Adobe® ActiveShare™ 1.4 ReadMe

This ReadMe file is divided into the following sections:

- System Requirements
- ActiveShare Support
- Documentation Updates
- TroubleShooting
- Legal Notices

SYSTEM REQUIREMENTS
- Intel® Pentium® or faster Processor (including 100% Intel compatible processors)
- Microsoft® Windows® 95 OSR2, Windows 98 (or 98SE), Windows NT4 (SP3), or Windows 2000
- 32 MB of RAM and 40 MB of available hard-disk space
- Color Monitor with 800x600 screen area and 16-bit color, or greater
- Internet Explorer 4.01, Netscape Navigator 4, or later required
  (Note: Internet Explorer 4.01 or later must be present on the system)
- Internet access is required for Email, Web Sharing, and Web Printing

ACTIVESHARE SUPPORT
Click on the rotating globe at the lower left corner of ActiveShare to visit the ActiveShare web site. All technical support information on the web site is free, including:
- **User to User Forums**...share your Adobe product questions and ideas with other Adobe users.
- **FAQs**...get answers to Frequently-Asked-Questions about ActiveShare
- **Downloads**...Download updates for ActiveShare
- **Knowledgebase**...search Adobe's collection of published ActiveShare technical notes.

Live Technical Support (English only, available in the U.S. and Canada) is available from Adobe only as part of the following pay-for-telephone support programs:
- 900 Line Technical Support (currently $2.00/minute, subject to change; the charge appears on your phone bill; available in the U..S. only)
      Windows ActiveShare   900-555-2200
- Flat Fee Technical Support (currently $25 per incident plus phone charges, English only)
      Windows ActiveShare   206-675-6319

DOCUMENTATION UPDATES

Working with files from Adobe PhotoDeluxe 3.x or earlier

Viewing Layers - When you import PhotoDeluxe (.pdd) files from PhotoDeluxe Home Edition 3.x or earlier, and/or Business Edition, the text layer will not appear or print in ActiveShare. To view PhotoDeluxe layers in ActiveShare, save your photos in PhotoDeluxe 4.0 format (requires Adobe PhotoDeluxe Home Edition 4.0), or save your images in PhotoDeluxe 1.0 format. If you save your images in PhotoDeluxe 1.0 format, note that your text may appear and print with rough edges.

Saving Layer Data - If you make changes to any multi-layered PhotoDeluxe (.pdd) files in ActiveShare, ActiveShare will flatten the layers. To preserve layer information, use the "Send to PhotoDeluxe" icon to edit the photo in PhotoDeluxe 4.0 or later.

Saving Photos

To Save photos in another format (e.g. JPEG or BMP):
1. Click on the "Save a Copy As..." button in the export bin.
2. Navigate to the folder on your hard drive where you want to save the photo. Open the folder.
3. Enter a name for the photo on the left side of the "Save a Copy As" dialog box.
4. Select a file type from the "Save as Type" drop-down list.
5. Click the Save button.. The Copy window will appear and will list the location of the new photo.

Note: The new saved photo will not automatically appear in an ActiveShare album. To add this photo to an album, click on the

Import Photos icon in the import bin, and select the photo in the Import dialog box.

Copying Photos between Albums

To create copies of photos in different albums, hold down the control key (ctrl) while you drag the photos onto another album icon.

Deleting Photos

When you delete a thumbnail preview of an image in ActiveShare, ActiveShare deletes the thumbnail image AND the file on the disk that is associated with that thumbnail. Note that this works differently than Adobe PhotoDeluxe 4.0, which only deletes the thumbnail when the photo is deleted from the gallery.

Printing

Selecting pictures to Print - When you click on and select a photo for printing, the photo will remain selected until you de-select it (a selected photo has a yellow square around it). If you select another photo to print, without de-selecting the first photo, you will print two pictures (or as many photos are selected).

To select a range of photos, select the first photo and then hold down the shift key and select the last photo. All of the photos between the first and last will be selected.

To select more than one photo (not in a range) hold the control key (ctrl) down and select the desired photos.

Print Orientation - Adobe ActiveShare will always print pictures in portrait layout, regardless of your printer's driver settings. This feature prevents major image clipping from occurring when landscape photos are printed in portrait mode.

Print Preview versus what actually prints - ActiveShare's Print Preview feature may not accurately reflect your printer's "printable area", resulting in partially clipped images around the borders of some large images when they are printed. Since printable areas (i.e., the part of an 8.5 x 11 page that the printer can actually print on, which is usually around 8.0 x 10.5 inches) varies by printers, you may have to use trial and error to determine how close to the edge of the page your printer can print (and adjust your photos accordingly).

Canceling Printing - When Printing from ActiveShare (as with most other programs), the ActiveShare program may slow down as photo information is sent to the printer. If you try to cancel the printing process as data is being sent, you may notice a significant delay before the cancel button will respond to your mouse click. Sometimes the cancel command won't appear to work because the information from ActiveShare may have already been sent to the printer.

