Adobe Photoshop CS5-5.1 Troubleshooting

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How to print

There are two main methods for printing from Photoshop. One relies on Photoshop to manage color, the other relies on the printer. Read about each method in depth below. Each section focuses on best practices and preferred settings when printing from both Mac OS and Windows to the most common printers.

For an overview of what to do before you print, read Preparing to print from Photoshop (cpsid_88756). This document discussed calibrating your monitor and using the appropriate working color space.

Photoshop Color Managed workflow

Because it gives you the most control over the printing process, the Photoshop color managed workflow is the preferred method for printing from Photoshop.

In the Print window

First, adjust your Color Management Settings.

1   Set Color Handling to Photoshop Manages Colors. This option means that Photoshop controls the color conversion of the image from its original color space to the printer's color space. This conversion happens according to the Printer Profile you select in the next step.

2   Set Printer Profile to best match your printer and paper.Printer Profile characterizes the color qualities of your printer in combination with the paper you're using. Photoshop uses this profile to adjust the image accordingly before sending it to the printer. It is critical to have a good, accurate profile for every printer and paper combination you intend to use. Most printer companies provide profiles for their printers and papers. If you're using different paper that doesn't have a profile, either make a profile yourself or obtain one from a third party.

3   Set Rendering Intent.This setting specifies the method used in converting the image from its original color space to the printer's color space. For photos or color artwork, use Relative Colormetric or Perceptual. For graphics or artwork with lots of saturated flat colors, use Saturation.

4   Set Black Point Compensation.This option is checked by default. Select it if it isn't already. BPC maximizes your printer's ability to create the appearance of black in the image.

5   Adjust Print Settings.

These controls are provided by your printer's driver. When using Photoshop Managed Color, adjust three settings:

•   Paper TypeSelect the paper type that is closest to the paper on which you are printing.

•   Color ManagementSet Color Management to Off (many drivers do turn it off automatically). It's necessary that Color Management is turned off in the driver. Photoshop is doing the color transform from the document color space to the printer's color space. Allowing the printer to do another color transform causes odd color shifts.

- Paper SizeSelect a preset paper size or create a custom size.

In Print Settings

The layout and behavior of the Print Settings window is different on Mac OS versus Windows.

Mac OS

On Mac OS, the Print Window is essentially a framework that contains both the operating system print settings as well as the actual printer driver settings. This document discusses the printer driver settings.

There are four pop-up menus in the Print Window. The first menu indicates which printer is selected and the second allows you to select and save presets. Finally, the third lets you change paper size and the fourth lets you access tabs containing settings for various features.

Now it's necessary to do a little hunting. Find the settings that allow you to choose your paper type, change print quality, and turn OFF Printer Color Management (since Photoshop managing color).

Unfortunately every printer driver seems to use different terminology and layout for their settings.

- CanonCanon has "Quality & Media" and "Color Options".
- EpsonWith newer Epson drivers, look for "Print Settings" and "Printer Color Management".
- HPHP drivers show "Color Options" and "Image Quality".

Once you find the settings for your particular printer, make the following changes:

1 Set the Paper Type to the paper you're using.

2 Set Quality to Best (look under Advanced Settings).

3 Set Color Management to Off, None, or Application Managed. Which option you choose depends on your driver.

That's it, you're done. Click Print.

Windows

On Windows, you should see the driver settings for the printer you have selected. Locate the settings that allow you to choose your Paper Type, set your desired Print Quality and turn off Printer Color Management.

Every printer driver uses different terminology and layout. Paper and Print Quality are usually on the same tab, while Color Settings can be hidden.

- Epson-The initial tab has Automatic and Custom radio buttons in the Mode section. Select Custom. You now have a Custom Settings pop-up menu and an Advanced button. Click Advanced. The resulting window lets you select your Paper Type, Print Quality. and set Color Management to Off. (On the r1800, select ICM and then the Off checkbox appears.)
- CanonThe initial tab, Main, contains Paper Type and Print Quality settings. Choose those settings Now click Color Settings in the Color Mode section of this tab. You now see the Color Settings window, which contains the Adjustment and Matching tabs. Select the Matching tab and set the Matching Mode to Off.
- HPThe Features tab allows you to set the Paper Type and Print Quality. In the Color tab, select Application Managed Colors.

Printer Color Managed workflow

This workflow allows the print driver to do the color conversion of the image from its original color space to the printer's color space. Results vary from driver to driver.

