. Contact your network administrator, consult your network documentation, or contact the printer manufacturer to help resolve your problem.
 - If the file doesn't print correctly, go to Step 6.
- 6** Print your image to another printer.
- If the image prints correctly, the computer you first tried to print from may be unable to connect to the original printer because of a communication, hardware, or memory problem. Make sure that the printer is turned on and connected properly, and then run a self-test on it to make sure that it's working correctly. For instructions, see the documentation that came with the printer or contact the printer manufacturer. If you are using a network printer, you may also want to contact your network administrator for assistance.
 - If the file doesn't print correctly, see "[Resolve problems printing any file from any application](#)" in this document.

Resolve problems printing a specific image from Photoshop

If you have problems printing an individual image from Photoshop, work through the tasks in this section in the order they are presented, printing after each one.

1. Save the image as a new file.

Resave the document by choosing File > Save As, and giving the file a new name. The Save As command causes Photoshop to rewrite the file.

2. Rasterize layers or flatten your image.

When you print an image from Photoshop, only the content that is visible on-screen is printed. Rasterize layers or flatten your image to improve performance when printing.

Important: Rasterizing layers or flattening your image removes editable content, such as type and Smart Objects. Before proceeding with this task, make a backup of your existing image.

To rasterize layers:

- 1** Select the layers you want to rasterize.
- 2** Choose Layer > Rasterize, and then choose an option from the submenu.

For more information about rasterizing layers, see [Rasterize layers](#).

To flatten your image, choose Layer > Flatten Image.

For more information about flattening your image, see [Merge and stamp layers](#).

3. Print a composite of the file.

If you encounter problems printing an image with color separations, print a composite of the file to determine if a color plate is the problem. When you print a composite, all the colors print on one plate, regardless of whether individual colors have been selected.

If the problem with your specific image persists after performing the above steps, your file may be damaged. It is also possible that the way that Photoshop interacts with your system is causing the problem. Proceed to "[Resolve problems printing to any type of printer from Photoshop](#)" for further troubleshooting steps.

Resolve problems printing any file from any application

If you have problems printing any file from the computer, contact Microsoft Technical Support or the printer manufacturer. Make sure that the printer is on, and check the physical connections between the printer and the computer. The solution may be as simple as reconnecting a loose cable.

Also, note any recent changes to the computer system that may affect printing, such as the following:

- Updates of your hardware or software.
- New hardware or software.
- Removal of software.
- Installing or removing fonts.
- Connecting to a network, or other changes to your network configuration.
- Re-arranging or cleaning up of files on your hard drive.

Keep a record of changes made to the system to help you troubleshoot printing and other problems. If the problem persists, work through the other sections in this document, as applicable.

Resolve problems printing to any type of printer from Photoshop

If you have problems printing from Photoshop, work through the tasks in this section in the order they are presented, printing after each one.

Note: This section contains troubleshooting steps you can take for most types of printers. For solutions specific to PostScript printers, see "[Resolve problems printing to a PostScript printer](#)" in this document. For solutions specific to non-PostScript printers, see "[Resolve problems printing to a non-PostScript printer](#)" section.

1. Verify that you meet or exceed the minimum system requirements for Photoshop CS4.

Photoshop may not run correctly on a system that doesn't meet the following requirements:

- 1.8GHz or faster processor
- Windows XP with Service Pack 2 (Service Pack 3 recommended) or Windows Vista[®] Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 **Note:** Certified for 32-bit editions of Windows XP and 32-bit and 64-bit editions of Windows Vista.
- 512MB of RAM (1GB recommended)
- 1GB or more of available hard-disk space; additional free space required during installation (Cannot be installed to flash-based storage devices.)
- 16-bit video card with display resolution of 1,024 x 768 or greater (1,280 x 800 or greater recommended)
- Some GPU-accelerated features require graphics support for Shader Model 3.0 and OpenGL 2.0
- DVD-ROM drive
- Apple[®] QuickTime[®] player version 7.2 required for multimedia features
- Broadband Internet connection required for online services

For an updated list of system requirements, see [System requirements | Photoshop](#).

2. Use an updated printer driver.

Many printer manufacturers frequently update their software drivers. If you haven't updated the printer driver recently, contact the printer manufacturer for an updated driver, or download one from the manufacturer's website.

3. Delete temporary files from the system.

Excess temporary files can cause Photoshop to freeze or appear to freeze when you print.

See [Delete temporary files using the Disk Cleanup utility \(Windows XP\)](#) for details.

4. Re-create the Photoshop preferences file.

Re-create the Photoshop preferences file to eliminate problems that a damaged preferences file might cause.

Note: When you use this solution, Photoshop will create a new preferences file and you will lose custom settings associated with your current preferences file. However, the file you rename in step 3 is your original preferences file. If you determine that the preferences file is not causing the problem, then you can restore your custom settings by following the instructions below.

To re-create the Photoshop preferences file:

- 1 Quit Photoshop.
- 2 In Windows Explorer, navigate to \Documents and Settings\[Your User Name]\Application Data\Adobe\Adobe Photoshop CS4\Adobe Photoshop CS4 Settings\. **Note:** The file path above includes a hidden folder. By default, Windows Explorer does not display hidden files and folders. To show this hidden folder, see [Show hidden files, hidden folders, and all file name extensions in Windows Explorer \(Windows XP\)](#).
- 3 Rename the Adobe Photoshop CS4 Prefs.psp file (for example, to Adobe Photoshop CS4 Prefs.psp.old).
- 4 Start Photoshop. Photoshop creates a new preferences file.

If the problem continues, the preferences file isn't the cause. To restore custom settings, quit Photoshop, delete the new preferences file, and then restore the original name of the previous preferences file.

5. Move the image to a local hard disk.

If the file that won't print is stored on a removable drive (for example, a USB hard drive) or on a network drive, move the file to a local hard disk. Adobe recommends storing files on a local hard disk when you open, save, or print them to reduce potential problems and damage to your files.

6. Create additional free disk space.

Make sure that plenty of free hard disk space is available on your system drive and, if different, the drive on which you have the file stored. Adobe recommends that free space is equivalent to three to five times the size of the file you print.

To create more space, search for and delete temporary (.tmp) files on your computer, clear your temporary internet files, or remove unnecessary programs from the computer. For instructions about clearing the temporary internet files, see the documentation for your internet browser. For instructions on removing programs, see the documentation for each program or search in Windows Help.

You can also free up disk space bypassing the spool file, which stores temporary files to the system drive during printing. For instructions for bypassing the spool file, see the documentation included with Windows or contact Microsoft Technical Support.

7. Print to a local printer.

If you print to a network printer, try printing the file from a computer that is connected directly to a local printer.

If the file prints correctly, network-related issues or problems with your printer or its device drivers may be the cause. Contact your network administrator, consult the documentation for your printer, or contact the printer manufacturer for assistance.

8. Run Photoshop while no other applications are running.

Some applications or services may cause problems when running concurrently with Photoshop. Before printing from Photoshop, disable startup items and the non-Microsoft services that run when your computer starts up.

See [Disable startup items and services \(Windows XP\)](#) for details.

9. Optimize the performance of Photoshop.

For instructions and additional information, see "[Optimize performance of Photoshop CS4 on Windows XP and Vista](#)."

If the problem persists after performing tasks in this section, proceed to "[Resolve problems printing to a PostScript printer](#)" or to "[Resolve problems printing to a non-PostScript printer](#)" for further troubleshooting steps, as applicable.

Resolve problems printing to a PostScript printer

If you have problems printing from Photoshop to a PostScript printer, work through the tasks in this section in the order they are presented, printing after each one.

Disclaimer: Some of these solutions require you to change the printer driver properties. The locations for specific properties vary by printer and by printer driver. Therefore, Adobe Technical Support cannot provide detailed information about the location for each property. Contact the printer manufacturer or refer to the printer documentation for more information.

1. Use an updated PPD file.

A PostScript Printer Description (PPD) file describes the capabilities of a PostScript printer for settings such as margins, color, and resolution. Incorrect or outdated PPD files can increase print times or cause other problems. Configure your printer in the Printers Control Panel with the PPD file recommended by the printer manufacturer.

To obtain a PPD file for your device, contact the printer manufacturer.

2. Set up the printer driver to output optimized PostScript code.

If you set up the printer driver to output PostScript code that's optimized for portability and in binary format, the amount of scaling the driver must do is minimized, thus preventing it from losing portions of images.

To set your printer driver to output optimized PostScript code:

- 1 Choose Start > Control Panel, and then open Printers and Faxes. **Note:** You may instead need to choose Start > Settings > Control Panel, and then open Printers and Faxes.
- 2 Right-click the printer, and choose Properties.
- 3 Select the General tab.
- 4 Select Printing Preferences, and then click Advanced.
- 5 Expand the Document Options, and then expand the PostScript Options.
- 6 Set the PostScript Output option to Optimize For Portability.

3. Install a printer driver that's compatible with your operating system.

If you use a network printer, install a printer driver that's compatible with your operating system. Print servers don't always provide drivers for operating systems running on client computers, so you may be using a printer driver that's appropriate for the print server's operating system but not for your computer's operating system.

To install a printer driver that's compatible with your operating system:

- 1 Choose Start > Control Panel, and then open Printers and Faxes. **Note:** You may instead need to choose Start > Settings > Control Panel, and then open Printers and Faxes.
- 2 Right-click the network printer, and then choose Delete.
- 3 Double-click Add Printer, and then click Next.
- 4 Select Local Printer Attached To This Computer.
- 5 Deselect Automatically Detect And Install My Plug And Play Printer, and then click Next.
- 6 Select Create A New Port.
- 7 Choose Local Port from the Type Of Port menu, and then click Next.

- 8 In the Port Name dialog box, type the path for the print server and printer (for example, \\printservername\printername), and then click OK.
- 9 Follow the remaining on-screen instructions to install a driver that matches the brand and model of your network printer.

If the problem persists after performing the task in this section, proceed to "[Resolve problems printing to any type of printer from Photoshop](#)" for further troubleshooting steps, as applicable.

Resolve problems printing to a non-PostScript printer

If you have problems printing from Photoshop to a non-PostScript printer, work through the tasks in this section in the order they are presented, printing after each one.

1. Ensure that the printer has enough memory.

Ensure that the printer has enough memory to print all page elements. To print at 300 dpi, the printer should have at least 2 MB of available RAM. To print at 600 dpi, the printer should have at least 4 to 6 MB of RAM.

For instructions on determining available printer memory, see the printer documentation.

2. Enable VGA mode for your video card.

VGA mode is a startup option that forces the system into standard 640 x 480 16-color VGA mode by using a video driver that is compatible with any video adapter. Enable VGA mode for your video card to resolve problems related to your video card and its drivers.

To restart Windows XP into VGA mode:

- 1 Quit all applications.
- 2 Choose Start > Run, type **msconfig** in the Open box, and then click OK or press Enter on your keyboard.
- 3 Click the BOOT.INI tab.
- 4 In the Boot Options section, select /BASEVIDEO.
- 5 Click OK, and restart Windows. **Note:** When you restart, click OK to the notification that the System Configuration Utility has made changes to the way Windows starts up. When the System Configuration Utility appears, click Cancel.

To re-enable your original video card driver:

- 1 Choose Start > Run, type **msconfig** in the Open box, and press Enter.
- 2 Click the BOOT.INI tab.
- 3 In the Boot Options section, deselect /BASEVIDEO.
- 4 Click OK, and restart Windows.

If you can print correctly from Photoshop using the Windows VGA driver, then the driver for your video card may be damaged, outdated, or incompatible with your printer driver or Photoshop. To obtain an updated video card driver, contact the manufacturer of your video card.

3. Use the printer's PostScript mode.

If the printer has a PostScript option, use the PostScript mode. For details, see the printer documentation.

If the problem persists after performing the tasks in this section, proceed to "[Resolve problems printing to any type of printer from Photoshop](#)" for further troubleshooting steps, as applicable.

Troubleshoot fonts | Photoshop CC 2014, CC, CS6, CS5

Issues

Damaged fonts can cause various problems in Photoshop, some of which don't appear to be font-related.

Solutions

These solutions are listed in order of easiest, and most likely to locate the damaged font, to more challenging or time consuming.

Important: Remove or update any third-party font plug-ins before testing your fonts.

Solution 1: Update Photoshop to the most recent version

- 1 Choose Help > Updates (this is the preferred update method).
- 2 Download the most recent update from the Adobe website: <http://www.adobe.com/downloads/updates>.

Solution 2: Turn off Font Preview in Photoshop preferences

Photoshop CC 2014, CC, and CS6:

- 1 Choose Type > Font Preview Size.
- 2 Select None.

Photoshop CS5:

- 1 Choose Photoshop > Preferences > Type (Mac OS) or Edit > Preferences > Type (Windows).
- 2 Deselect Font Preview Size.

Retest your issue to determine if this solution solved the problem.

Solution 3: Remove fonts

The following fonts are known to cause problems when used in Photoshop:

Bustle (Mac OS only)

- 21kannmbn_ttf
- GURAKH_S.TTF
- JH_TITLES.TTF
- SCREEN__.TTF
- SEVESBRG.TTF
- SF Tattle Tales Condensed.ttf
- ZEROGEBI.TTF
- Zippy.ttf

Solution 4: (Mac OS) Validate all fonts through the Font Book Mac OS application

- 1 Choose Applications > Font Book.
- 2 Choose All Fonts in the Collection column.
- 3 Select the top-most font in the Font column and press Cmd+A to select all the fonts.
- 4 Choose File > Validate Font.
- 5 Delete the damaged or duplicate font.

- 6** If Font Book crashes, restart Font Book, and scroll through the fonts one by one to determine which font caused the crash. Use the Down Arrow key to select the first font, then hold the key down to scroll through all your fonts.

Solution 5: Use the FontTest script to determine if there are damaged fonts on your computer

Download, install, and run the appropriate FontTest.jsx script for your version of Photoshop below. The script can determine if there are damaged fonts on your system, or if some of your fonts are causing the crash.

Download and read the appropriate FontTest_readme.pdf file.

Important: This PDF ReadMe file contains critical information on how to install and run the script, and information about the results. **Note:** If Photoshop crashes before you can run this script, the cause is most likely in the operating system, and less likely in Photoshop. In these cases, perform the other solutions in the document.

Photoshop CS6

Right-click (Windows) or Control-click (Mac OS) the FontTest.jsx.zip file below. Then save the FontTest.jsx file to a location on your hard disk, such as your Desktop. Unzip the file by double-clicking it, and if asked, choose to extract all files.

[FontTest.jsx.zip](#)[FontTest_readme.pdf](#)

Photoshop CS5

Right-click (Windows) or Control-click (Mac OS) the [FontTest script](#) . Then, save the FontTest.jsx file to a location on your hard disk, such as your Desktop.

[FontTest ReadMe](#)

Solution 6: Delete the Photoshop font cache

Mac OS

- 1** Quit Photoshop and the Creative Cloud desktop app (if installed).
- 2** Navigate to:
 - Photoshop CS6 and earlier /Users/[user name]/Library/Caches/Adobe
 - Photoshop CC or CC 2014 /Users/[user name]/Library/Application Support/Adobe/Adobe Photoshop CC or CC 2014 **Note:** If you're using Mac OS 10.7 or later, use this [TechNote](#) to learn how to open the hidden Library folder.
- 3** Drag the TypeSupport folder (Photoshop CS6 and earlier) or the CT Font Cache folder (Photoshop CC or CC 2014) to the trash and empty the trash.

Windows

- 1** Exit Photoshop and the Creative Cloud desktop app (if installed).
- 2** Navigate to the appropriate folder
 - Photoshop CS6 and earlier Windows XP: \Documents and Settings\Local Settings\Application Data\Adobe
 - Windows 7: \Users\[user name]\AppData\Local\Adobe
 - Photoshop CC and CC 2014 Windows 7 and 8: \Users\[user name]\AppData\Roaming\Adobe\Adobe Photoshop CC or CC 2014
- 3** Delete the TypeSupport folder (Photoshop CS6 and earlier) or the CT Font Cache folder (Photoshop CC and CC 2014), and empty the trash.

Restart Photoshop and test to determine if the problem recurs.