Unable to Send Photos Using E-mail

If you are unable to send photos from ActiveShare using e-mail, try the following:
- Make sure you have a working Internet connection. You will be unable to e-mail photos if your Internet connection is not setup or working properly. ActiveShare will connect to the Internet when you click on the Send button in the E-mail dialog box (however America Online users must connect to AOL outside of ActiveShare before sending photos with e-mail).
- If you encounter problems sending photos with e-mail, attempt to send your photos again at a later time: there may be large volumes of traffic on the e-mail server, or the server may be down for maintenance.
- If you get the error "An error occurred when sending your E-mail." check both the "From" and "To" addresses as entered in the E-mail dialog box. Both of these fields must contain a valid e-mail address. Valid e-mail addresses contain a 'user name', an "@" symbol, and an Internet location. For example: Pjones@email.com. 'Fake' addresses using this format will not work.
- If you cancel sending e-mail while ActiveShare is connecting to the Internet, you will receive an error message. Click "OK" to close the error message window. You will not be able to send another e-mail until ActiveShare reconfigures its Internet settings. To enable ActiveShare to reconfigure its Internet Settings, exit and restart ActiveShare. ActiveShare will reconfigure its Internet settings in the new session.
- If you are connected to a network mail server, or if your corporation or business has a firewall in place, you will not be able to send e-mail unless you have Internet Explorer 5.0 installed and configured correctly. To configure Internet Explorer, go to Start>Settings>Control Panel and double click on the Internet icon. Click the Connection tab, and click the "LAN Settings" button. Enter the correct proxy values for your network in these fields. If you are unsure of what values to enter here, check with your system administrator.

Sharing On Web

If ActiveShare stops responding after you click on the "Share on the Web" icon, check that you have not been disconnected

from your Internet connection. If you have been disconnected from the Internet, force ActiveShare to close by holding down the Control-Alt-Delete keys. Select ActiveShare in the Close Program window and choose "End Task." Re-establish your Internet connection, restart ActiveShare and try using the "Share on Web" feature again.

Do Not Manipulate Albums Outside of ActiveShare

ActiveShare albums can be damaged by Windows system crashes, or changes made to the structure of album files on your hard disk drive. Do not move, delete or add files to ActiveShare album folders on your hard disk drive. You should always use ActiveShare to create and add photos to ActiveShare albums.

Kodak Picture Disk

ActiveShare does not open Kodak Picture Disk floppy disk albums.

Opening Non RGB Photos

ActiveShare can open RGB color images. Images using other color spaces (e.g. CMYK or LAB color) are not supported. If you try to open a non-RGB photo, you will receive the error "1 out of 1 file(s) were not recognized. Recognized files have been imported." None of the selected non-RGB photos will be imported into ActiveShare.

If you want to open the non-RGB photo in ActiveShare, open it in another application that can read different color spaces (e.g. Adobe Photoshop) and resave the photo as an RGB file. Once the file is in RGB color space, you can import it into ActiveShare.

System Clock; Year 2049
If you set your computer's internal clock to the year 2049 or greater and then launch ActiveShare, you may get errors when trying to open your albums. Reset the system clock to the year 2049 or earlier to eliminate the error message.

Restoring Corrupted Albums
If ActiveShare senses that one of your albums has become corrupted, it will attempt to recover the album. If it is unable to do so, a message instructs you to find your image files for the album in "C:\Program Files\Common Files\Adobe\ConsumerImaging\Albums. This message is incorrect. The images are actually stored in <X>:\Adobe Albums, where <X> is the letter for the drive where you stored the album.

Back-up of Kodak Picture CD Albums
Kodak Picture CD Albums are not displayed in the back up utility selection area. Since these Albums are associated with a CD-ROM, it is assumed that a permanent back up already exists. This is intended for your convenience, and to eliminate unnecessary duplication.

TROUBLESHOOTING

ActiveShare Freezes or Generates an Error After Installing Another Software Package

If ActiveShare stops working, fails to launch, or generates an error message, it is possible that an installer for another software package has removed or updated files required by ActiveShare. Reinstall ActiveShare to restore the missing or changed files.

Scanning Fails

If you are unable to scan into ActiveShare, try the following:
- Try using the TWAIN scanning software that came with your scanner. (Not all scanners are compatible with ActiveShare's built in scanning process). To use the TWAIN software:
  a. Right click on the icon for your scanner in the Input Bin. Choose "Scanner Settings."
  b. Click the radio button "Use the software that came with the scanner" and click OK.
  c. Try to scan into ActiveShare again.
- Update, or reinstall the manufacturer's TWAIN software. Visit the scanner manufacturer's web site or contact their support center to obtain the most recent TWAIN software for you scanner.

Note: See ActiveShare's online help topic "Setting up external devices" for details on how to set up a scanner in ActiveShare.

Scanning Resolution and File Format

By default, ActiveShare scans images at a resolution of 150 ppi and saves images in JPEG format. You can override these settings by using the scanning software that came with your camera. Most scanning software will allow you to specify a different resolution and file type.

Digital Cameras Not Responding

If you are unable to acquire photos from a digital camera, try the following:
- Click on the "Load Photo Previews" icon in the download area.
- Check that the cables to your camera are working and secured tightly to the correct input and output ports.
- Make sure your camera is turned on and not in 'sleep' mode.
- Make sure your camera is set to 'PC' mode, or 'Download' mode. If the camera is set to 'Record mode' you will be unable to download images.
- Make sure you are using fresh batteries, or that the camera is connected to an AC power supply (if available).

LEGAL NOTICES