In the Print window First adjust your Color Management Settings.

1   Set Color Handling to Printer Manages Colors.This setting ensures that the printer driver does the color conversion of the image.

2   Printer ProfileNo setting required.

3   Rendering IntentNo setting required.

4   Black Point CompensationNo setting required.

5   Adjust your Print Settings.

•   **Print Settings** displays the controls provided by your printer's driver. For Printer Managed Color, adjust three settings:

   •   Paper TypeSelect the Paper Type closest to the paper on which you are printing.

   •   **Color Management**Make sure that Color Management is turned on (many drivers turn it on automatically). The printer's driver does the color transform from the document color space to the printer's color space.

   •   **Paper Size**Select a preset paper size or create a custom size.

Mac OS

On Mac OS, the OS Print Window is a framework that contains both the OS print settings and the actual printer driver settings. This section discusses the driver setup.

There are four pop-up menus in the Print Window. The first menu indicates which printer is selected and the second allows you to select and save presets. The third lets you change Paper Size, and finally, the fourth lets you access tabs containing settings for various features.

Find the settings that allow you to choose your Paper Type, change Print Quality and turn Printer Color Management On.

Different drivers have these settings in different locations.

•   CanonCanon has Quality & Media and Color Options.

•   EpsonWith newer Epson drivers, look for Print Settings and Printer Color Management.

•   HPHP drivers show Color Options and Image Quality.

Once you find the settings for your particular printer, set the following options:

1   Set the Paper Type to the paper you're using.

2   Set Quality to Best (look under Advanced Settings).

3   Set Color Management to Printer Color Management, or Color Controls on Epson. Some printers also allow you to choose ColorSync to do the image conversion.

Now click Print.

Windows

The OS Print Window on Windows allows you to perform standard tasks like changing printers, printing multiple copies, and so on.

The interesting settings are in Print Settings. Click the Print Settings button to bring up the printer driver settings for your selected printer. Locate the settings that allow you to choose your paper type, set your desired print quality, and turn ON Printer Color Management.

As with the Mac OS, every printer driver uses different terminology and layout. Paper Size and Print Quality are located on the same tab while Color Settings can be hidden.

- CanonThe initial tab contains the paper type and print quality settings. Choose those settings. Now click the Color Settings button in the Color Mode section of this tab. You now see the Color Settings window, which contains the Matching tab. Click this tab and set Matching Mode to ICC Matching. Click OK to close the Print Preferences.

- EpsonThe initial tab has Automatic and Custom buttons in the Mode section. Select Custom. You have a Custom Settings pop-up menu and an Advanced button. Click Advanced. The resulting window lets you select paper type, specify print quality, and set Color Management to Color Controls. Click OK to exit Print Preferences.

- HPThe Features tab allows you to set the paper type and quality settings. In the Color tab, select ColorMatch/sRGB (if your image space is anything besides sRGB, HP recommends using Photoshop Managed Color). Click OK to exit Print Preferences.

When you're finished adjusting your settings, click Print.

More information about Printer Managed Color (Mac OS/Windows)

When you select Printer Managed Color, almost all printer drivers allow you to make some sort of image adjustment. Hue, saturation and individual color levels are the most common.

Adobe suggests that you do NOT use these options. If you've spent hours adjusting your image in Photoshop and your first printout is unsatisfactory, go back to Photoshop and adjust it further there. You have better controls and more information on which to base your corrections.

Adobe also suggests that you try both Photoshop Color Managed and Printer Color Managed to see which one works better with your particular printer.

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.

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 it 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 MicrosoftÂ® WindowsÂ® Vistaâ„¢.

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 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.

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 it 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 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.zipFontTest_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 COFFfntCache.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
- OCRAStd.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
- OCRAStd.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

Troubleshoot companion app connectivity problems | Photoshop CS5

Important: Photoshop companion apps—Color Lava, Eazel, and Nav—require Photoshop version 12.0.4 or later. For instructions on connecting the companion apps to Photoshop, see Photoshop companion apps .

Color Lava, Eazel, or Nav runs slowly after you enable Bluetooth on the iPad

Solution: Turn off Bluetooth when working with the Photoshop companion apps.