Solution 7: Delete the system font cache

Mac OS

To delete the system font cache, run a command-line utility in the Terminal application. This command is part of the Mac OS. Be careful when using Terminal, as it affects your operating system at a low level. You can review the Atsutil manual by typing "man atsutil" (without quotes) and pressing Return in Terminal. Or you can read this article in MacWorld magazine: <http://www.macworld.com/article/139383/2009/03/fontcacheclear.html>

- 1 Quit Photoshop and the Creative Cloud desktop app (if installed).
- 2 Choose Applications > Utilities.
- 3 Open Terminal
- 4 Type the following command followed with Return


```
sudo atsutil databases –remove
```

Windows

Turn on hidden files and folders by accessing [this TechNote](#).

- 1 Close all Adobe applications including the Creative Cloud desktop app (if installed).
- 2 Navigate to \Windows\ServiceProfiles\LocalService\AppData\Local
- 3 Delete the *FNTCACHE*.DAT or *FontCache*.dat files. **NOTE:** The asterisk (*) indicates various numbers, letters, or words, such as FontCache-S-1-5-21.dat or COFFfontCache.dat.

It is generally a good idea to also delete the Photoshop font cache (Solution 6 above) when deleting the OS cache. Retest to determine if the problem recurs.

Solution 8: Isolate the font causing the problem (Mac OS only)

Important: Apple made the user library folder hidden by default with the release of Mac OS X 10.7. To access files in the hidden library folder to perform Adobe-related troubleshooting, use the methods in [How to access hidden user library files](#).

Make sure that your fonts are located in only one font folder:

- /Users/[user name]/Library/Fonts
- /Library/Fonts

If your fonts are not duplicated, continue with the rest of the Step. If they are duplicated, remove them from one location.

Create two folders on the desktop, called fonttest and goodfonts.

There are three locations that can contain fonts to test. Perform this testing for all of the following folders that contain fonts:

* /Users/[user name]/Library/Fonts * /Library/Fonts * /[network drive]/Library/Fonts

To test for a damaged font, keep half your fonts in the Library/Fonts folder. Move half to the fonttest folder, and test the condition that caused the problem.

- If the problem recurs, the damaged font is still in the Font folder, and the font is not in the fonttest folder. Move the fonts from the fonttest folder to the goodfonts folder.
- If the problem does not recur, the damaged font is in the fonttest folder. Move the fonts from the official fonts folder into the goodfont folder. Move half the fonts back into the official font folder for the next round of testing.
- Continue to test half the remaining fonts, and continue to move the fonts without the problem into the goodfonts folder.

- When you've determined the one font that is causing the problem, remove it from the official fonts folder. Move all the fonts from the goodfonts folder back into the appropriate official fonts folder that you are testing. Perform these tests for each official fonts folder that contain fonts.

Important: If the same problem occurs after you remove a font, one or more fonts have the same or a similar problem. Continue to perform these steps until all damaged fonts are removed.

Required fonts in Photoshop CS6

- AdobeArabic-Bold.otf
- AdobeArabic-BoldItalic.otf
- AdobeArabic-Italic.otf
- AdobeArabic-Regular.otf
- AdobeDevanagari-Bold.otf
- AdobeDevanagari-BoldItalic.otf
- AdobeDevanagari-Italic.otf
- AdobeDevanagari-Regular.otf
- AdobeHebrew-Bold.otf
- AdobeHebrew-BoldItalic.otf
- AdobeHebrew-Italic.otf
- AdobeHebrew-Regular.otf
- AdobeMingStd-Light.otf
- AdobeMyungjoStd-Medium.otf
- AdobeSongStd-Light.otf
- KozGoPr6N-Regular.otf
- KozGoPr6N-Bold.otf
- KozGoPr6N-ExtraLight.otf
- KozGoPr6N-Heavy.otf
- KozGoPr6N-Light.otf
- KozGoPr6N-Normal.otf
- KozMinPr6N-Regular.otf
- KozMinPr6N-Bold.otf
- KozMinPr6N-ExtraLight.otf
- KozMinPr6N-Heavy.otf
- KozMinPr6N-Light.otf
- KozMinPr6N-Medium.otf
- LetterGothicStd.otf
- LetterGothicStd-Bold.otf
- LetterGothicStd-BoldSlanted.otf
- LetterGothicStd-Slanted.otf

- MinionPro-Regular.otf
- MinionPro-It.otf
- MinionPro-Bold.otf
- MinionPro-BoldIt.otf
- MyriadPro-Regular
- MyriadPro-Bold.otf
- MyriadPro-BoldCond.otf
- MyriadPro-BoldCondIt.otf
- MyriadPro-BoldIt.otf
- MyriadPro-Cond.otf
- MyriadPro-CondIt.otf
- MyriadPro-It.otf
- MyriadPro-Semibold.otf
- MyriadPro-SemiboldIt.otf
- MyriadHebrew-Bold.otf
- MyriadHebrew-BoldIt.otf
- MyriadHebrew-It.otf
- MyriadHebrew-Regular.otf

Optional fonts in Photoshop CS6

- ACaslonPro-Bold.otf
- ACaslonPro-BoldItalic.otf
- ACaslonPro-Italic.otf
- ACaslonPro-Regular.otf
- ACaslonPro-Semibold.otf
- ACaslonPro-SemiboldItalic.otf
- AdobeHeitiStd-Regular.otf
- AdobeFangsongStd-Regular.otf
- AdobeFanHeitiStd-Bold.otf
- AdobeGothicStd-Bold.otf
- AdobeKaitiStd-Regular.otf
- AGaramondPro-Bold.otf
- AGaramondPro-BoldItalic.otf
- AGaramondPro-Italic.otf
- AGaramondPro-Regular.otf
- BirchStd.otf
- BlackoakStd.otf

- BrushScriptStd.otf
- ChaparralPro-Bold.otf
- ChaparralPro-BoldIt.otf
- ChaparralPro-Italic.otf
- ChaparralPro-Regular.otf
- CharlemagneStd-Bold.otf
- CooperBlackStd.otf
- CooperBlackStd-Italic.otf
- GiddyupStd.otf
- HoboStd.otf
- KozGoPro-Regular.otf
- KozGoPro-Bold.otf
- KozGoPro-ExtraLight.otf
- KozGoPro-Heavy.otf
- KozGoPro-Light.otf
- KozGoPro-Medium.otf
- KozMinPro-Regular.otf
- KozMinPro-Bold.otf
- KozMinPro-ExtraLight.otf
- KozMinPro-Heavy.otf
- KozMinPro-Light.otf
- KozMinPro-Medium.otf
- LithosPro-Black.otf
- LithosPro-Regular.otf
- MesquiteStd.otf
- MinionPro-BoldCn.otf
- MinionPro-BoldCnIt.otf
- MinionPro-Medium.otf
- MinionPro-MediumIt.otf
- MinionPro-Semibold.otf
- MinionPro-SemiboldIt.otf
- NuevaStd-BoldCond.otf
- NuevaStd-BoldCondItalic.otf
- NuevaStd-Cond.otf
- NuevaStd-CondItalic.otf
- OCRStd.otf
- OratorStd.otf

- OratorStd-Slanted.otf
- PoplarStd.otf
- PrestigeEliteStd-Bd.otf
- RosewoodStd-Regular.otf
- StencilStd.otf
- TektonPro-Bold.otf
- TektonPro-BoldCond.otf
- TektonPro-BoldExt.otf
- TektonPro-BoldObl.otf
- TrajanPro-Bold.otf
- TrajanPro-Regular.otf

Required fonts in Photoshop CS5

- AdobeArabic-Bold.otf
- AdobeArabic-BoldItalic.otf
- AdobeArabic-Italic.otf
- AdobeArabic-Regular.otf
- AdobeHebrew-Bold.otf
- AdobeHebrew-BoldItalic.otf
- AdobeHebrew-Italic.otf
- AdobeHebrew-Regular.otf
- AdobeMingStd-Light.otf
- AdobeMyungjoStd-Medium.otf
- AdobeSongStd-Light.otf
- KozGoPro-Regular.otf
- KozGoPro-Bold.otf
- KozGoPro-ExtraLight.otf
- KozGoPro-Heavy.otf
- KozGoPro-Light.otf
- KozGoPro-Medium.otf
- KozMinPro-Regular.otf
- KozMinPro-Bold.otf
- KozMinPro-ExtraLight.otf
- KozMinPro-Heavy.otf
- MyriadPro-Regular
- MyriadPro-BoldIt.otf
- MyriadPro-Cond.otf

- MyriadPro-CondIt.otf
- MyriadPro-It.otf
- MyriadPro-Semibold.otf
- MyriadPro-SemiboldIt.otf

Optional fonts in Photoshop CS5

Note: These fonts can influence the way templates display or affect interproduct connectivity.

- ACaslonPro-Bold.otf
- ACaslonPro-BoldItalic.otf
- ACaslonPro-Italic.otf
- ACaslonPro-Regular.otf
- ACaslonPro-Semibold.otf
- ACaslonPro-SemiboldItalic.otf
- AdobeHeitiStd-Regular.otf
- AdobeFangsongStd-Regular.otf
- AdobeFanHeitiStd-Bold.otf
- AdobeGothicStd-Bold.otf
- AdobeKaitiStd-Regular.otf
- AGaramondPro-Bold.otf
- AGaramondPro-BoldItalic.otf
- AGaramondPro-Italic.otf
- AGaramondPro-Regular.otf
- BirchStd.otf
- BlackoakStd.otf
- BrushScriptStd.otf
- ChaparralPro-Bold.otf
- ChaparralPro-BoldIt.otf
- ChaparralPro-Italic.otf
- ChaparralPro-Regular.otf
- CharlemagneStd-Bold.otf
- CooperBlackStd.otf
- CooperBlackStd-Italic.otf
- GiddyupStd.otf
- HoboStd.otf
- KozGoPr6N-Bold.otf
- KozGoPr6N-ExtraLight.otf
- KozGoPr6N-Heavy.otf

- KozGoPr6N-Light.otf
- KozGoPr6N-Medium.otf
- KozGoPr6N-Regular.otf
- KozMinPr6N-Bold.otf
- KozMinPr6N-ExtraLight.otf
- KozMinPr6N-Heavy.otf
- KozMinPr6N-Light.otf
- KozMinPr6N-Medium.otf
- KozMinPr6N-Regular.otf
- LithosPro-Black.otf
- LithosPro-Regular.otf
- MesquiteStd.otf
- MinionPro-BoldCn.otf
- MinionPro-BoldCnIt.otf
- MinionPro-Medium.otf
- MinionPro-MediumIt.otf
- MinionPro-Semibold.otf
- MinionPro-SemiboldIt.otf
- NuevaStd-BoldCond.otf
- NuevaStd-BoldCondItalic.otf
- NuevaStd-Cond.otf
- NuevaStd-CondItalic.otf
- OCRStd.otf
- OratorStd.otf
- OratorStd-Slanted.otf
- PoplarStd.otf
- PrestigeEliteStd-Bd.otf
- RosewoodStd-Regular.otf
- StencilStd.otf
- TektonPro-Bold.otf
- TektonPro-BoldCond.otf
- TektonPro-BoldExt.otf
- TektonPro-BoldObl.otf
- TrajanPro-Bold.otf
- TrajanPro-Regular.otf

Three cursors display in Photoshop, Bridge, and Camera Raw | Windows 7

Three cursors appear instead of one in Adobe Photoshop CS4, Adobe Bridge CS4, and Camera Raw.

Detail

Your Windows text DPI size is set to 150%.

Solution: Change the Windows text size to 149% or 151%.

To change the text size:

- 1 Choose Start > Control Panel > Appearance and Personalization > Display.
- 2 Choose Set custom text size (DPI) in the menu on the left panel.
- 3 Type in 149 or 151 into the Scale to this percentage of normal size field.
- 4 Press enter and click OK.
- 5 Choose to log off and then log on to change the setting.

Tested video cards | Photoshop CS5

Supported video cards

Adobe tested most of the following video cards before the release of Photoshop CS5. Newer cards have been tested and added to this list since the release. This document lists the video card by series. The minimum amount of RAM supported on video cards for Photoshop CS5 is 128 MB. 256 MB of RAM is recommended.

Note: Adobe tested laptop and desktop versions of the following cards. Be sure to download the latest driver for your specific model. (Laptop and desktop versions have slightly different names.)

Nvidia GeForce 7000, 8000, 9000, 100, 200, 400 series **Nvidia Quadro FX** x500, x700, x800, FX370, FX380, FX580 series, Quadro CX cards (The x represents the initial version number of the card. For example, x500 represents all card lines that end in 500, including the 4500, the 3500, and the 1500 series.) **Nvidia Quadro** 600, 2000, 6000, 4000 (Mac). **ATI Radeon** 2000, 3000, 4000, 5000, 6000 series **Note:** ATI X 1000 series cards are no longer being tested. **ATI FireGL** FireGL (R600 family GPUs x6xx series): V3600, V5600, V7600, V7700, V8600, V8650 FirePro (R700 family GPUs X7xx series): V3700, V3750, V5700, V7750, V8700, V8750

ATI FirePro FirePro (R800 family GPUs x8xx series): V3800, V3850, V4900, V5800, V7800, V8800, V9800 **Intel** Intel HD Graphics Intel GMA 4-Series Chipset Intel HD Graphics Family Intel HD Graphics P3000

Intel HD Graphics P4000 **Macintosh** MacBook Air Intel GMA X3100

Known issues

Card: ATI Radeon HD 3200 **Issue:** Enable OpenGL Drawing is disabled when you open a new image window in 64-bit Windows 7. **Solution:** Set the OpenGL Advanced Settings mode to Basic. The ATI Radeon HD3200 supports only Basic mode. Normal and Advanced modes are unavailable using this card.

Card: ATI FireGL 3350 **Issue:** Photoshop crashes when the Microsoft display driver is installed for this card in 64-bit Windows 7. This crash can occur when Enable OpenGL Drawing is on or off. **Solution:** ATI does not have a driver for this card in Windows 7 64 bit; this card is not supported in Windows 7. If ATI creates a driver, install it to determine whether Enable OpenGL Drawing can be used with this card.

Cards: ATI 1000, 2000, and 3000 series **Issue:** Rectangular selection boundaries (marching ants) are off one pixel from the true position of the selection in Windows Vista, 32 bit. **Solution:** Download and run the TweakSelectionsOnOldATI_ON registry key. The TweakSelectionsOnOldATI_OFF turns off this registry key. If the TweakSelectionsOnOldATI_ON key does not fix the problem, be sure to run the TweakSelectionsOnOldATI_OFF key to remove the key from the Windows registry.

Important: If you use an ATI 4000 or 5000 series card and run the registry key that turns on this fix, you can introduce the problem. If you do, run the TweakSelectionsOnOldATI_OFF key to turn off the key.

Card: Nvidia GeForce 7300GT **Issue:** Basic is the only Mode available with this video card in Mac OS 10.6.x. **Solution:** This functionality is as designed.

Issue: Enable OpenGL Drawing is unavailable when in Mac OS X earlier than 10.5.7. **Solution:** This functionality is as designed.

Issue: Editing text in large files is slow. **Solution:** In the OpenGL Advanced Settings dialog box, set the mode to Basic, or deselect Enable OpenGL Drawing in Photoshop preferences.

Issue: Scrubby zoom lags or redraws slowly. **Solution:** Ignore the symptoms or deselect Enable OpenGL Drawing if you are running in Mac OS X 10.5.x. If you are running in Mac OS X 10.6.x, select Basic mode in the OpenGL Advanced Settings dialog box.

Card: Nvidia GeForce GT 120

Issue: Crashes occur when making selections in Mac OS. **Solution:** Unplug and reconnect the video card adapter cable. If this connector comes loose, it can cause Photoshop to crash.

Cards: Nvidia GeForce GT 120 and GeForce 8800 **Issue:** The Anti-Alias Guides And Paths option in the OpenGL Advanced Settings dialog box does not create anti-aliasing in selections. This issue occurs when Advanced or Normal mode on Mac OS. **Solution:** Set the mode to Basic.

Note: Photoshop does not support ATI CrossFire or SLI video cards.

More Help topics

[Tested video cards | Photoshop CS4](#)

[GPU and OpenGL support | Photoshop CS4, CS5](#)

[GPU and OpenGL features and preferences](#)

System requirements | Adobe Drive

Adobe Drive CC, Adobe Drive 4, and Adobe Drive 3

View tech specs for [Adobe Photoshop](#), [InDesign](#), [Illustrator](#), [InCopy](#), and [Bridge](#).

- Adobe Drive requires an additional 500MB of available hard-disk space.
- Adobe® Drive software is used together with Adobe Creative Suite products: Adobe Photoshop®, InDesign®, Illustrator®, InCopy®, and Bridge.