Color Lava, Eazel, or Nav gets disconnected from your Wi-Fi network

Solution: See the following article on the Apple support site for information and solutions:

• iPad: issues connecting to Wi-Fi networks

The service name in the Photoshop Remote Connection dialog box doesn't display in the companion app (Windows)

The service name should appear automatically inside Color Lava, Eazel, or Nav when attempting to connect to the compter. If the service name is not listed inside of the app, ensure the service is not blocked by firewall software. See When you enter the IP address from the Photoshop Remote Connection dialog box, you are not connected to the companion app below.

Solution 1: When you connect to Photoshop in Color Lava, Eazel, or Nav, use the IP address from the Photoshop Remote Connection dialog box instead of using the service name.

Solution 2: Determine if the Bonjour Print Services for Windows is installed, and if it isn't, download and install it.

To determine if Bonjour is installed, choose Programs And Features (Windows 7 and Vista) or Start > Control Panel > Add or Remove Programs (Windows XP). If Bonjour is listed, it's installed. See the Apple support document How to tell if Bonjour for Windows successfully installed to determine if Bonjour is installed correctly. If Bonjour is not installed, visit the Apple Bonjour for Windows site for more information

Note: The Bonjour service is required for Photoshop to be able to connect to the Photoshop companion apps. When you install iTunes from the Apple website, it installs Bonjour.

Solution 3: Confirm the iPad and computer running Photoshop are both connected via the same Internet connection and are on the same network and subnet.

Solution 4: Ensure no menus or panels are open in Photoshop when attempting to connect.

When you enter the IP address from the Photoshop Remote Connection dialog box, you are not connected to the companion app

Solution: Make sure that the IP address displayed in the Remote Connection dialog box is correct. If there is more than one network connection on your computer, Photoshop sometimes displays a different address from the one you are using.

To check the computer's IP address, do the following:

Mac OS

1   Open the Network System Preference.

2   Choose your connection, such as Airport, and click Advanced.

3   Choose the TCP/IP tab.

4   Note the number in the IP Address field.

5   Use this number when connecting to Adobe Eazel, Nav, or Color Lava.

Windows 7 and Vista (Windows Vista can be slightly different):

1   Open Network Connections by clicking the Start button, and then clicking Control Panel. In the search box, type **adapter**, and then, under Network and Sharing Center, click View network connections.

2 Select an active network connection, and then, in the toolbar, click View status of this connection. (It's sometimes

 necessary to click the chevron to find this command.)

3 Click Details.

4 Look in the Value column, next to IPv4 Address, for the computer's IP address.

Windows XP:

1 Choose Start > Control Panel > Network and Internet Connections > Network Connections.

2 Double-click the appropriate local area connection, select the Support tab, and note the IP address.

You receive the error "Server Not Responding" in Color Lava, Eazel, or Nav

Solution: Make sure that there are no dialog boxes open in Photoshop. If the Remote Connections dialog box is open, click OK to dismiss it, and try to reconnect from the iPad touch app.

When you open a Photoshop companion app, you cannot connect to Photoshop (Windows)

Solution: Manually allow the iPad to connect through your firewall. When you first set up your Photoshop touch app, Windows asks you if you want to allow the connection. If you didn't select Allow Access (Windows 7) or Unblock (Vista, XP), your connection won't be allowed through Windows Firewall.

To manually allow your iPad connection through Windows Firewall, do the following:**Note:** Some of the instructions vary among versions of Windows. See below for screen captures for each version of Windows.

? Choose Start > Control Panel and locate or search for Firewall Settings in the Control Panel.

? Select Allow A Program Through Windows Firewall (Windows 7 and Vista) or click the Exceptions tab (Windows XP).

1 If Photoshop CS 5.1 is listed (or Photoshop CS5, if you've updated it to version 12.0.4), select the check box next to Photoshop CS 5.1. This setting allows Photoshop CS 5.1 to communicate through Firewall. Sometimes you're asked for the administrator password.

Note: in Windows 7, you can choose among Work, Home, and Public networks. Choose the appropriate option based on your security needs, and where you plan on using Photoshop.

2 If Photoshop CS5.1 is not listed in the list of programs, click Add Program.

3 Select Photoshop CS 5.1 from the list of programs. You are sometimes asked for the administrator password.

4 Click OK to all the dialog boxes.

5 Restart Photoshop.

Eazel uses multitasking gestures instead of paint gestures

Solution: This issue can occur after enabling gestures on your iPad by installing Apple Xcode developer tools. To resolve the problem, in General Settings, turn off the Multitasking Gestures option.

More Help topics

More Photoshop companion apps

How thumbnails are created for Photoshop files on Mac OS

INTERNAL ONLY

FROM ENGINEERING

This is one of those "so complicated we couldn't explain it even if anybody knew the whole answer" things, like what happens when you copy and paste between applications. The Finder displays the thumbnail in some cases and the preview in others (by "preview" I mean a quick look view of the whole document, reduced in size). You can see this by saving PSDs with thumbnails but without a composite (without the "maximize compatibility" option). In some places you'll still see a thumbnail, and in others you'll see a generic Photoshop document icon. Sometimes the Finder uses one if it can get it and uses the other if it can't the thing it wants.

The color shift is because of which color space the thing (thumbnail or preview) is being written in. Actual thumbnails don't have profiles in them, so if you have an AdobeRGB doc, the thumbnails will look washed out (unless you have an AdobeRGB display).

I think the thing that changed with Photoshop is that we used to write sRGB PICT format previews into the resource fork of files. That's deprecated by Apple, and the code that applications can use to create PICT format files and previews isn't supported by Apple as of 10.7, so CS6 doesn't write those previews. The code is still there and CS5 can still write those previews in 10.8, but as we target newer OSes, we lose the ability to use the older technologies that Apple is discontinuing. At some point in a future OS, CS5 will no longer work because it uses that code, just as you can't run CS1 on 10.8 because Apple stopped supporting PPC applications.

Bottom line: what she's seeing (preview or thumbnail) depends on OS version and where (is she showing icons or talking about quicklook or get info; is it on the desktop or in a folder), and I don't know what all the combinations are.

The only thing I can suggest is to try setting "image previews", in the file handling preferences panel to "Never Save". Be sure to leave "maximize PSD and PSB File Compatbility" set to Always. The other solution that would work but is NOT one I'd suggest to anybody is to save your documents in sRGB instead so the thumbnails will also be in sRGB and they're more likely to look "correct" without a profile.

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 GeFroce 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

Sluggish performance after installing Optional Extension plug-ins | Photoshop CS5 | Mac OS

Issue
The way the Optional Extension plug-ins for Photoshop CS5 are installed creates performance issues when running Photoshop CS5 on Mac OS.

Solution
Determine if these plug-ins are the cause of the poor performance. If so, remove the plug-ins, reset your preferences, and then download and install the individual plug-ins you need, using the new plug-ins sets.

Determine if the Optional Extension plug-ins are causing slow performance.
1. Open Photoshop.2. Choose Help > System Info.

3. Scroll down through the System Info to the Plug-Ins section and see if you have any plug-ins that start with the word "Disable." (For example, look for plug-ins labeled "Disable Get Info Comment," "Disable OpenGL Drawing," "Disable Scratch Compression," and "Disable VM Buffering.")

If these plug-ins are present, your computer is affected. Proceed to the next section.

Remove the plug-ins by using the Adobe Extension Manager CS5, or remove them manually:

To remove the plug-ins using Adobe Extension Manager CS5:

1. Quit Photoshop.2. Open Adobe Extension Manager CS5, located in the Applications folder.3. Locate the CS5 Optional Extension Plug-ins entry, and click Remove.

If you're unable to remove the plug-ins using Extension Manager CS5, you can also remove the plug-ins manually:

1. Quit Photoshop.2. Navigate to the Applications/Adobe Photoshop CS5/Plug-ins/Extensions folder.3. Drag these plug-ins to the trash:

- Overscroll Always.plugin
- Overscroll Floating Windows.plugin
- DisableDragBoundingBox.plugin
- DisableGetInfoComment.plugin
- DisableScratchCompress.plugin
- DisableVMBuffering.plugin
- Force VM Compression.plugin
- ForceVMBuffering.plugin
- RememberSlowFiles.plugin
- Unlimited Clipboard Size.plugin
- Unlimited Preview Size.plugin

Reset your preferences.

Do one of the following:

- Press and hold Alt+Control+Shift (Windows) or Option+Command+Shift (Mac OS) immediately after you start Photoshop. You are prompted to delete the current settings.
- Manually reset your preferences:
  - In Mac OS, open the /Library/Preferences folder, and drag the Adobe Photoshop CS Settings folder to the Trash.
  - In Window XP, open the Documents and Settings/[User name]/Application Data/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings folder, and delete the Adobe Photoshop CS5 Prefs.psp file.

• In Windows Vista or Windows 7, open the Users/[User name]/AppData/Roaming/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings folder, and delete the Adobe Photoshop CS5 Prefs.psp (32-bit version) file or the Adobe Photoshop (X64) CS5 Prefs.psp (64-bit version) file.