For more information about Adobe Drive, see www.adobe.com/products/adobedrive/.

Adobe Drive 2

Windows

- Intel® Pentium® 4 or AMD Athlon® 64 processor
- Microsoft® Windows® XP with Service Pack 3; Windows Vista® Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 (Service Pack 2 recommended); or Windows 7
- 1GB of RAM or more recommended
- 9.3GB of available hard-disk space for installation; additional free space required during installation (cannot install on removable flash-based storage devices)
- 1280x800 display with qualified hardware-accelerated OpenGL graphics card, 16-bit color, and 256MB of VRAM
- Some GPU-accelerated features require graphics support for Shader Model 3.0 and OpenGL 2.0
- Some features in Adobe Bridge rely on a DirectX 9–capable graphics card with at least 64MB of VRAM
- DVD-ROM drive compatible with dual-layer DVDs
- Java™ Runtime Environment 1.5 (32 bit) or 1.6
- QuickTime 7.6.2 software required for multimedia features
- Adobe Flash® Player 10 software required to export SWF files
- Broadband Internet connection required for online services and to validate Subscription Edition (if applicable) on an ongoing basis*

Mac OS

- Multicore Intel processor
- Mac OS X v10.5.8 or v10.6
- 1GB of RAM or more recommended
- 10.3GB of available hard-disk space for installation; additional free space required during installation (cannot install on a volume that uses a case-sensitive file system or on removable flash-based storage devices)
- 1280x800 display with qualified hardware-accelerated OpenGL graphics card, 16-bit color, and 256MB of VRAM
- Some GPU-accelerated features require graphics support for Shader Model 3.0 and OpenGL 2.0
- DVD-ROM drive compatible with dual-layer DVDs

- Java™ Runtime Environment 1.5 or 1.6
- QuickTime 7.6.2 software required for multimedia features
- Adobe Flash® Player 10 software required to export SWF files
- Broadband Internet connection required for online services and to validate Subscription Edition (if applicable) on an ongoing basis*

* This product may allow you to extend its functionality by accessing certain features that are hosted online, including CS Live online services ("Online Services"), provided you have a high-speed Internet connection. The Online Services, and some features thereof, may not be available in all countries, languages, and/or currencies and may be discontinued in whole or in part without notice. Use of the Online Services is governed by separate terms of use and by the Online Privacy Policy, and access to some services may require user registration. Some Online Services, including services that are initially offered at no charge, may be subject to additional fees and require a separate subscription. For more details and to review the applicable terms of use and Online Privacy Policy, visit www.adobe.com.

Adobe Drive 2 requires an additional 500 MB of available hard-disk space.

More Help topics

[Supported product versions](#)

Scanning in Photoshop CS6 | Mac OS

Scanning in Photoshop CS6

Photoshop CS6 for Mac OS uses Apple's ImageKit's scanning technology to allow you to scan directly from Photoshop CS6.

This technology works in Mac OS 10.6.8 and 10.7. It supports scanning in Photoshop running in 64-bit mode. Although TWAIN does support scanning in 64-bit mode, few scanner manufacturers have provided 64-bit drivers. For more information on scanning with TWAIN, see [TWAIN plug-in | Photoshop CS4, CS5, CS6](#).

Note: This technology does not work in Photoshop CS6 when running under Mac OS 10.8 (Mountain Lion). Adobe is working with Apple on this issue.

Install the scanner driver supplied by your scanner manufacturer. Likewise, install any Mac OS updates that have scanner software updates, or any updates from your scanner manufacturer.

Adobe has tested with the following scanners:

- Epson GT -1500
- Epson Perfection V600 Photos
- Epson Perfection V700 Photos

- Epson 4490
- Canoscan 8400F
- HP ENVY100

For more information about using Apple's scanner software in Snow Leopard or Lion, see Apple's technical document: [OS X Lion, Mac OS X v10.6: Printer and scanner software](#)

To scan in Photoshop CS6:

- 1 Open Photoshop CS6.
- 2 Choose File > Import > Images From Device.
- 3 Select your scanner from the Devices list on the left.

Known issues

Issue: When you choose JPEG2000 as the file format to scan, you get a gray document or layer resulting instead of the image.

Solution: If you are using Mac OS 10.6.8, use another file format. On Mac OS 10.7.x, try scanning a few more times. If it still doesn't scan, use another file format.

Issue: Error "Scanner reported an error" occurs when you scan with two manufacturers' scanners, and you used Epson's VueScan software to scan in Mac OS 10.6.8.

Solution 1: Check to see if there's an update to VueScan that fixes this issue.

Solution 2: Scan using Photoshop, not VueScan.

Issue: Scanners aren't available in Photoshop, after you scan using VueScan.

Solution 1: Check to see if there's an update to VueScan that fixes this issue.

Solution 2: Uninstall VueScan, and scan using Photoshop.

Issue: Error occurs indicating the scanner is not connected, or the scanner window is blank.


Solution: The scanner window could be open but hidden under another application window. Close the scanner window using the X button.

Additional information: Photoshop keeps the scanner window open after a scan, so you can easily scan more than one image. If you close Photoshop without closing the scanner window, this error can occur. Or, the scanner window can be blank.

Troubleshooting

- Restart the scanner.
- Run Mac OS software update to make sure that you're using the most updated scanner driver.
- Open Image Capture from the Applications folder and scanning in that application, directly. This step helps you determine if the issue is only in Photoshop CS6, or in the system.
- Try scanning a small part of an image (such as 1" x 1") at a low resolution (such as 72 ppi). Scanning just a part of the image helps you determine whether you have enough hard disk space to scan the image.

Downloadable plug-ins & content | Photoshop CS6

 Looking for information pertaining to the most current version of Photoshop CC? See [Downloadable plug-ins & content](#).

Photoshop plug-ins are files that allow you to increase Photoshop's functionality, such as allowing you to scan images with the TWAIN technology. Some of these plug-ins were installed with previous versions of Photoshop. Some customers still need the legacy version. And, most customers don't need the plug-ins, so they're an optional installation for and CS6.

Photoshop extension plug-ins (Mac OS only) allow you to change operating system-level functions in Photoshop. For example, they allow you to use compression for your scratch disk. Only install these optional extensions if necessary.

Photoshop CS6 on Mac OS is a 64-bit applications only. Therefore, older, 32-bit plug-ins don't run, can return errors, or cause crashes when used in these 64-bit versions of Photoshop.

Confirm that third-party plug-ins are compatible

In Photoshop CS6, the location of the core Photoshop plug-ins has moved to separate core plug-ins from third-party plug-ins. The core plug-ins are inside the application package on Mac OS and in Adobe Photoshop CS6\Required\Plug-ins on Windows. **Do not remove or delete these required files.**

Install or copy third-party plug-ins to the Adobe Photoshop CS6\Plug-ins\ folder. If you experience problems after installing third-party plug-ins, remove them from this folder to stop them from loading in Photoshop.

Contact third-party plug-in manufacturers for versions of their plug-ins that are compatible with Photoshop CS6.

Note: Do not move or copy plug-ins from previous versions of Photoshop into any Photoshop CS6 folders.

Plug-ins available via web download

Some plug-ins that were available for previous versions of Photoshop are no longer available for CS6. Others are available as a web download, but are not installed by default. The plug-ins available via web download are bundled together.

Download the optional plug-ins from these locations

For Mac OS:

[Download optional plug-ins for MacOS](#)

For Windows:

[Download optional plug-ins for Windows](#)

Download the optional extensions for Mac OS only: [Download optional extensions for Mac OS](#)

After you download the appropriate file, double-click the file to decompress it. If you are asked, extract all files.

Install the plug-ins

Quit Photoshop, then copy the desired plug-ins (or extensions) to the following locations:

Mac OS:

- Applications/Adobe Photoshop CS6/Plug-ins folder

Windows:

Photoshop CS6

Windows XP: Program Files/Adobe/Adobe Photoshop CS6/Plug-ins folder
 Windows 7 and Vista (32 bit): Program Files (x86)/Adobe/Adobe Photoshop CS6/Plug-ins folder
 Windows 7 and Vista (64 bit): Program Files/Adobe/Adobe Photoshop CS6 (64 bit)/Plug-ins folder

Plug-ins no longer supported in Photoshop CS6

- Variations
- Picture Package (ContactSheetII)
- ExtractPlus
- PatternMaker
- PhotomergeUI
- Web Photo Gallery (WebContactSheetII) plus presets
- Script for Layer Comps to Web Photo Gallery
- Texture presets for Texturizer

Plug-ins available via web download—supported in 32- and 64-bit Windows and Mac OS

- Alias
- ElectricImage (included as part of the OptionalMultiPlugin)
- SGIRGB
- Softimage
- HSBHSL (included as part of the OptionalMultiPlugin)
- Wavefront RLA
- Lighting Effects Classic (Windows OS only)

Optional Extensions available via web download - supported in Mac OS only (64 bit)

- DisableDragBoundingBox
- DisableScratchCompression
- ForceVMCompression
- ForceVMBuffering
- DisableVMBuffering
- RememberSlowFiles
- Unlimited Preview Size
- Overscroll Always
- Overscroll Floating Windows

TWAIN

TWAIN—The TWAIN scanner plug-in is no longer installed with Photoshop CS6, but is available via web download. The plug-in is only available on Windows for the 32-bit version of the application and on Mac OS X for the 64-bit version of the application. For more information, see [TWAIN plug-in](#).

MATLAB Plug-in

This package contains the MATLAB library and sample scripts for both English and Japanese. MATLAB is a high-level technical computing language and interactive environment for algorithm development, data visualization, data analysis, and numeric computation. After installing the MATLAB plug-in, you can view MATLAB image-processing results in Photoshop and combine MATLAB commands with Photoshop image-editing features.

Download the MATLAB plug-in package from the following locations:

For Mac OS:

[MATLAB plug-in for Mac](#)

For Windows:

Photoshop CS6: [MATLAB plug-in for Windows](#)

After you download the file, double-click it to decompress it. If asked, extract all the files.

To install the MATLAB plug-in, quit Photoshop, and copy the MATLAB folder to the Photoshop application folder:

Mac OS: Applications/Adobe Photoshop [Photoshop_version] folder

Windows:

Windows XP: Program Files/Adobe/Adobe Photoshop [Photoshop_version] folder
 Windows 7 and Vista (32 bit): Program Files (x86)/Adobe/Adobe Photoshop [Photoshop_version] folder
 Windows 7 and Vista (64 bit): Program Files/Adobe/Adobe Photoshop [Photoshop_version] (64 Bit) folder
 Windows 8 (32 bit): Program Files (x86)/Adobe/Adobe Photoshop [Photoshop_version] folder
 Windows 8 (64 bit): Program Files/Adobe/Adobe Photoshop [Photoshop_version] (64 Bit) folder

ScriptingListener Plug-in

This package contains the ScriptingListener plug-in, scripting documentation, and sample scripts. The ScriptingListener plug-in can record JavaScript to a log file for any operation which is Actionable.

Download the ScriptingListener plug-in package from the following locations:

For Mac OS:

[Scripting Listener Plug-in for Mac](#)

For Windows:

[Scripting Listener Plug-in for Windows](#)

To install the ScriptingListener Plug-in

Mac

- 1 Unzip Scripting Plug-In Release.dmg.
- 2 After you unzip the package, you will see three folders: Documents, Sample Scripts and Utilities. Drag the Utilities folders to the Applications\Adobe Photoshop CS6\Plug-ins\

Note: Alternately, you can create a new "Scripting" folder inside the Plug-ins folder and drag the contents of the package there.

Win 32 bit

- 1 Unzip the package Scripting_Plug-In.zip.
- 2 Drag the Scripting_Win32 folder to the following location: C:\Program Files (x86)\Adobe\Adobe Photoshop CS6\Plug-ins\...

Win 64 bit

- 1 Unzip the package Scripting_Plug-In.zip.
- 2 Drag the Scripting_Win64 folder to the following location: C:\Program Files\Adobe\Adobe Photoshop CS6 (64 Bit)\Plug-ins\...

Photoshop samples and shortcuts

Photoshop sample files

Photoshop sample files are examples of files that can be created in Photoshop. They can help you learn Photoshop, by showing you the way images can be created.

For English documents:

Mac OS download: [Sample files for Mac - English](#)

Windows download: [Sample files for Windows - English](#)

For French documents:

Mac OS download: [Sample files for Mac - French](#)

Windows download: [Sample files for Windows - French](#)

For German documents:

Mac OS download: [Sample files for Mac - German](#)

Windows download: [Sample files for Windows - German](#)

For Japanese documents:

Mac OS download: [Sample files for Mac - Japanese](#)

Windows download: [Sample files for Windows - Japanese](#)

After you download the appropriate file, double-click the file to decompress it. If asked, extract all files.

You can move or copy the sample files to whatever location you choose.

Photoshop Shortcuts

Mac OS download: [Shortcuts for Mac](#)

Windows download: [Shortcuts for Windows](#)

To use these shortcuts, download the Photoshop Shortcuts.zip file to your computer and unzip it. Then double-click any of the included KYS files. Photoshop comes to the foreground, and prompts you to save any unsaved shortcuts you have. Adobe recommends that you name the resulting keyboard layouts by language, such as 'French default' or 'Japanese', although that is ultimately a matter of personal choice.

You can locate these shortcuts wherever you want. But consider choosing the Photoshop folder, so you can remember where they are.

Downloadable plug-ins | Photoshop CS5



Looking for information pertaining to the most current version of Photoshop CC? See [Downloadable plug-ins & content](#).

Photoshop CS5 on Mac OS was reworked on a fundamental level to run as a 64-application under the 64-bit versions of Mac OS. Therefore, old and 32-bit plug-ins don't run, can return errors, or cause crashes when you use them in the 32-bit or 64-bit versions of Photoshop. See for instructions on how to open Photoshop CS5 in 64-bit and 32-bit modes.

Confirm that third-party plug-ins are compatible

As with all previous versions of Photoshop, don't copy old third-party plug-ins, or plug-ins from previous versions of Photoshop, into the Photoshop CS5 plug-ins folder. If you have set the Additional Plug-Ins Folder in the Plug-Ins preferences to a folder, deselect this option. Or, make sure that all the plug-ins in this folder are compatible with Photoshop CS5. Contact third-party plug-in manufacturers for versions of their plug-ins that are compatible with Photoshop CS5, either 32 bit or 64 bit.

Plug-ins available via web download

Some plug-ins that were available for previous versions of Photoshop are no longer available for CS5. Others are available as a web download, but are not installed by default. The plug-ins available via web download are bundled together.

Download the optional plug-ins from these locations:

For Mac OS: <http://www.adobe.com/support/downloads/detail.jsp?ftpID=4965> For Windows: <http://www.adobe.com/support/downloads/detail.jsp?ftpID=4688>

Note: Review the ReadmeCS5_Optionalplugin.pdf file in with the downloaded files for installation instructions.

Plug-ins supported in 32- and 64-bit Windows, and only 32-bit Mac OS

- Lighting Effects
- Extract (For an improved feature, [choose Select > Refine Edge](#) .)
- Variations
- Contact Sheet II (For an improved feature, [create contact sheets in Adobe Bridge](#) .)
- Web Photo Gallery (For an improved feature, [create galleries in Adobe Bridge](#) .)
- Layer Comps to WPG
- PatternMaker
- PhotoMergerUI
- Picture Package
- FireWire
- FireWire DLL

See for instructions on how to open Photoshop CS5 in 64-bit and 32-bit modes.

Plug-ins no longer supported in Photoshop CS5

- Filmstrip format. Previous versions don't work in Photoshop CS5.
- Texture Fill

Plug-ins supported only in 32-bit Windows and Mac OS

- Send Video Preview to Device

- Video Preview

See for instructions on how to open Photoshop CS5 in 64-bit and 32-bit modes.

Plug-ins available via web download—supported in 32- and 64-bit Windows and Mac OS

- Alias
- ElectricImage
- SGIRGB
- Softimage
- Unlimited Preview Size
- HSBHSL
- Embed / Read Digimarc Watermark

Plug-ins available via web download—supported in 32- and 64-bit Mac OS

- DisableGetInfoComment
- DisableScratchCompression
- ForceVMCompression
- ForceVMBuffering
- DisableVMBuffering
- RememberSlowFiles
- UnlimitedClipboardSize
- Overscroll Always
- Overscroll Floating Windows

Plug-ins installed in CS5, optional in previous versions

- JPEG2000

Other changes

- Tool presets are no longer backward compatible.
- TWAIN: The TWAIN scanner plug-in is no longer installed with Photoshop CS5, but is available via web download. Supported when running Photoshop CS5 on 32-bit Windows or 32-bit Mac OS. Also supported as a 64-bit application on 64-bit Mac OS with scanners that support 64-bit scanner drivers. The TWAIN scanner plug-in is also supported if you run Photoshop CS5 as a 32-bit application on 64-bit Windows or 64-bit Mac OS. For more information, see [TWAIN plug-in | Photoshop CS4, CS5 \(kb405072\)](#).
- Legacy droplets not supported in Mac 10.5, 64 bit. Rosetta required to run droplets.



How to run Photoshop CS5 in 32-bit and 64-bit modes

Run Photoshop CS5 on Mac OS as a 32-bit application:

- 1 Select the Adobe Photoshop CS5 application file, installed by default in the Applications/Adobe Photoshop CS5 folder.
- 2 Choose File > Get Info, and select Open in 32-Bit Mode.

Deselect this option to run Photoshop CS5 in 64-bit mode.

Run Photoshop CS5 in Windows as a 32-bit application:

- 1 Close Photoshop CS5.
- 2 Navigate to the Program Files (x86) > Adobe > Adobe Photoshop CS5 folder..
- 3 Double-click the Adobe Photoshop CS5.exe file.

Run Photoshop CS5 in Windows as a 64-bit application (if your version of Windows and your hardware supports 64 bit):

- 1 Close Photoshop CS5.
- 2 Navigate to the Program Files > Adobe > Adobe Photoshop CS5 folder.
- 3 Double-click the Adobe Photoshop CS5.exe file.

Photoshop related product known issues with Mac OS X 10.6

Adobe Photoshop

(CS4) Only one image opens when many are dragged onto Photoshop's icon (Mac OS X 10.6/10.6.1) ([TechNote cpsid_51764](#))

(CS4, CS3) Error about unit type conversion occurs when you run an AppleScript in Photoshop (Mac OS X 10.6) ([TechNote cpsid_51615](#))

(CS4, CS3) Performance slows when changing values with arrow keys in Photoshop CS4 (Mac OS X 10.6) ([TechNote cpsid_51128](#))

(All Versions) Droplets no longer work in Photoshop after upgrading to Mac OS X 10.6 (Snow Leopard) ([TechNote cpsid_51093](#))

(CS4, CS3) Blue halo in Expose around Photoshop windows is larger than in other windows (Mac OS X 10.6) ([TechNote cpsid_51135](#))

(All Versions) Images don't open when dragged onto the Adobe program icon in the dock (Mac OS X 10.6) ([TechNote cpsid_51230](#))

(CS4, CS3, CS2) Crash or program error occurs when using Menlo font in Photoshop and Premiere CS3 and CS4 (Mac OS X 10.6) ([TechNote cpsid_51220](#))

(All Versions) When opening and saving, applications, including Adobe applications, may sporadically crash (Mac OS X 10.6) ([TechNote cpsid_50654](#))

(CS4) Cursors don't display correctly in Photoshop CS4 (Mac OS X 10.6) ([TechNote cpsid_51278](#))

Adobe Bridge

(CS4) Bridge CS4 crashes when navigating in Review mode (Mac OS X 10.6) ([TechNote cpsid_51136](#))

(CS4, CS3) Videos do not play correctly in Bridge CS3 or CS4 Preview pane with QuickTime 7.6 or 10.0 ([TechNote cpsid_51255](#))

For issues affecting other Adobe Creative Suite 3 applications in Mac OS X 10.6, please see Adobe Creative Suite 3 Known Issues with Mac OS X 10.6 (Snow Leopard) ([TechNote cpsid_51215](#))

Adobe Photoshop Lightroom

Lightroom 2.0 doesn't install under Mac OS X 10.6 ([TechNote cpsid_51262](#))

(CS4) Editing in Photoshop CS4 fails from 64-bit Lightroom in Mac OS X 10.6 (Snow Leopard) ([Technote cpsid_51339](#))

Photoshop and Lightroom compatibility with Mac OS X 10.8 (Mountain Lion)

Adobe Photoshop and Adobe Photoshop Lightroom were tested with Mountain Lion as soon as it was made available to developers.

Adobe has worked closely with Apple to review Adobe Creative Suite 5, 5.5 and CS6 editions and individual products for impact on reliability, performance, and user experience. Earlier versions of Adobe Photoshop® (CS3 and CS4), Lightroom 4.1, 4.0 and earlier software were also tested and there are currently no known issues. If you have questions about compatibility, see the [FAQ](#) as a guide.

If you have input for Adobe, use the [feedback site](#).

Photoshop CS4 opens Bridge CS5 not Bridge CS4

Issue

After you install Photoshop CS5, Photoshop CS4 opens Bridge CS5 instead of Bridge CS4.

Solution

Update Photoshop CS4 to 11.0.2. In Photoshop CS4 (11.0 or 11.0.1), choose Help > Updates to install the most update to Photoshop CS4, which is 11.0.2. Alternatively, go to the [Product update](#) page and choose the Adobe Photoshop CS4 11.0.2 update.

Additional information

The Photoshop CS4 11.0.2 update installs an updated version of the ScriptingSupport plug-in file that ensures Photoshop CS4 opens Bridge CS4, not Bridge CS5.

Photoshop CS4 can crash when using Lighting Effects

Issue

Adobe Photoshop CS4 can crash when you use Lighting Effects on computers that use more than one processor, such as Mac Pro or Intel computers running the Nehalem processor.

Solution: Install the attached plug-in.

For Windows:

- 1 Close Photoshop.
- 2 Back-up your current plug-in by moving the Lighting Effects.8BF file from the Adobe Photoshop CS4/Plug-Ins/Filters folder to another location.
- 3 Choose the 32-bit or 64-bit version of the new Lighting Effects plug-in at the bottom of this TechNote, to download one or both of the plug-ins to your computer.
- 4 After the file has downloaded to your computer, double-click the CS4LE_32bit.zip file or CS4LE_64bit.zip file.
- 5 Open the LE_32bit folder or the LE_64bit folder.
- 6 Copy or move the Lighting Effects.8BF plug-in into the Adobe Photoshop CS4/Plug-ins/Filters folder.

For Mac OS:

- 1 Close Photoshop.
- 2 Back-up your current plug-in by moving the Lighting Effects.plugin file from the Adobe Photoshop CS4/Plug-Ins/Filters folder to another location.
- 3 Choose the Mac OS version of the new Lighting Effects plug-in at the bottom of this TechNote, to download the plug-in to your computer.
- 4 After the file has downloaded to your computer, double-click the S4LE_Mac.dmg file.
- 5 Open the LE_Mac folder.
- 6 Copy or move the Lighting Effects.plugin into the Adobe Photoshop CS4/Plug-ins/Filters folder.

Windows 32-bit plug-in

[Windows 32-bit Lighting Effects plug-in](#)

Windows 64-bit plug-in

[Windows 64-bit Lighting Effects plug-in](#)

Mac OS plug-ins

[Mac OS Lighting Effects plug-in](#)

Additional noise in images

Issue

Images opened in Photoshop show more noise or grain than expected.

Solution

Change the image cache to 4 (default):

- 1 Choose Edit > Preferences > Performance (Windows) or Photoshop > Preferences > Performance (Mac).
- 2 In the History & Cache section, adjust the Cache Levels setting.

For more information on what the Image Cache setting does and why you could change it, see [Optimize Photoshop performance](#)

Networks, removable media | Photoshop

When you save and open files across a network or from removable media, many variables affect application performance. Consequently, some problems occur more frequently when you work across a network or from removable media than from a local hard disk. (Network-related problems include damaged files, denied access, or slow performance.) In these situations, Photoshop can return one of the following error messages:

- "Could not complete this operation because this file is in an unknown format."
- "Could not complete the request because the file is locked."
- "Could not save because of a disk error."

Note: Problems using Photoshop files across a network or from removable media can be intermittent or delayed.

Adobe Technical Support only supports using Photoshop and Adobe Bridge on a local hard disk. It's difficult to re-create or accurately identify network- and peripheral-configuration problems.

Important: External hard drives should work with Photoshop without a problem, although depending on how they are connected, might be slower than working with files on your internal drive. Testing against these drives by temporarily disabling them and working exclusively on an internal drive is appropriate. However, Adobe is not stating that there should be regular problems storing files and working with external hard disks.

Issues when working from networks or removable media

Photoshop is a resource-intensive application that requires more RAM and hard disk space than most other applications. While Photoshop works across networks and removable media, these configurations compromise the performance and reliability of the application. For example, Photoshop reads and writes image data while you work on an image. Therefore, the faster the access speed of the disk containing your image or the Photoshop scratch disk files, the faster Photoshop can process image data. Internal hard disks have faster access speeds than network servers (a hard disk accessed over a network) and removable media.

For information about optimizing Photoshop see [Optimize Performance Photoshop CC](#)

Note: Photoshop does not support network or removable drives as scratch disks.

Additional variables when using networks

There are many different types of network configurations (for example, client-server or peer-peer) or types (for example, ethernet or IP) that many different companies make. Each configuration requires specialized software and hardware, with varying set-ups, preferences, and updates. This additional layer of software and hardware increases the chances of an error occurring (for example, from line noise, RF interference, or packet collisions).

Multiple factors affect data transmission over a network, including file servers, routers, bridges, network cards, software, cables, connectors, power cables, and power supplies. Network connections can suddenly become unavailable, increasing the risk of data loss and application errors. During transmission and reception, network software verifies that data has been sent and received. The depth of verification depends on the network software package and sometimes isn't accessible by the operating system. When you try to save files across a network, you could receive the error. For example: "Could not complete the request because the file is locked," or "Could not save because of a disk error." However, the network and operating system could not notify you if a Photoshop image file contains damaged or incomplete information.

Additional variables when using removable media

There are many kinds of removable media (for example, portable external hard drives, flash drives) that many companies manufacture. They all require your operating system to recognize cables or connections and device drivers. Also, removable media are more easily damaged than internal disks, increasing the risk of damaged image data.

Recommended workflow

Technical Support strongly recommends working in Photoshop directly on the local hard disk. To prevent data loss, save files to your hard disk first. Then transfer them to the network or removable drive in the Finder or in Windows Explorer. To retrieve files, copy them in the Finder or in Windows Explorer from the network or removable drive to your hard disk. You can then open the files in Photoshop. This workflow avoids problems that occur when network system setups or removable media device drivers are incompatible with the operating system or Photoshop.

Suggestions for troubleshooting

Different factors can cause problems with application performance, including memory conflicts among device drivers, damaged or conflicting files, operating system software or hardware problems. If you work directly from networks or from removable media and you experience problems, use the suggestions below to troubleshoot.

Disclaimer: The following suggestions are provided as a courtesy. Adobe Systems does not provide support for networks and removable media.

- Make sure that you use the latest version of Photoshop. Update Photoshop using the Creative Cloud Desktop Application.
- Transfer the file from the network or removable disk to a local hard disk, and then open it in Photoshop. **Note:** Once a file has artifacts, they can be permanently a part of the image data. Replicate your image in a new file using the local hard disk. See [File Recovery Troubleshooting](#) for further assistance with potentially damaged images.
- Use another computer connected to the same network or type of removable media.
- Check with your network administrator about known issues with the network or changes in network configuration (for example, updated drivers or changed access privileges).
- Make sure that Photoshop is installed on and running from a local hard disk, and try to replicate the problem. If you can, troubleshoot the problem on the local configuration. If you can't, your problem could be caused by working from removable media or a network.

Move actions, presets, and workspaces | Photoshop CS4, CS5, CS5.1

You can automatically migrate application presets, user presets (including actions), and workspaces from Photoshop CS4 to Photoshop CS5 or 5.1. Likewise, you can move them from Photoshop CS5 to 5.1. To move them, use the File Migration script.

Important: Photoshop CS4 plug-ins are not compatible with Photoshop CS5. Don't migrate Photoshop CS4 plug-ins to Photoshop CS5. Likewise, do not point to the Photoshop CS4 plug-ins folder as an additional plug-ins folder from Photoshop CS5 preferences.

Before you start

Before migrating actions to Photoshop CS5 or 5.1, make sure that they reside in one or more saved sets in Photoshop CS4 or CS5.

? Start Photoshop CS4 or CS5 and choose Window > Actions.

Folder icons identify action sets. See [Actions panel overview](#) and [Manage action sets](#) in Photoshop CS5 or 5.1 Help for more information about action sets.

- 1 If necessary, click Create New Set at the bottom of the Actions panel, and drag the actions you want to migrate into the new set.
- 2 Select the set that you want to migrate and choose Save Actions from the Actions panel pop-up menu.
- 3 Save the set in the default location.
- 4 To migrate multiple action sets, repeat steps 2 - 4 for each set.

Download and install the File Migration script

- 1 Right-click (Windows) or Control-click (Mac OS) one of the File Migration scripts below. Then, save the resulting zipped file to a location on your hard disk, such as your Desktop.
- 2 When the download completes, double-click the .zip file to extract it.
- 3 Drag the extracted FileMigration script file to one of the following folders:
 - Windows: C:\Program Files\Adobe\Adobe Photoshop CS5\Presets\Scripts

- Mac OS: Applications\Adobe Photoshop CS5\Presets\Scripts

Run the File Migration script

Running the File Migration script requires administrative privileges or the ability to validate the process as an administrator.

- Windows 7: Choose Start > Control Panel > User Accounts And Family Safety > User Accounts > Change User Account Control Settings, and choose Never notify.
- Windows Vista: Choose Start > Control Panel > User Accounts > Turn On User Account Control (UAC). Then, deselect the option UAC To Help Protect Your Computer check box.

- 1 Start the version of Photoshop that you want to move the files to, either Photoshop CS5 or CS5.1.
- 2 Choose Help > File Migration.
- 3 Select the type of items you want to migrate from the pop-up menu: Application Presets, User Presets, or User Workspaces. Actions are listed in User Presets.

The script finds the presets and workspaces that are in the source folders from the previous version of Photoshop (CS4 or CS5). It doesn't find them in the source folders for the current version (CS5 or CS5.1). The script lists those files in the File(s) To Migrate box.

- 4 Select the files that you want to migrate:
 - Double-click files in the File(s) To Migrate list to add them to the Files To Remove From Migration list.
 - Double-click files in the File(s) To Remove From Migration list to add them to the File(s) To Migrate list.

- 1 When you've selected the files that you want to migrate, click Start.
- 2 Click OK to confirm the migration.

- 3 When the migration is complete, click OK.

- 4 To migrate additional items, repeat steps 3 - 7.
- 5 When you have finished, click Quit.
- 6 Restart Photoshop for the changes to take effect.

The scripts

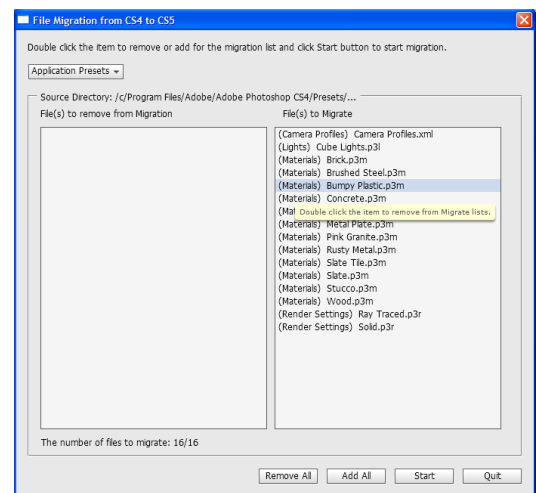
Use this script to migrate your files from Photoshop CS4 to Photoshop CS5: [File migration from Photoshop CS4 to CS5](#)

Use this script to migrate from Photoshop CS4 to Photoshop CS5.1: [File migration from Photoshop CS4 to CS5.1](#) Use

this script to migrate your files from Photosop CS5 to Photoshop CS5.1: [File migration from Photoshop CS5 to CS5.1](#)

Report issues

If you find any issues with the script, send an e-mail to PS-External-Bugs-Tools@adobe.com.



Mixer, bristle brushes hesitate | Photoshop CS5

Issue

When you paint with the Mixer Brush or the Bristle Brushes in Adobe Photoshop CS5, the brush hesitates.

Solution

Increase speed when using Bristle Brushes, by doing one or more of the following:

- Reduce the number of bristles in your brush.
- Increase the stiffness of the brush.
- Decrease the length of the bristles, especially if your brush's stiffness percent is low.
- Turn off the Texture option in the Brushes panel.