New Preferences files are created the next time you start Photoshop.

See Preferences for more information on Photoshop preferences.

Download and install the individual Optional Extension plug-ins you require.

Follow the updated instructions for installing the individual Optional Extension plug-ins you require, using the instructions and new files here.

Important: These extensions can contradict one another. Take care when enabling them. A few are also specific extensions to particular hardware environments present when they were developed. Hard drive, CPU, and computer system advancements could have caused their use to become obsolete. If you're unsure whether they're necessary, use them with technical consultation from Adobe Support. Or consult advanced users in the Photoshop forums or other trusted source.

Selection is off by one pixel in Photoshop CS5 on Windows

Issue

When you draw a selection, it's off by one pixel on the left side of the selection.

Solution

Important: If you have an ATI 4000 or 5000 series card, using this registration key sometimes introduces the problem. If this issue occurs, then run the TweakSelectionsOnOldATI_OFF.reg file.

1 Right-click the attached file, and save it to a location you can remember, such as your Desktop.

2 Double-click the downloaded file and choose Extract All Files. **Note:** These files change your registry. If you'd like to back up your registry before you run these files, see Additional Information, below.

3 Double-click the TweakSelectionsOnOldATI_ON.reg file.

4 Click Yes when you are asked if you're sure that you want to add this data to your registry.

5 Click OK at the completion screen.

off by one pixel marquee fix zip file

Additional information

To turn off this fix, double-click the TweakSelectionsOnOldATI_OFF.reg file.

To back up your registry, do the following:

1 Choose Start > Run (Windows XP) or Start > All Programs > Accessories > Run (Windows Vista and 7) and type in regedit.

2 Choose File > Export, and save the entire registry with a name you can remember, and to a location you can remember.

Security update | Photoshop CS5.1, CS5

Summary

Adobe released a security update for Adobe Photoshop CS5 and Adobe Photoshop CS5.1 for Windows and Mac OS. This update addresses vulnerabilities that could allow an attacker who successfully exploits these vulnerabilities to take control of the affected system.

- **Vulnerability identifier:** APSB12-11
- **Priority:** 3
- **CVE number:** CVE-2012-2027, CVE-2012-2028, CVE-2012-2052
- **Platform:** Windows and Mac OS

Affected Photoshop versions

Photoshop CS5 and CS5.1 for Windows and Mac OS

Details

This update addresses vulnerabilities that could allow an attacker to take control of the affected system. For an attacker to exploit these vulnerabilities, a user must open a malicious TIF or DAE file in Photoshop CS5.1, Photoshop CS5, and earlier. Adobe is not aware of any attacks exploiting these vulnerabilities against Adobe Photoshop.

- This update resolves a use-after-free TIFF vulnerability that could lead to code execution (CVE-2012-2027, Bugtraq ID 52634, which references www.securityfocus.com/bid/52634/).
- This update resolves a buffer overflow vulnerability that could lead to code execution (CVE-2012-2028).
- This update resolves a stack-based buffer-overflow vulnerability in the Collada .DAE file format that could lead to code execution (CVE-2012-2052, Bugtraq ID 53464, which references: http://www.securityfocus.com/bid/53464/).
- This update applies to all languages, except Middle Eastern, North African French, and Greek. ??
- The 12.0.5 and 12.1.1 updates address only this security vulnerability. This issue does not exist in Photoshop CS6.

Downloads

If you have Photoshop CS5, only download and install the 12.0.5 update. If you have Photoshop CS5.1, only download and install the 12.1.1 update.

For Photoshop CS5 only:

Photoshop 12.0.5 Mac OS Updater

Photoshop 12.0.5 Windows Updater

For Photoshop CS5.1 only:

Photoshop 12.1.1 Mac OS Updater

Photoshop 12.1.1 Windows Updater

System requirements

- One of the following language versions of Photoshop CS5 or CS5.1: English, French, Spanish, Portuguese, German, Italian, Dutch, Swedish, Danish, Finnish, Norwegian, Chinese Simplified, Chinese Traditional, Korean, Japanese, Czech, Polish, Russian, Turkish, Hungarian, Ukrainian, or Romanian. ?