To increase speed using the Mixer Brush, turn off Sample All Layers in the Mixer Brush options bar.

Additional information

Some delays are expected depending on the brush options you've chosen. Other factors that cause delays include the following: image size, brush size, amount of RAM on your computer, whether you're running Photoshop in 64 bit or 32 bit. In general, smaller brushes and smaller images sometimes speed painting. Reduce the bit depth of your image if possible, run Photoshop CS5 in 64 bit, and optimize your RAM use. These new brushes require more processing calculations, which sometimes slow painting. Bristle Brushes use the Graphics Processor Unit (the processor on your video adapter). So, if you are running another application that also uses the GPU, try closing that application while you paint in Photoshop.

For information on optimizing performance in Photoshop, see [Optimize performance | Photoshop CS4, CS5 \(kb404439\)](#).

Missing features, plug-ins | Photoshop CS5 | Mac OS

Plug-ins and features not supported by Photoshop CS5 on Mac OS, running in 64-bit mode

Photoshop CS5 can be run as a 64-bit application on Mac OS 10.5.7 and later. Because of the changes to the application, some plug-ins are not available when you run Photoshop CS5 as a 32-bit or 64-bit application.

- Lighting Effects
- [Extract](#) (Use Refine Mask under the Selection menu)

- Variations
- (support works on some scanners)
- Video Frames to Layers
- Video Preview
- Send Video Preview to Device
- FireWire
- FireWire DLL
- Legacy [Droplets](#)

Optional Plug-ins

- Contact Sheet II
- Web Photo Gallery
- Picture Package

To use these plug-ins, run Photoshop CS5 as a 32-bit application. When you are done using the plug-ins, return to working in Photoshop CS5 as a 64-bit application.

Run Photoshop CS5 in 32-bit and 64-bit modes

To run Photoshop CS5 on Mac OS as a 32-bit application, do the following:

- 1 Select the Adobe Photoshop CS5 application file, installed by default in the Applications/Adobe Photoshop CS5 folder.
- 2 Choose File > Get Info, and select Open In 32-Bit Mode.

Troubleshoot plug-ins

Many older third-party plug-ins run in 32-bit mode in Photoshop CS5. Remember, [many of these older plug-ins may not be fully compatible with Photoshop CS5](#). Contact the plug-in manufacturer to determine if there's an updated version for compatibility with Photoshop CS5.

To determine if a plug-in causes an error or crash, see [Troubleshoot plug-ins |Photoshop CS4, CS5](#) .

More Help topics

[Photoshop CS5 plug-ins](#)

Location of Optional Plug-Ins on downloaded version of Photoshop CS4

For ESD (downloaded) versions of Photoshop CS4, the Optional plug-ins are located here: Photoshop CS4 > English > Goodies > Optional plug-ins.

Known issues, bugs | Photoshop CS5

Adobe Photoshop known issues and bugs

Welcome to Adobe® Photoshop® CS5. This document contains known issues and troubleshooting tips not covered in the Photoshop documentation.

See [Adobe Support](#) for late-breaking information and known issues for all Creative Suite 5 applications.

64-bit issues

On Macintosh only, several plug-ins are no longer supported for 64-bit systems. These plug-ins run in 32-bit mode only:

- Embed/Read Watermark
- Lighting Effects
- Send Video Preview to Device
- Variations
- Video Preview
- Optional plug-ins (Contact Sheet, Pattern Maker, PhotomergeUI, Web Photo Gallery). **Note:** These plug-ins are not included in your Photoshop CS5 install. You can find more info in [Plug-ins | Photoshop CS5](#). This download package contains the plug-ins along with the Optional Plug-ins ReadMe.

You can encounter instabilities with some third-party Carbon plug-ins from CS4 or earlier. Adobe recommends that you do not copy third-party plug-ins directly to the Photoshop Plug-ins folder. Store these third-party plug-ins in a separate folder and then loaded via Preferences > Plug-ins > Additional Plug-ins. If instabilities occur in the app, either through general use or when using a plug-in directly, follow the plug-in troubleshooting in [Troubleshoot plug-ins | Photoshop CS4, CS5](#).

Extract plug-in

The Extract plug-in is no longer supported in Photoshop CS5. Adobe highly recommends that you use Refine Edge and the Quick Select Tool for optimal selections.

GB18030 support for Windows XP

To support the display of all characters of the Chinese standard GB18030 on Windows XP systems, Adobe recommends using the Microsoft GB18030 Support Package. This support package updates an XP system with, among other things, fonts and input-method-editors (IMEs) to correctly support GB18030. The support package is available as a download from the Microsoft website.

GPU and video card support

Photoshop CS5 supports video card acceleration by using the video card's graphics processing unit, or GPU. For more information about GPU and OpenGL support in Photoshop CS5, see the following documents:

- [GPU and OpenGL support | Photoshop CS4, CS5](#)
- [GPU and OpenGL features and preferences | Photoshop and Bridge CS5, CS4](#)
- [Tested video cards | Photoshop CS5](#)

How-To links (Help > How To...)

All How-To links have been removed from Photoshop CS5.

JPEG 2000

This plug-in is now included in the Photoshop CS5 default install. It's no longer necessary to install it (from Photoshop CS4) as an optional plug-in.

Optional plug-ins not installed in Photoshop CS5 and downloadable online

- PDF Contact Sheet and Web Photo Gallery can be found in Bridge CS5 in the Adobe Output Model (AOM). If you want to download the Photoshop CS5 versions of PDF Contact Sheet and Web Photo Gallery, see the following document for information: [Plug-ins | Photoshop CS5](#). This download package contains the plug-in along with Optional Plug-ins ReadMe.

Note: The Web Photo Gallery plug-in does not work in Photoshop Mac 64 bit. Launch Photoshop in 32-bit mode to use this legacy plug-in on the Mac.

- \Pattern Maker, PhotomergeUI, and Picture Package are also not installed in Photoshop CS5 along with the Textures and Layouts presets. If you want to download these plug-ins, you can find them in [Plug-ins | Photoshop CS5](#). This download package contains the plug-in along with Optional Plug-ins ReadMe.

Note: ContactSheet, PatternMaker, and Photomerge plug-ins do not work on Photoshop Mac 64-bit. Launch Photoshop in 32-bit mode to use these legacy plug-ins on the Mac.

For more information on support and download locations, go to http://www.adobe.com/go/ps_cs5_plugins_mac_en or http://www.adobe.com/go/ps_cs5_plugins_win_en.

Other Optional plug-ins:

- FireWire and FireWireDLL are supported only on 32-bit systems for Mac OS and Windows.
- TWAIN for 32-bit Mac OS and Windows (see below for more information)

Performance

- Mac OS users with more than 4 GB of RAM who are running the 64-bit version and processing large files can see significant performance improvements by using the "DisableVMBuffering" optional plug-in. Download the plug-in from http://www.adobe.com/go/ps_cs5_plugins_mac_en or http://www.adobe.com/go/ps_cs5_plugins_win_en and copy it to the Plug-Ins folder within the Adobe Photoshop CS5 folder. (Large files are files cause access to the scratch disk as indicated by the "efficiency" indicator in the document status box often dropping below about 95%.)
- Windows users can experience slow redrawing of windows, user interface around windows and, tiling of windows (Window > Arrange > Tile). Adobe has found the cause of this issue to be desktop Themes applied to your OS via Desktop options > Personalize > Window Color and Appearance. For Windows XP, disable any Themes you have applied. For Windows Vista, Adobe recommends using the Aero Theme with desktop compositing enabled. All other themes are likely to result in this problem. For Windows 7, Adobe recommends that any Theme with desktop compositing enabled. If this option is not enabled, user can experience this problem. In general, Adobe recommends that you try a different Theme outside Aero for Windows 7 users.

Plug-ins, extensions, and filters not installed in Photoshop CS5 (normally found in Goodies folder in versions before Photoshop CS4)

- Bigger Tiles has been removed from Photoshop CS5 as the functionality has now been built in to the performance preferences. This setting can now be set in the user interface. Set "Cache Tile Size" to 1024 K or 1028 K in the performance section of Photoshop preferences.

- Filmstrip format (plug-in) for 32-bit/64-bit Macintosh and Windows systems has been removed from the install. In addition, it is no longer available to download.

Save for Web

- If you try to save named slices to a directory where that filename exists, Photoshop doesn't prompt you with an overwrite warning. You silently overwrite the existing file.
- Adobe has removed the shortcut used to delete the preference file for Save for Web in Photoshop CS5. To manually delete this preference file, navigate to the following locations and delete the Adobe Save for Web 12.0 Preferences file: Windows XP: C:\Documents and Settings\username\Application Data\Adobe\Save for Web\12.0\Adobe Save for Web 12.0 Prefs Windows Vista or Windows 7: C:\Users\username\AppData\Roaming\Adobe\Save for Web\12.0\Adobe Save for Web 12.0 Prefs Macintosh: Volume\username\Library\Preferences\Adobe Save for Web 12.0 Prefs

Important: Apple made the user library folder hidden by default with the release of Mac OS X 10.7. If you need access to files in the hidden library folder to perform Adobe-related troubleshooting, see [How to access hidden user library files](#).

Tool Presets

- Photoshop CS5 can read tool presets created by earlier versions of Photoshop, but earlier versions of Photoshop cannot read tool presets created by Photoshop CS5.

Type

- If you are using the NVIDIA GeForce 7300GT, you can experience performance issues when editing text, especially on large documents. Adobe recommends that you upgrade your video card for a better experience. For more information on this card and support options, see the GPU guidance document in [GPU, OpenGL support | Photoshop CS4, CS5](#). This card is problematic for many areas in Photoshop and Adobe suggests that you contact the manufacturer for more information.
- The Japanese text input mode Koteoeri/ATOK is not supported on Mac OS 10.5.x and earlier. You can experience slowdowns and lack of response when attempting to use this input method. Contact Apple support if you would like more information. Adobe recommends that you upgrade to Mac OS 10.6 to resolve this issue.
- The legacy shortcut to duplicate and transform (Cmd + Opt + T) on Mac 10.5 now opens the Character panel.

TWAIN support

- Photoshop does not install the TWAIN plug-in for Photoshop CS5. For information on TWAIN support and download, see [Plug-ins | Photoshop CS5](#) or contact the manufacturer of your device for further TWAIN support. The download package contains the plug-in along with Optional Plug-ins ReadMe for Photoshop CS5. Do not use the TWAIN plug-in from Photoshop CS4 downloads.
- 64-bit Support: 64-bit TWAIN scanners are not officially supported in either 64-bit or 32-bit Photoshop. Use at your own risk. However, Adobe has found that the Canon PIXMA MP990 (64 bit) works well on both 32-bit and 64-bit versions for Mac OS 10.6. If you use a TWAIN scanner, Adobe recommends that you use this scanner and upgrade to Mac OS 10.6.

Photoshop CS5 Extended known issues

3D General

- The Nvidia GeForce 7300GT is a problematic card, especially for 3D in Photoshop on Macintosh OS < 10.6. You can experience frequent crashes as well as limited functionality. Adobe recommends that you upgrade your Macintosh systems to 10.6 for a better experience.
- Adobe Repoussé is dependent on OpenGL; it's necessary to have a OpenGL supported card. See [Tested video cards | Photoshop CS5](#) for a list of supported cards and troubleshooting tips.
- 3D objects imported (OBJ and KMZ) with missing textures sometimes need to have their Opacity manually changed to 100%. Many applications export objects with Opacity set to 0% and therefore Photoshop reads this material as fully transparent.
- When you create holes using Adobe Repoussé from type layers, you can experience missing geometry on the front face of the mesh. This issue occurs if the font size is too small relative to the hole.
- Image Based Lights do not have a specular component; gloss, and shine maps don't have any effect.

Collada DAE/KMZ file format

DAE/KMZ mesh/model pieces sometimes show up in the wrong place. This issue occurs because Photoshop doesn't create meshes for polygon types like Lines and Points. In addition, because the mesh hierarchy is not accurate, transformations may not be in the right place. Unfortunately, as Photoshop doesn't support lines and points in its renderer, Adobe currently doesn't have a way to resolve this issue.

Google Warehouse 3D files (Collada) from Sketch-up 7.1

Google Sketchup 7.1 changed the way they export their Collada format. If you have a Google 3D Collada file (DAE/KMZ) where it opens with missing meshes or textures, reexport the file from Sketchup 7.1 or later with the Export parameter "Preserve Component hierarchies" deselected.

Poser 3D Collada files

Models exported from Poser often come into Photoshop with Opacity of textures set to 0%. To view these textures, simply change Opacity to 100% for all textures.

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JPEG files are larger than expected in Photoshop CS4 (Mac OS X v.10.5.x)

Issue

JPEG images that you save from Adobe Photoshop CS4 are larger than expected, by approximately 400 KB.

Reason

Photoshop JPEGs are larger because they contain larger previews, to display correctly in Mac OS Cover Flow view mode.

Solution

Solution 1: Save your JPEGs using Save For Web & Devices. **Solution 2:** Turn off Icon, Full Size, and/or Macintosh Thumbnail under Image Previews in the File Saving Options section of the File Handling preferences in Photoshop CS4.

Additional Information

Cover Flow supports image previews up to 512 x 512. When Photoshop writes previews that look correct in Cover Flow, the previews need to be 512 x 512, unlike the smaller size of 128 x 128 that Photoshop previously wrote. When Photoshop's JPEGs include the larger previews, they increase in size approximately 400 KB. Saving your JPEGs via Safe For Web & Devices does not include the larger previews in the JPEG file, so the images will be the expected size. Also, Save For Web & Devices has new saving options in Photoshop CS4, and if all are deselected, can save small files.

Install and use the OpenEXR Alpha plug-in | Photoshop CS5 Extended

This document describes how to install and use the supplemental OpenEXR Alpha plug-in.

The supplemental OpenEXR Alpha plug-in provides an alternate method for handling 'A' channel data when opening an OpenEXR file. Instead of directly converting 'A' channel data to transparency (as the old OpenEXR plug-in does), OpenEXR Alpha opens 'A' channel data as an alpha channel.

Background

Photoshop CS2 did not generally support transparency in 32-bit mode. In that version, a workaround was implemented that allowed you to read in transparency data to an alpha channel. In Photoshop CS3, transparency support was implemented for 32-bit mode, ensuring compliance with the OpenEXR specification. Transparency was therefore no longer read into an alpha channel during straight channel compositing.

Before you begin

Installing the OpenEXR Alpha plug-in requires local administration rights. If you use Mac OS, Windows Vista, or Windows 7, the operating system prompts you to enter the name and password of an administrator user account. If you use Windows XP, log in to your computer using a local administrator account before you begin.

Windows users: Some of the steps in this TechNote list files by their full filename, which includes filename extensions (for example, OpenEXR Alpha.8bi). On Windows, filename extensions for known file types are not visible by default. To make filename extensions visible, do the following:

- 1 In Windows Explorer, choose Tools > Folder Options (Windows XP) or Organize > Folder And Search Options (Windows 7 and Vista).
- 2 Select the View tab near the top of the Folder Options window.
- 3 In the Advanced Settings area of the View tab, deselect Hide Extensions For Known File Types.
- 4 Click OK.

Windows users: Some of the steps in this document require that you determine whether you are using a 32-bit or 64-bit edition of Windows. To determine which system type you have, see [Determine whether your computer is running a 32-bit or a 64-bit edition of Windows](#).

Compatibility

On Windows, the OpenEXR Alpha plug-in is not compatible with versions of Photoshop earlier than Photoshop CS5. It does not load in Photoshop CS3 or CS4. On Mac OS, the OpenEXR Alpha plug-in does not load on PPC machines.

Install the OpenEXR Alpha plug-in for Photoshop CS5 on Mac or Windows (download update from the Adobe website)

To install the OpenEXR Alpha plug-in by downloading an update from the Adobe website:

- 1 Step text
- 2 Step text
- 3 Step text
- 4 Step text
- 5 Step text
- 1 Download the zipped plug-in:
 - Windows 32-bit: [OpenEXR Alpha_32.zip](#)
 - Windows 64-bit: [OpenEXR Alpha.zip](#)
 - Mac OS: [OpenEXR Alpha.plugin.zip](#)
- 2 Exit Photoshop CS5.
- 3 Unzip the downloaded file.
- 4 Drag the plug-in to the Photoshop Plug-ins folder.
 - Windows 32-bit: Drag OpenEXR Alpha.8bi from the Win32 folder to /Program Files/Adobe/Adobe Photoshop CS5/Plug-ins/File Formats folder.
 - Windows 64-bit/Photoshop 64-bit: Drag OpenEXR Alpha.8bi from the Win64 folder to /Program Files/Adobe/Adobe Photoshop CS5/Plug-ins/File Formats folder.
 - Windows 64-bit/Photoshop 32-bit: Drag OpenEXR Alpha.8bi from the Win32 folder to /Program Files (x86)/Adobe/Adobe Photoshop CS5/Plug-ins/File Formats folder.
 - Mac OS: Drag OpenEXR.plugin to /Applications/Adobe Photoshop CS5/Plug-ins/File Formats folder.
- ? Launch Photoshop CS5.

Use the OpenEXR Alpha plug-in

To open an EXR file:

- 1 Launch Photoshop CS5.
- 2 Choose File > Open.
- 3 Browse to the EXR file you want to open. In the file formats list, choose OpenEXR Alpha. Photoshop treats the 'A' channel data as an alpha channel instead of transparency.

To export an EXR file:

- 1 Choose File > Save As.
- 2 In the file formats list, choose OpenEXR Alpha.
- 3 Select the Save: Alpha Channels option. This setting preserves the alpha channel data.

Note: Transparency added after the file was opened is flattened.

Note: Even after installing the OpenEXR Alpha plug-in, you still have the option to choose the old OpenEXR in the file formats list. This plug-in still handles data in the 'A' channel as transparency. This behavior has been the default in Photoshop since Photoshop CS3 (Version 10.0).

Additional notes

Some other noteworthy behavior when using the supplemental plug-in:

- Premultiplied compositing is not supported.
- If you double-click a file to open it, Photoshop CS5 always uses OpenEXR Alpha rather than OpenEXR.
- If you open a file with two or more alpha channels, OpenEXR Alpha does not preserve any of the alpha channels. They are entirely dropped.
- (Mac OS): In the Save dialog, OpenEXR Alpha is the top item. It does not display alphabetically next to Open EXR.
- (Windows): To get the old OpenEXR behavior, choose File > Open As, then select OpenEXR.

Import, export file formats | Photoshop | CS4, CS5

Adobe Photoshop CS5 and Photoshop CS4 can import native Photoshop files that were created in earlier versions of Photoshop. Most files created in Photoshop CS5 and Photoshop CS4 are compatible with earlier versions of Photoshop. However, any new features aren't available in earlier versions.

Photoshop supports the following import and export formats:

| Format (extension) | Mac OS import | Mac OS export | Windows import | Windows export |
|---|---------------|---------------|----------------|----------------|
| 3D Studio Max (.3DS) | X | | X | |
| Adobe Illustrator (.ai) | X | | X | |
| Adobe Illustrator Paths (.ai) | | X | | X |
| Alias PIX* (.pix) | X | X | X | X |
| Amiga IFF* (.iff, .tdi) | X | X | X | X |
| AVI (.avi) | X | X | X | X |
| BMP (.bmp, .rle, .dib) | X | X | X | X |
| Camera Raw (.tif, .crw, .nef, .raf, .orf, .mrw, .dcr, .mos, .raw, .pef, .srf, .dng, .x3f, .cr2, .erf, .sr2, .kdc, .mfw, .mef, .arw, .srw) Support for specific cameras depends on the version of the Camera Raw plug-in. See Supported cameras and Can't open Camera Raw file . | X | | X | |
| Cineon (.cin, .spdx, .dpx, .fido) | X | X+ | X | X+ |
| Collada (.dae) | X | | X | |

| | | | | |
|---|-----|-----|-----|-----|
| CompuServe GIF (.gif) | X | X | X | X |
| Dicom (.dcm, .dc3, .dic) | X | X | X | X |
| Digital Negative (.dng) | X | X# | X | X# |
| ElectricImage* (.img, .ei, .eiz, .eizz) | X | X | X | X |
| EPS (.eps, .epsf, .eps) | X | X | X | X |
| EPS with JPEG Preview (.eps) | X | X | X | |
| EPS with PICT Preview (.eps) | X | X | X | |
| EPS with TIFF Preview (.eps) | X | X | X | X |
| Filmstrip (.flm) | X | X | X | X |
| Google Earth 4 (.kmz) | X | | X | |
| JPEG (.jpg, .jpeg, .jpe) | X | X | X | X |
| JPEG 2000* (.jpf, .jpx, .jp2, .j2c, .j2k, .jpc) | X | X | X | X |
| Kodak Photo CD (.pcd) | X## | | X## | |
| Large Document Format (.psb) | X | X | X | X |
| MacPaint* (.mpt, .mac) | X | | X | |
| OpenEXR (.exr) | X | X | X | X |
| PCX (.pcx) | X | X | X | X |
| PDF (.pdf, .pdp) | X | X | X | X |
| Photoshop (.psd, .pdd) | X | X | X | X |
| Photoshop DCS 1.0 and 2.0 (.eps) | X | X | X | X |
| Photoshop Raw (.raw) | X | X | X | X |
| PICT (.pct, .pict) | X | X## | X | X## |
| PICT Resource (.rsr) | X | X## | | |
| Pixar (.pxr) | X | X | X | X |
| PixelPaint* (.px1) | X | | X | |
| PNG (.png) | X | X | X | X |
| Portable Bitmap (.pbm, .pgm, .ppm, .pnm, .pfm, .pam) | X | X | X | X |
| QuickTime Movie** (.mov, .avi, .mpg, .mpeg, .mp4, .m4v) | X | X | X | X |
| Radiance (.hdr, .rgbe, .xyze) | X | X | X | X |

| | | | | |
|-----------------------------------|---|---|---|---|
| Scitex CT (.sct) | X | X | X | X |
| SGI RGB* (.sgi, .rgb, .rgba, .bw) | X | X | X | X |
| SoftImage* (.pic) | X | X | X | X |
| Targa (.tga, .vda, .icb, .vst) | X | X | X | X |
| TIFF (.tif) | X | X | X | X |
| U3D (.u3d) | X | | X | |
| Wavefront OBJ (.obj) | X | | X | |
| Wavefront RLA* (.rla) | X | X | X | X |
| Wireless Bitmap (.wbm, .wbmp) | X | X | X | X |
| ZoomView (.mtx) | | X | | X |

* Requires an optional plug-in from the installation disc

+ 16-bit images only

& 32-bit images only

Using the Save For Web dialog box only

Using the Camera Raw dialog box only

Photoshop Extended only

**Requires QuickTime installation. QuickTime supports various video file formats. Visit the [Apple website](#) for more information and to download QuickTime.

Photoshop CS4 and previous versions only.

Imported 3D models display incorrectly | Photoshop CS4, CS5 Extended

Issue

When you import Google warehouse files (.kmz) or other Collada files (.dae) into Photoshop Extended, materials look like they haven't been imported with the model. Or, models are incomplete or invisible.

Solution

Install the 3D Invert Opacity.jsx script into your Scripts folder, so it is accessible via the File > Scripts menu in Photoshop.

- 1 Close Photoshop Extended.
- 2 Copy or move the 3D Invert Opacity.jsx file into your Adobe Photoshop [CS4 or CS5]/Presets/Scripts folder.
- 3 Restart Photoshop.
- 4 Open your 3D model in Photoshop.
- 5 Choose File > Scripts > 3D Invert Opacity.

Additional Information

A number of 3D Collada files (.kmz, .dae) have the Opacity materials setting inverted. For examples, materials that are 100% opaque are imported into Photoshop as 0% opaque (fully transparent),. Likewise, materials that are 80% opaque are imported as 20% opaque, or partially invisible.

This issue occurs when Collada exporters write their transparency modes in a certain way, which Photoshop does not recognize, and therefore cannot correct.

GPU support | CS4

Many Adobe Creative Suite 4 applications have enhanced features designed to take advantage of a video card's graphics processing unit (GPU) to accelerate performance. The GPU is a dedicated chip that is on the computer motherboard or video card and is efficient at manipulating and outputting computer graphics. The extra processing power of the GPU makes some effects and accelerated rendering possible that would otherwise require extraordinary CPU speeds and large amounts of RAM. If a supported GPU is detected during launch, the application takes advantage of this added processing power.

Creative Suite 4 applications with GPU support

The following CS4 applications take advantage of the advanced processing capabilities of the GPU:

- Acrobat 9
- After Effects CS4
- Bridge CS4
- Flash Player 10
- Photoshop CS4
- Adobe Premiere Pro CS4

Note: For details regarding GPU support of individual Adobe products, visit that product's system requirements page on the Adobe website.

Supported video cards

Adobe recommends DirectX 9.0 or later (on Windows) and Shader Model 3.0.* Display cards with 512 MB or better of VRAM and support for OpenGL 2.0.

If your video display card is not detected as a supported card, GPU effects and preferences aren't visible within the application. It is also recommended that you download and install the most recent drivers available from your video card manufacturer.

***Note:** Adobe Photoshop CS4 and Adobe Bridge CS4 use OpenGL 2.0, rather than DirectX. For Photoshop-specific GPU documentation, see the "GPU acceleration in Adobe Photoshop CS4" section of this document.

Tested compatible video cards

Note: The graphics chipsets below are tested to function with Creative Suite 4. Individual applications can have a much larger list of cards that they have tested with.

Windows

| | | | |
|---------|-----------------------|---------------------------------------|----------------|
| NVIDIA | GeForce 6 Series | 6800 Ultra | |
| | GeForce 7 Series | 7800 GTX | |
| | GeForce 8 Series | 8800 GT | |
| | GeForce 9 Series | 9600GT, 9800 (single GPU variant one) | |
| | Quadro FX Series | 1700 | Midrange |
| | Quadro FX Series | 4600 | High |
| | Quadro FX Series | 5600 | Ultra high-end |
| AMD/ATI | Radeon X1000 Series | 1900 | |
| | Radeon HD2000 Series | HD2900 XT | |
| | Radeon HD3000 Series | HD3870 X2 | |
| | FireGL V-Avivo Series | V5600 | Midrange |
| | FireGL V-Avivo Series | V7600 | High |
| | FireGL V-Avivo Series | V8650 | Ultra high-end |

Mac OS

| | | | |
|-------------|-------------------|---------|------------------|
| Mac Pro | First Generation | AMD/ATI | Radeon X1900 |
| | Second Generation | NVIDIA | GeForce 8800 GT |
| iMac | | NVIDIA | GeForce 8800 GS |
| MacBook Pro | | NVIDIA | GeForce 8800M GT |

Product-specific GPU information

Adobe Acrobat

- [GPU acceleration support in Acrobat and Adobe Reader 8.x \(333447\)](#)
- [System restarts or blue screen occurs when opening PDF files \(Acrobat 8, Adobe Reader 8, on Windows XP\)\(324073\)](#)

- [2D graphics acceleration \(GPU support\) in Acrobat and Adobe Reader \(9.0 on Windows\) \(kb405218\)](#)

Adobe After Effects

- [OpenGL support for After Effects](#)

Adobe Flash Player

- [Adobe Flash Player system requirements](#)

Adobe Photoshop CS4

- [GPU and OpenGL support | Photoshop CS4, CS5 \(kb404898\)](#)
- [GPU and OpenGL features and preferences | Photoshop and Bridge CS5, CS4 \(kb405745\)](#)
- [Tested video cards | Photoshop CS4 \(kb405711\)](#)

Adobe Premiere Pro

- [Third-party hardware compatibility in Adobe Premiere Pro](#)

GPU and OpenGL features and preferences | Photoshop and Bridge | CS5, CS4

GPU features added in Photoshop CS5

- **Scrubby Zoom.** See [Zoom continuously](#).
- **Heads Up Display (HUD) color picker.** See [Choose a color while painting](#).
- **Color sampling ring.** See [Choose colors with the Eyedropper tool](#).
- **Brush dynamic resize and hardness control.** See [Resize or change hardness of cursors by dragging](#).
- **Bristle Brush tip previews.** See [Bristle tip shape options](#).
- **Rule of thirds crop grid overlay.** See [Crop images](#).
- **Repoussé.** See [Create 3D repoussé](#).
- **3D overlays.** Includes the ground plane, light guides, and bounding boxes for mesh and materials. See [3D panel overview](#).

GPU features in Photoshop CS4 and CS5

- **Zoom enhancements.** Smooth display at all zoom levels and temporary zoom. See [Zoom in or out](#).
- **Animated transitions for one-stop zoom.** Press Ctrl+Plus Sign (Windows) or Command+Plus Sign (Mac OS) to zoom, and the image animates slightly between zoom levels. The zoom can be subtle.
- **Flick-panning.** Choose Edit > Preferences (Windows) or Photoshop > Preferences (Mac OS). In the General panel, select Enable Flick Panning. Then, select the Hand tool and click-flick the image, like a flick gesture on an iPhone. The image glides smoothly to the new position.

- **Rotate the canvas.** See [Use the Rotate View tool](#).
- **View nonsquare pixel images.** See [Adjust pixel aspect ratio](#).
- **Pixel grid.** A pixel grid appears when zooming in more than 500% on an image. See [Hide the pixel grid](#).
- **Adobe Color Engine (ACE).** Color conversions are faster because the GPU handles the processing instead of the CPU.
- **Draw Brush tip cursors.** Choose Edit > Preferences (Windows) or Photoshop > Preferences (Mac OS). In the Cursors panel, choose a Brush Preview color. Then, when you interactively adjust the size or hardness of the Brush tool, the preview color displays the change in real time. See [Resize or change hardness of cursors by dragging](#).
- **3D Axis.** See [3D Axis \(Photoshop Extended\)](#).
- **3D Lights.** See [3D Lights settings \(Photoshop Extended\)](#).
- **3D acceleration**

Adobe Bridge CS4 and CS5 GPU features

- Preview panel
- Full-screen preview
- Review mode

See [Preview and compare images](#) for information on these features.

GPU/OpenGL preferences in Photoshop CS5

- 1 Choose Edit > Preferences (Windows) or Photoshop > Preferences (Mac OS).
- 2 In the Performance panel, make sure Enable OpenGL Drawing is selected in GPU Settings.
- 3 Click Advanced Settings and specify the following options:
 - **Mode > Basic** Uses the least amount of GPU memory and enables basic OpenGL features.
 - **Mode > Normal** Uses more GPU memory and enables GPU-based color matching, tone mapping, and checkerboard blending.
 - **Mode > Advanced** Provides the benefits of Normal mode as well as newer OpenGL advances that can result in improved performance.**Note:** On Mac OS, Advanced mode requires Mac OS 10.6.x. Advanced mode is not available in Mac OS X 10.5.x.
 - **Vertical Sync** Reduces tearing by syncing the frame rate to that of the display.
 - **Anti-Alias Guides And Paths** Allows the GPU hardware to smooth the edges of drawn guides and paths.
- 4 In the 3D panel, specify Interactive Rendering options:
 - **OpenGL** Uses hardware acceleration when interacting with 3D objects.
 - **Ray Tracer** Offers slower performance but allows you to view shadows, reflections, and refractions when interacting with 3D objects.

GPU/OpenGL preferences in Photoshop CS4

- 1 Choose Edit > Preferences (Windows) or Photoshop > Preferences (Mac OS).
- 2 In the Performance panel, select Enable OpenGL Drawing in GPU Settings.

- 3 Click Advanced Settings and specify the following General options:
 - **Vertical Sync** Reduces tearing by syncing the frame rate to that of the display.
 - **3D Interaction Acceleration** Increases the clicking speed when working with 3D forms. If you experience drawing problems that correct themselves when you release the mouse button, turn off this option.
 - **Force Bilinear Interpolation** Tells the GPU to perform high-precision modeling and smoothing functions when you use a card that doesn't support those functions.
- 4 Set the following Advanced Drawing and Debugging options:
 - **Use For Image Display** Doubles the video RAM used to display the main image when you use multiple images, large images, or large 3D models. Available only on display cards that have at least 512 MB of RAM.
 - **Compositing > None** Does not composite the image over the checkerboard (results in black over the translucent areas).
 - **Compositing > Linear** Uses a linear blending approach to apply the checkerboard compositing.
 - **Compositing > Gamma Corrected** Uses a perceptually correct approach to compositing the image over the checkerboard.
 - **Color Matching** Can be used to avoid the display of visual artifacts.

Generic icons | Camera raw files | Adobe Bridge

Issue

When you view raw image files from a digital camera in Adobe Bridge, you see generic file icons instead of actual image previews.