- Mac OS X v10.5.7, 10.6

- Microsoft Windows XP with Service Pack 3 or Windows Vista® Home Premium, Business, Ultimate, or Enterprise with Service Pack 2, Windows 7 (certified for 32-bit Windows XP and 32-bit and 64-bit Windows Vista or Windows 7)

Installation instructions

Note: If you're installing the update on Windows, unzip the file you've downloaded by using a utility such as WinZip or PKZIP.

1 Disable all virus-protection software.

2 Ensure that the folder on your hard disk containing Photoshop is named "Adobe Photoshop CS5." ?

3 Double-click the "AdobePatchInstaller" application. If the updater reports that it cannot find the application to update, uninstall Photoshop CS5 or CS5.1. Then, reinstall the application (use the default folder name "Adobe Photoshop CS5"). To uninstall Photoshop on Windows, navigate to the Applications/Utilites/Adobe Installers folder and run Add or Remove Adobe Photoshop CS5. When the uninstallation is complete, reinstall Photoshop, and then run the updater. ?

4 Follow the onscreen instructions.

Additional notes

This updater updates only the retail version of Adobe Photoshop CS5 or CS5.1 and not any prerelease (beta) versions. To confirm that the updater has run successfully, launch Photoshop. Verify that the version number on the startup screen shows 12.0.5 and not 12.0.0 for Photoshop CS5, or shows 12.1.1 and not 12.1.0 for Photoshop CS5.1. If it does not show correctly, it's possible that you don't have a retail version of Photoshop CS5. Contact your local Adobe retailer or visit the Adobe website to purchase one.

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Screen, Transfer print options unavailable | Photoshop

Issue

There are no Transfer Functions and Halftone Screen options in the Print dialog box in Adobe Photoshop.

Solutions

Solution 1: Save your file in the Photoshop EPS format.

Select the Include Halftone Screen and Include Transfer Function options in the EPS Options dialog box.

Note: Print EPS files on a PostScript printer.

Solution 2: Use Adobe InDesign to print with specific halftone screens.

See the Color separation section of InDesign Help.

Also see the section on specifying a halftone screen frequency and resolution .

Save PSD, PSB images without compression | Photoshop CS5 |12.1, 12.0.4

The attached plug-in for Mac OS and registry keys for Windows allows you to save large PSD and PSB images without compression. The resulting size of your image is much larger. However, saving the file can be much faster, if you have a fast hard disk and enough disk space to hold the larger file size.The attached plug-in for Mac OS and registry keys for Windows only works with the following versions of Photoshop:

• Photoshop CS5 (version 12.1 which comes with Creative Suite 5.5

• Photoshop CS5 (version 12.0.4 which comes with Creative Suite 5

Update Photoshop CS5 to version 12.0.4

1 Open Photoshop

2 Choose Help > Updates and follow the instructions. Keeping Photoshop Up-To-Date

Download and install the plug-in on Mac OS

1 Quit Photoshop.

2 Ctrl-click the plug-in below and choose to save the file. Remember the location you chose.

3 After it's downloaded, double-click the file to unzip the plug-in.

4 Move the DisallowFlateCompressionPSD.plugin file to the Adobe Photohop/Plug-ins/Extensions folder.

5 Restart Photoshop.

DisallowFlateCompressionPSD.plugin

Download and install registry keys on Windows

Disclaimer: These steps require you to modify the Windows registry, which contains critical information about your system and applications. Before modifying the registry, always make a backup copy of it. Adobe doesn't provide support for problems that arise from improperly modifying the registry. For information about the Windows registry, see the documentation in Windows or contact Microsoft Technical Support or your computer's manufacturer.

1 Quit Photoshop.

2 Right-click the DisallowFlateCompressionRegKeys.zip link below and choose to save the file. Remember the location you chose.

3 After it's downloaded, double-click the file to unzip the DisallowFlateCompressionRegKeys.zip file.

4 To enable DisallowFlateCompressedPSD double-click DisallowFlateCompressedPSD_ON_D.reg.

   • If you have UAC (Windows User Account Control) enabled, click Yes in the UAC dialog. If you don't have UAC enabled, click Yes on the first dialog (Registry Editor). Then click OK in the second dialog that confirms that the registry key has been successfully added to the registry.

5 Restart Photoshop to see the new behavior (saving large PSB files without flate compression).

DisallowFlateCompressionRegKeys.zip

1 To disable DisallowFlateCompressedPSD first quit Photoshop, then double-click DisallowFlateCompressedPSD_OFF.reg.

2 Restart Photoshop re-enables the default behavior of saving large PSB images with flate compression.

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.