Solutions

Perform the following tasks **in order**. After you complete each task, start Adobe Bridge and see if the issue is resolved. If the issue still occurs, then proceed to the next task.

1. Make sure that Camera Raw supports your camera model.

Adobe Bridge reads raw files using the Photoshop Camera Raw plug-in. This plug-in installs automatically when you install Adobe Bridge.

Look for your camera model in Camera Raw plug-in | Supported cameras.

- If your camera is listed in that document, then continue with the tasks in this document.
- If your camera is not listed, then it is not supported. Check Camera Raw plug-in | Supported cameras periodically to see if the Camera Raw plug-in has been updated with support for your camera.

Verify that your version of Bridge supports the required version of the Camera Raw plug-in. Check [Camera Raw-compatible Adobe applications](#)

2. (Mac OS) Verify that the Adobe Bridge application is in the correct folder.

? In the Finder, navigate to one of the following locations, depending on which version of Adobe Bridge you are using:

- /Applications/Adobe Bridge CC/
- /Applications/Adobe Bridge CS6/

? If the Adobe Bridge CC, CS6, application file isn't in the folder, then locate it and drag it to the appropriate Applications subfolder.

Tip: If you have an Adobe Bridge icon on the desktop, make sure it's an alias and not a copy of the actual application file.

3. Purge the cache.

Purging the cache deletes previously stored thumbnail information for all folders. It also deletes labels, ratings, and rotation settings for read-only files or file formats that don't have XMP support. (Read-only files include locked files or files on a CD, for example.)

- 1 Open Adobe Bridge.
- 2 Choose Adobe Bridge > Preferences > Cache (Mac OS) or Edit > Preferences > Cache (Windows).
- 3 Click Purge Cache, and then click OK.
- 4 Navigate to a folder that contains camera raw files. Adobe Bridge creates new thumbnails.

4. Install the most recent Adobe Bridge and Camera Raw plug-in updates.

If the problem persists after you've cleared the cache, make sure that you're using the most recent update of your version of Adobe Bridge. Also make sure that you have the most current version of the Camera Raw plug-in.

Tip: To see what version of Camera Raw is installed, choose Bridge > Camera Raw Preferences (Mac OS) or Edit > Camera Raw Preferences (Windows). The version number appears in the title bar of the preferences dialog box.

- 1 Open Adobe Bridge.
- 2 Choose Help > Updates.
- 3 Install any available updates to Adobe Bridge and the Camera Raw plug-in.

| Adobe Bridge latest version | Camera Raw latest version |
|-----------------------------|---------------------------|
| Adobe Bridge CC (6.0) | Camera Raw 8.1 |
| Adobe Bridge CS6 (5.0.2) | Camera Raw 8.1 |

? If camera raw previews still appear as generic icons after you install the latest Adobe Bridge and Camera Raw plug-in updates, then purge the cache again.

5. Remove duplicate instances of the Camera Raw plug-in.

If the problem persists after you install the most recent Camera Raw plug-in update (or if the Camera Raw preferences menu item is unavailable), remove any extra instances of the Camera Raw plug-in.

? Navigate to the File Formats folder for your version of Adobe Bridge and your OS:

| Adobe Bridge version | Mac OS | 32-bit Windows | 64-bit Windows* |
|----------------------|--|---|---|
| CC | /Library/Application Support/Adobe/Plug-Ins/CC/File Formats | C:\Program Files\Common Files\Adobe\Plug-Ins\CC\File Formats | C:\Program Files (x86)\Common Files\Adobe\Plug-Ins\CC\File Formats (for 32-bit folders) and C:\Program Files \Common Files\Adobe\Plug-Ins\CC\File Formats (for 64-bit folders) |
| CS6 | /Library/Application Support/Adobe/Plug-Ins/CS6/File Formats | C:\Program Files\Common Files\Adobe\Plug-Ins\CS6\File Formats | C:\Program Files (x86)\Common Files\Adobe\Plug-Ins\CS6\File Formats (for 32-bit folders) and C:\Program Files \Common Files\Adobe\Plug-Ins\CS6\File Formats (for 64-bit folders) |

* For Adobe Bridge CS4 and later on 64-bit editions of Windows, two versions of the Camera Raw plug-in are expected. Adobe Bridge uses the 32-bit version; Photoshop uses the 64-bit version.

- 1 If more than one Camera Raw plug-in is in the File Formats folders, delete all but the latest version. Drag any older instances to the Trash (Mac OS) or Recycle Bin (Windows).
- 2 Open Adobe Bridge and see if Lightroom displays raw image previews correctly.
- 3 If there is only one Camera Raw plug-in in the File Formats folder, then navigate to one of the following locations:
 - **Mac OS:** /Applications/Adobe Bridge [version number]/Plug-Ins
 - **32-bit editions of Windows:** C:\Program Files\Adobe\Adobe Bridge [version number]\Plug-Ins
 - **64-bit editions of Windows:** C:\Program Files (x86)\Adobe\Adobe Bridge [version number]\Plug-Ins

Tip: If you don't know what version of Windows you're using, see [Determine whether your computer is running a 32-bit or a 64-bit edition of Windows](#).

- ? If there are any instances of the Camera Raw plug-in in the Plug-Ins folder, drag them to the Trash (Mac OS) or Recycle Bin (Windows).

More Help topics

[Camera Raw plug-in updates for Windows](#)

[Camera Raw plug-in updates for Mac OS](#)

General debugging | Extension panels | Photoshop CS4, CS5

Use this document to identify problematic extension panels in Adobe Photoshop CS5 or CS4.

Extension panels are software modules that extend the capabilities of Photoshop. For example, Mini Bridge is an extension panel that enables you browse and open files. The Kuler extension panel allows you to select colors and create color harmonies.

When you installed Photoshop, several [extension panels were installed by default](#). If you later installed third-party extension panels and/or plug-ins (that is, from a publisher other than Adobe), they can cause unexpected behavior in Photoshop.

An extension panel can cause a problem in Photoshop for any of these reasons:

- The extension panel was designed for a different version of Photoshop and is incompatible with Photoshop CS5 or CS4.
- The extension panel interacts with Photoshop commands or documents in unwanted or unexpected ways.

Troubleshoot extension panels

To determine whether extension panels are causing problems in Photoshop, do the following:

- 1 Start Photoshop.
- 2 Choose Photoshop > Preferences > Plug-Ins (Mac OS) or Choose Edit > Preferences > Plug-Ins (Windows).
- 3 Deselect the Load Extension Panels option to disable it.
- 4 Restart Photoshop and then try to re-create the problem.

Note: 'Show CS Live in application bar' is only present in Photoshop CS5.

If the problem recurs, then an installed third-party extension panel is not causing the problem.

If the problem does not recur, check to see if a third-party extension panel is causing the problem.

- 1 Choose Photoshop > Preferences > Plug-Ins (Mac OS) or Choose Edit > Preferences > Plug-Ins (Windows).
- 2 Select the Load Extension Panels option to enable it.
- 3 Restart Photoshop and follow the instructions below.

Troubleshoot installed third-party extension panels

To determine whether Photoshop is loading a problematic third-party extension panel, do the following:

- 1 Close Photoshop.
- 2 Remove or disable all third-party extension panels. Use one or more of these methods:
 - Move third-party extension panels from Photoshop's Panels folder to a temporary location outside Photoshop's Panels folder (for example, to a new folder on your Desktop). See section below for the [location of third-party extension panels on Mac OS and Windows](#).
 - Rename each third-party extension panel file so that the filename begins with a tilde (~). Photoshop will not load any file that begins with a tilde.
- 3 Restart Photoshop and then try to re-create the problem.

If the problem recurs, then an installed third-party extension panel is not causing the problem.

If the problem does not recur, then a third-party extension panel is causing the problem. To identify the problematic extension panel, do the following:

- 1 Close Photoshop.
- 2 Reinstall one of the third-party extension panels that you removed or disabled.
- 3 Start Photoshop and then try to re-create the problem.

4 Do one of the following:

- If the problem does not recur, then repeat Steps 1 through 3.
- If the problem recurs, then the extension panel that you last reinstalled or re-enabled is causing the problem. Remove or disable this extension panel and then contact its publisher for support or for information about an updated version of the extension panel. Reinstall or re-enable the other third-party extension panels that you removed or disabled.

Solutions and workarounds

In some cases, disabling tabbed documents in Photoshop eliminates stability issues with many third-party panels.

To disable tabbed documents see "Solution 2" in the following document:

Additional information

Third-party extension panel locations

Third-party extension panels are installed at one of the following locations:

Mac OS X

- Applications/Adobe Photoshop CS4/Plug-ins/Panels
- Library/Application Support/Adobe/CS4ServiceManager/extensions
- Applications/Adobe Photoshop CS5/Plug-ins/Panels
- Library/Application Support/Adobe/CS5ServiceManager/extensions

Windows

64-bit edition Note: If you are using a 64-bit edition of Windows, then two editions of Photoshop are installed by default: a 32-bit edition and a 64-bit edition.

- C:/Program Files/Adobe/Adobe Photoshop CS4 (64 Bit)/Plug-ins/Panels
- C:/Program Files (x86)/Adobe/Adobe Photoshop CS4/Plug-ins/Panels
- C:/Program Files (x86)/Common Files/Adobe/CS4ServiceManager/extensions
- C:/Program Files/Adobe/Adobe Photoshop CS5 (64 Bit)/Plug-ins/Panels
- C:/Program Files (x86)/Adobe/Adobe Photoshop CS5/Plug-ins/Panels
- C:/Program Files (x86)/Common Files/Adobe/CS5ServiceManager/extensions

32-bit edition

- C:/Program Files/Adobe/Adobe Photoshop CS4/Plug-ins/Panels
- C:/Program Files/Common Files/Adobe/CS4ServiceManager/extensions
- C:/Program Files/Adobe/Adobe Photoshop CS5/Plug-ins/Panels
- C:/Program Files/Common Files/Adobe/CS5ServiceManager/extensions

Default extension panels

The following extension panels are installed by default in Photoshop CS5 using a standalone point product install*:

- Access CS Live
- CS News and Resources
- CS Review
- Kuler
- Mini Bridge
- Share my screen (acrobat.com)

* Other Creative Suite installs may include additional extensions.

The following extension panels are installed by default in Photoshop CS4:

- Share my screen (acrobat.com)
- Connections
- Kuler

Extended features don't appear after you upgrade to Photoshop CS5 or CS4 Extended

Issue

After you install Photoshop CS5 or CS4 Extended as an upgrade from the standard edition of Photoshop CS5 or CS4, the startup screen does not display "Extended." Extended features, such as the 3D menu, are not available.

Detail

You are using Photoshop as a standalone application or as part of an Adobe application suite.

Reason

Photoshop was not deactivated, and thus the serial number for the standard edition of Photoshop is still stored on the computer.

Solution

Deactivate Photoshop and then enter the Photoshop Extended serial number.

1. Quit all Adobe applications.
2. Verify that the computer is connected to the Internet.
3. Start Photoshop.
4. Choose Help > Deactivate.
5. In the Deactivation window, select Erase My Serial Number From This Computer After Deactivation Completes.
6. Select Deactivate.
7. If a confirmation dialog appears, select Yes to proceed with the deactivation.
8. When the deactivation has completed successfully, select Exit to close Photoshop.
9. Restart Photoshop.
10. In the Software Setup window, select I Have A Serial Number For This Product.
11. Enter a serial number for Photoshop CS5 or CS4 Extended, or for an Adobe application suite that includes Photoshop CS4 Extended.
12. Select Next. Follow any remaining onscreen instructions.

Additional Information

When you upgrade from the standard edition of Photoshop to Photoshop Extended, you don't need to install or reinstall Photoshop to enable access to the extended features. However, you do need to complete the steps in the solution above.

Error: "One or more files in the Adobe Application Support folder...missing" | Mac OS

Issue

When you start Adobe Photoshop CS5 (or CS4, CS3) on Mac OS, the program returns the following error message:

"One or more files in the Adobe Application Support folder, necessary for running Photoshop, are missing. Please run the Photoshop installer and re-install Photoshop."

Solution

If you ran an Archive And Install before this error occurred, and you have not deleted your archived System Folder, then do [Solution 1](#) . Otherwise, do [Solution 2](#) . (The archived System Folder is in /Library/Previous Systems.)

Solution 1: Copy Adobe Unit Types.osax from an archived ScriptingAdditions folder.

- 1 Quit Photoshop.
- 2 In the Finder, choose Go > Computer.
- 3 Double-click the icon for your startup drive.
- 4 Open the Previous Systems folder.
- 5 Open the most recent of the folders that are inside the Previous Systems folder.
- 6 Open the Library folder. (An archived Library folder, not the current Library folder.)
- 7 Open the ScriptingAdditions folder.
- 8 Inside the ScriptingAdditions folder, select Adobe Unit Types.osax.
- 9 Choose Edit > Copy.
- 10 Choose Go > Computer
- 11 Double-click the icon for your startup drive.
- 12 Open the Library folder. (This is the current Library folder.)
- 13 Look for a ScriptingAdditions folder inside the Library folder. Then do one of the following:
 - If the ScriptingAdditions folder exists, then open the ScriptingAdditions folder.

- If the ScriptingAdditions folder does not exist, then choose File > New Folder and name the new folder ScriptingAdditions (without a space). Then open this new ScriptingAdditions folder.

14 Choose Edit > Paste. Adobe Unit Types.osax is restored in the correct location.

Solution 2: Restore Adobe Unit Types.osax by reinstalling Photoshop.

Photoshop CS5 or CS4

- 1 Quit all Adobe applications.
- 2 Do one of the following:
 - If you purchased Photoshop CS5 or CS4 or Creative Suite 5 or 4 as physical software, then insert your installation DVD-ROM into your computer's DVD drive.
 - If you downloaded Photoshop CS5 or CS4 or Adobe Creative Suite 5 or 4 from the Adobe Online Store, then double-click the disk image (.dmg) file or files that you downloaded. (If you did not keep the disk image file or files after your original installation, then download them again. Sign in at www.adobe.com/membership, click View Order History, and find your order in the list.)
- 3 Double-click the file named Setup on your installation DVD-ROM or disk image.
- 4 Select Adobe Photoshop in the Installed Products list.
- 5 Click Install, and follow the on-screen instructions.

Photoshop CS3

- 1 Quit all Adobe applications.
- 2 Do one of the following:
 - If you purchased Photoshop CS3 or Adobe Creative Suite 3 as physical software, then insert your installation DVD-ROM into your computer's DVD drive.
 - If you downloaded Photoshop CS3 or Adobe Creative Suite 3 from the Adobe Online Store, then double-click the disk image (.dmg) file or files that you downloaded. (If you did not keep the disk image file or files after your original installation, then download them again. Sign in at www.adobe.com/membership, click View Order History, and find your order in the list.)
- 3 Double-click the file named Setup on your installation DVD-ROM or disk image.
- 4 Click Install Or Reinstall.
- 5 Click Next.
- 6 Do one of the following:
 - If you purchased Photoshop CS3 as a standalone product, then skip to Step 7.
 - If you have Photoshop CS3 as part of Adobe Creative Suite 3, then select Adobe Photoshop CS3 in the Select The Components You Want To Reinstall section. Deselect the other applications in this section. If any items appear in the Select Components You Want To Install section, then deselect them.
- 7 Click Next.
- 8 Click Install, and follow the on-screen instructions.

Additional information

This error indicates that a Photoshop support file -- Adobe Unit Types.osax -- is not in its expected location, /Library/ScriptingAdditions.

You are likely to see this error after you use the Archive And Install method to upgrade or reinstall Mac OS X. In an Archive And Install, the Mac OS X installer moves existing system files into a new folder and then writes new system files. This error occurs because the Mac OS X installer moves Adobe Unit Types.osax and does not re-create it.

You can see this error even if you did not perform an Archive And Install. For example, if you ran the uninstaller for a different version of Photoshop on the same computer.

More Help topics

[Error: "Unable to create directory at '/Library/ScriptingAdditions/Adobe Unit Types.osax/Contents'" while installing CS4 suite or application \(Mac OS\)](#)

Error "Install a printer" | Photoshop CS4

Issue

When you try to print or open Page Setup in Photoshop CS4, you see the following error message:

"Before you can perform printer-related tasks such as page setup or printing a document, you need to install a printer."

Solution

Note: This issue is fixed in Photoshop CS5.

Do one or more of the following:

Solution 1: Reset printer from Photoshop's page setup (Windows).

- 1 Choose File > Print.
- 2 Change the option in the Color Handling pop-up menu to which ever option is not selected: Printer Manages Colors or Photoshop Manages Colors.
- 3 Click Done.
- 4 Choose File > Print.
- 5 Change the Color Handling option back to the option you want to use.
- 6 Make any other selections in the Print dialog box.

Try to print from Photoshop. If you still get an error, perform the next set of steps:

- 1 Choose File > Print.
- 2 Change the printer to another standard printer, such as Adobe PDF, or XPS Printer, which is installed with Microsoft Office.
- 3 Choose Page Setup, and reselect the paper size. Click Done.
- 4 Perform steps 1-3 again, but select the printer you want to print to and the paper size you want to use.

Try to print from Photoshop. If you still get an error, perform the next set of steps:

- 1 Choose File > Page Setup.
- 2 Select Printer, and choose a different printer from the Name pop-up menu.
- 3 Select Properties and choose a different paper size from the appropriate tab and pop-up menu.
- 4 Click OK until you've closed all dialog boxes.
- 5 Perform steps 1-3 again, but select the printer you want to print to and the paper size you want to use.

Solution 2: Restart Photoshop and then try to print.

Solution 3: Re-create the preference files for Photoshop.

Note: When you use this solution, Photoshop creates a preferences file and you lose custom settings associated with your current preferences file. However, the file you rename in step 2 is your original preferences file. If you determine that the preferences file is not causing the problem, then you can restore your custom settings by following the instructions below.

To re-create the Photoshop preferences file:

- 1 Quit Photoshop.
- 2 Rename the Adobe Photoshop CS4 Prefs.psp file (for example, to Adobe Photoshop CS4 Prefs.psp.old) in the Documents and Settings/[username]/Application Data/Adobe/Adobe Photoshop CS4/Adobe Photoshop CS4 Settings folder.
- 3 Start Photoshop. Photoshop creates a preferences file.

If the problem continues, the preferences file isn't the cause. To restore custom settings, delete the new preferences file and restore the original name of the previous preferences file.

Solution 4: Make sure that you have the most recent printer driver installed.

Contact your printer manufacturer for the most recent printer driver.

Solution 5: Remove and reinstall the printer driver.

Contact your printer manufacturer for instructions on how to remove and reinstall your printer driver.

Corrupted printer driver preferences can create this error.

Solution 6: Create a different image and copy the layers from the old image to the new image.

- 1 If your image contains a Background layer, double click the Background layer in the Layers panel, and click OK in the New Layer dialog box.
- 2 Choose Select > All Layers.
- 3 Choose Layer > Duplicate Layers.
- 4 Select New in the Document field.
- 5 (Optional) Type in a name for the new document.
- 6 Click OK.

Solution 7: Create a different user account and run Photoshop as that user.

To create a user account in Mac OS X v10.5:

- 1 From the Apple menu, choose System Preferences.
- 2 Click Accounts.
- 3 Click the plus sign at the lower-left corner. (If the plus sign is inactive, click the Lock icon.)
- 4 Type a user name (such as Test) and a password that you can remember.
- 5 Select Allow User To Administer This Computer. This setting makes the test user an administrator.
- 6 Close the Accounts window.
- 7 Choose Log Out from the Apple menu.
- 8 When the login screen appears, choose the test user.

To create a user account in Windows XP, see "To add a new user to the computer" in Windows Help.

To create a new local administrator account, see [Create local administrator account | Windows 7, Vista \(kb404912\)](#) for details.

Solution 8: Set up a printer.

To set up a printer in Mac OS X v10.5:

- 1 From the Apple menu, choose System Preferences.
- 2 Click Printer & Fax.
- 3 Click the plus sign at the lower-left corner. (If the plus sign is inactive, click the Lock icon.)
- 4 Click the Default icon.
- 5 With the appropriate drivers installed, any available printers are listed.
- 6 Select a printer and click Add.
- 7 Close the System Preferences window.

Additional information

This error occurs even though a printer installed and functional on the computer.

"Could not load the [FastCore, Multiprocessor, MMXCore] module" error when you start Photoshop

Issue

When you start Photoshop, one or more of the following error messages is displayed:

- Could not load the FastCore Routines module because it does not work with this version of Photoshop.
- Could not load the Multiprocessor Support module because it does not work with this version of Photoshop.

- Could not load the MMXCore Routines module because it does not work with this version of Photoshop.

Reason

This issue occurs for one of the following reasons:

- You have set your plug-in preferences in Photoshop so that the Additional Plug-ins Folder points to the plug-ins folder.
- You are using older plug-ins.

Solution

Perform one of the following solutions:

Solution 1: Change your Photoshop preferences so that the Additional Plug-ins folder does not point to the plug-ins folder.

- 1 Choose **Edit > Preferences > Plug-ins**.
- 2 Deselect the **Additional Plug-ins Folder** option.

Solution 2: Remove old third-party plug-ins.

Remove all third-party plug-ins from the Photoshop > Plug-Ins folder.

Droplets don't work | Photoshop CS5, CS4, CS3 | Mac OS X 10.7 (Lion)

Issue

Droplets created in Adobe Photoshop CS5, CS4, or CS3 stop working after you upgrade to Mac OS X 10.7 Lion.

Solutions

Solution 1: Update Photoshop CS5.

The 12.0.1 update creates droplets using native code for Intel processors, and can update previously created droplets to use native code for Intel processors. [Update Photoshop CS5 with the latest updates](#), and then do one of the following:

- Drag your old droplets onto the Photoshop application icon. An updated version of the droplet is created in the same folder as the old one, with (CS5).app at the end of the name.
- Re-create your droplets.

Solution 2: If you use Photoshop CS4 or earlier, use Mac OS X 10.6 or earlier.

Droplets do not work on Mac OS X 10.7. Use Mac OS X 10.6 or earlier, or upgrade to Photoshop CS5 or later.

Additional information

- Droplets in Photoshop CS4 and earlier rely on code for PPC (Power PC) processors (used by Apple G4, G5 computers) to run.
- Droplets in the initial release of Photoshop CS5 also rely on code for PPC (Power PC) processors (used by Apple G4, G5 computers) to run.
- Apple no longer supports or includes Rosetta with Mac OS X 10.7, which is required to run PPC code on Macintosh computers with Intel processors.

Droplets don't work | Photoshop CS5, CS4, CS3 | Mac OS X 10.6

Issue

Your Adobe Photoshop CS5, CS4 or CS3 droplets stop working after you upgrade to Mac OS X 10.6.

Details

- Droplets in Photoshop CS4 and earlier rely on code for PPC (Power PC) processors (used by Apple G4, G5 computers) in order to run.
- Droplets in the initial release of Photoshop CS5 also rely on code for PPC (Power PC) processors (used by Apple G4, G5 computers) in order to run.
- Apple no longer includes Rosetta, which is required to run PPC code on Macintosh computers with Intel processors, with the default installation of Mac OS X 10.6.

Solution

Photoshop CS4 or earlier:

[Install Rosetta](#) on Mac OS X 10.6 to run your droplets.

Photoshop CS5:

The 12.0.1 update added support for creation of droplets using native code for Intel processors. [Update Photoshop CS5 with the latest updates](#) and then recreate your droplets to use native code for Intel processors.

Crash when using move tool | Photoshop CS5, CS4 | Windows

Issue

Photoshop crashes when you move a layer after pasting. You are running JDownloader.

Solution

In JDownloader, turn off the option to enable the clipboard to monitor for new links. For more information, contact JDownloader at <http://jdownloader.org>.

Crash occurs when you open or resize EPS artwork in Photoshop CS4 or later

Issue

When you open an EPS file, or transform an EPS Smart Object, Photoshop crashes.

DetailYou copied the EPS Parser Plug-in from Photoshop CS3 or an earlier version of Photoshop into the Plug-ins folder of your current version of Photoshop.

Solution

Remove the EPS Parser plug-in from the Plug-ins folder under your current version of Photoshop. Also, choose Edit > Preferences (Windows) or Photoshop > Preferences (Mac OS) and choose Plug-ins. Deselect Additional Plug-ins folder, in case it is pointing to a folder that contains the EPS Parser plug-in or another obsolete plug-in.

Additional information

Plug-ins from previous versions of Photoshop frequently do not work in newer versions and can cause crashes. The EPS Parser plug-in from Photoshop CS3 or earlier versions is not compatible with Photoshop CS4 or Photoshop CS5.

The command "<unknown>" is not currently available launching Photoshop CS5 | Mac OS

Issue:

When launching Photoshop CS5 via Bridge Tools menu, you receive the message "The command "<unknown>" is not currently available".

Solution:

This message occurs when Photoshop is launched in a bit depth mode which a plug-in doesn't support. To correct this, check the optional plug-ins documentation to ensure Photoshop is set to run in the proper 32-bit or 64-bit mode corresponding with the plug-in being used.

Note: The optional plug-in documentation included with the download explains which plug-ins are 32 or 64-bit, additionally the same information can be found in the [Missing features or plug-ins document](#) in the Additional Information section of this document.

To set the bit depth mode which Photoshop will operate in

- 1 Open Mac HD > Applications > Adobe Photoshop CS5
- 2 Inside this folder locate the Photoshop application executable, hold down the Ctrl key while clicking on the Photoshop application executable, in the context menu select **Get Info**.
- 3 Either check or uncheck the Open in 32-bit mode option based on the plug-in being used.

Additional Information:

See related article:

Missing features or plug-ins | Photoshop CS5 | Mac OS

See [Missing features or plug-ins | Photoshop CS5 | Mac OS](#).

Change Photoshop Standard to Extended or the reverse, or install a Premium Suite (Photoshop CS5 or CS4)

Issue

You need to change Photoshop from the Extended version to the Standard version or the reverse. This frequently occurs when you have Photoshop CS5 or CS4 Standard already installed on the computer, and you are installing a Premium Suite, which contains the Extended version of Photoshop.

Solution

To change the version of Photoshop, change to the appropriate serial number.

- 1 Open Photoshop.
- 2 Choose Help > Deactivate.
- 3 Select Erase my serial number from this computer after deactivation completes.
- 4 Click Deactivate.
- 5 Reopen Photoshop. You are prompted for a serial number. Enter the serial number for the Suite or the appropriate version of Photoshop.

Note: If you have installed the trial version of Photoshop, it's the Extended version. If you purchase the Standard version, use the serial number that comes with your purchased version in the trial version to change the Extended trial to the retail Standard version.

Cannot save PSD to file servers using afp-protocol | Mac OS

Issue

When you save a PSD file with Photoshop to a file server using the afp-protocol, the file saves and then disappears.

Solutions

Solution 1: Work in Photoshop on files directly on the local hard disk.

To prevent data loss, follow this [recommended workflow](#): Save files to your local hard disk first. Then transfer them to the network drive in Finder. To retrieve files, copy them in Finder from the network drive to your hard disk. See [Networks and removable media](#) for more information on a recommended workflow.

Solution 2: Update your operating system to Mac OS X 10.8 or later.

The information provided here is a courtesy only. See [Networks, removable media](#) for more information on Adobe's support policy regarding saving over a network.

Audio doesn't play in video files encoded with Dolby Digital AC3

Issue

The audio doesn't play in video files that are encoded as Dolby Digital and Dolby AC3 in Adobe Photoshop.

Solutions

Solution 1: Install Adobe Premiere Pro.

While Photoshop does not have a license that allows Dolby encoded audio to play, Adobe Premiere Pro does. Photoshop can use this license when Adobe Premiere Pro is installed.

Solution 2: Re-encode your video files in an application that can open these files, so the audio is encoded with a different codec.

See these Photoshop Help topics for a list of the supported video formats:

- [Video editing](#)
- [Supported file formats in Photoshop](#)

Artifacts (lines, odd colors) display in rotated images in Camera Raw (Windows 7)

Issue

When you rotate images in the Camera Raw dialog box, artifacts display in the image.

Solution

The artifacts are temporary, and display only during the rotation. They disappear after the rotation is completed and the image is redrawn.

64-bit OS benefits, limitations

The 64-bit version of Photoshop enhances performance, especially in the way it uses RAM. This document shows you the advantages of 64-bit Photoshop over the 32-bit version.

Mac OS

Photoshop CS6 and CC only install a 64-bit version on Mac OS.

Photoshop CS5 installs a version that can launch in either 32 bit or 64 bit when you install on a 64-bit version of Mac OS (Mac OS X 10.5 or later). If you are using Mac OS X 10.4 or earlier, then Photoshop only installs the 32-bit version.

Photoshop CS4 installs a 32-bit version only.

Open 32-bit and 64-bit versions of Photoshop CS5 on Mac OS

Photoshop CS5 on Mac OS installs one copy of the application, and it launches by default in 64-bit mode. You can run Photoshop CS5 in 32-bit mode.

To run Photoshop CS5 in 32-bit mode:

- 1 Quit Photoshop CS5.
- 2 Navigate to Applications/Adobe Photoshop CS5 folder.
- 3 Select the Adobe Photoshop CS5.app file.
- 4 Choose File > Get Info.
- 5 Select Open in 32 Bit Mode.
- 6 Close the Get Info dialog box.
- 7 Reopen Photoshop CS5.

RAM use (Mac OS)

The primary advantage of using the 64-bit version of Photoshop CS5 is to access amounts of RAM beyond what Photoshop can access as a 32-bit application. Photoshop can take the best advantage of more than 4 GB of RAM only if it runs as a 64-bit application. If you use files that need more than 4 GB of RAM, and you have enough RAM, all processing you perform on large images can be done in RAM. It's not necessary for Photoshop to swap out to the hard disk. Unlike on Windows, all supported versions of Mac OS can run Photoshop CS5 in 64-bit mode. When running in 64-bit mode, Photoshop CS5 uses all the RAM you can fit into your computer.

Windows

Photoshop CS5 and CS4 install a 32-bit and a 64-bit version when you install on a 64-bit version of Windows 7, Vista, and XP. If you are using the 32-bit version of Windows, then Photoshop only installs the 32-bit version. Photoshop CS6 allows you to choose one or both of these versions to install. Photoshop CC installs both versions. Photoshop CC (2014) and later installs the 64-bit version on a 64-bit OS by default. You can download the 32-bit version [here](#).

If you are running Windows Vista, upgrade to Service Pack 1 for better performance.

Note: Photoshop CS6 supports Windows 8, 7, and XP. Photoshop CC supports Windows 8 and 7.

Note: 64-bit Photoshop CS4 was not thoroughly tested under Windows XP64. Although it is not supported, it should run.

Open 32-bit and 64-bit versions on Windows

Photoshop installs a 32-bit and a 64-bit shortcut into the Start Menu. If you need to manually run the application, the 32-bit version is the photoshop.exe file, in the Program Files (x86)/Adobe/Adobe Photoshop [version] folder. The 64-bit version is the photoshop.exe file in the Program Files/Adobe/Adobe Photoshop [version] folder.

RAM use (Windows)

The primary advantage of using the 64-bit version is to access amounts of RAM beyond what Photoshop can access when the 32-bit version is run. You can take advantage of more than 4 GB of RAM only when you are on 64-bit systems, using 64-bit Photoshop. If you use files that require more than 4 GB of RAM, and you have enough RAM, all the processing you perform on your large images can be done in RAM. It's not necessary for Photoshop to swap out to the hard disk.

This table lists the amount of RAM available to Photoshop with the different versions of Windows:

| Photoshop version | Windows version | Maximum amount of RAM Photoshop can use |
|-------------------|-----------------|---|
| 32 bit | 32 bit | 1.7 GB |
| 32 bit | 64 bit | 3.2 GB |
| 64 bit | 64 bit | As much RAM as you can fit into your computer |

Third-party plug-ins

Third-party plug-ins for 32-bit versions of Photoshop don't appear under the Filter menu when you run the 64-bit version of Photoshop. If it's necessary to use plug-ins that haven't been updated, run the 32-bit version of Photoshop. When you are done using the plug-ins, close the 32-bit version. Then, run the 64-bit version. Contact the plug-in manufacturer for information about any updates.

Processor speed and Photoshop operations

Although the 64-bit version of Photoshop speeds up some operations, it doesn't speed all of them. And, it doesn't speed the operation equally. Generally, operations run approximately 8-12% faster. Overall, processor speed is not the main advantage of using the 64-bit version, except when you run actions on large files. Photoshop writes data to the hard disk incrementally while you pause in Photoshop. When you run actions, there are no pauses for Photoshop to write to the disk. Therefore, Photoshop writes to the disk while the action runs. The increase in processor speed increases the speed of these processes.