Required permissions | Photoshop | Windows

Full read/write access is required to the following directories to use Photoshop on the Windows operating system.

Note: To install Photoshop, installation requires a user account with full local Administrative rights.

To use scratch disk files, ICC profiles, preferences files, and application files, it's necessary to have read and write access to the folders listed below.

Note: On a 64-bit version of Windows, both the 32-bit and 64-bit versions of Photoshop are installed.

32-bit version of Photoshop on a 32-bit version of Windows

Folder	Details
The root directory of any volume specified as a scratch disk location, unless the volume is assigned to the TEMP variable on the Environment tab of the System Control Panel.	Photoshop scratch disk files, saved at the root level, allow background processing of open images.
• Windows\System32\Spool\Drivers\Color • Program Files\Common Files\Adobe\Color\Profiles • Program Files\Common Files\Adobe\Color\Profiles\Recommended • Documents and Settings\[username]\Application Data\Adobe\Color • Program Files\Common Files\Adobe\Color\Settings • Documents and Settings\[username]\Local Settings\Application Data\Adobe\Color	These folders contain color profiles or custom saved settings for color management in Photoshop.
Program Files\Adobe\Adobe Photoshop [Version]	This folder contains application files, plug-in files, and saveable presets.**Note:** This folder is the default installation directory, but can be changed during install.
• Documents and Settings\[username]\Application Data\Adobe\Adobe Photoshop [Version]\Adobe Photoshop [Version] Settings • Documents and Settings\[usemame]\Application Data\Adobe\AdobePhotoshop [Version]\Presets	This folder contains preferences settings. User-specific custom presets are stored here.

Folder	Details
Program Files\Common Files\Adobe	This folder contains files that provide support for the Type tool, online features, color management, and workgroup files. The folder also contains the files that are shared among different products and is critical for proper operation.
The system Temp folder	Photoshop uses the system Temp folder for printing and installation purposes. Files can be written to the fpllowing folders: • Windows\Temp folder • the local folder in the Documents and Settings\[username]\Local Settings\Temp folder • a folder specified as the Windows TEMP variable on the Environment tab of the System Control Panel
Folders you access when saving or opening files	Photoshop requires read and write access to all folders in which users save files.

32-bit version of Photoshop on a 64-bit version of Windows

Folder	Details
The root directory of any volume specified as a scratch disk location, unless the volume is assigned to the TEMP variable on the Environment tab of the System Control Panel.	Photoshop scratch disk files, saved at the root level, allow background processing of open images.
• Windows\System32\Spool\Drivers\Color • Program Files (x86)\Common Files\Adobe\Color\Profiles • Program Files (x86)\Common Files\Adobe\Color\Profiles\Recommended • Users\[username]\Appdata\Roaming\Adobe\Color\Proofing • Program Files (x86)\Common Files\Adobe\Color\Settings • Users\[Username]\AppData\Roaming\Adobe\Color	These folders contain color profiles or custom saved settings for color management in Photoshop.
Program Files (x86)\Adobe\Adobe Photoshop [Version]	This folder contains application files, plug-in files, and saveable presets.
Users\[Username]\AppData\Roaming\Adobe\Adobe Photoshop CS5	This folder contains preferences settings.
• Program Files (x86)\Common Files\Adobe • Program Files\Common Files\Adobe	This folder contains files that provide support for the Type tool, online features, color management, and workgroup files.
The system Temp folder	Photoshop uses the system Temp folder for printing and installation purposes. Files can be written to the following folders: • Windows\Temp folder • the local folder in the Documents and Settings\[username]\Local Settings\Temp folder • a folder specified as the Windows TEMP variable on the Environment tab of the System Control Panel.
Folders you access when saving or opening files	Photoshop requires read and write access to folders in which you save files.

64-bit version of Photoshop on a 64-bit version of Windows

Folder	Details
The root directory of any volume specified as a scratch disk location, unless the volume is assigned to the TEMP variable on the Environment tab of the System Control Panel.	Photoshop scratch disk files, saved at the root level, allow background processing of open images.
• Windows\System32\Spool\Drivers\Color • Program Files (x86)\Common Files\Adobe\Color\Profiles • Program Files (x86)\Common Files\Adobe\Color\Profiles\Recommended • Users\[username]\Appdata\Roaming\Adobe\Color\Proofing • Program Files (x86)\Common Files\Adobe\Color\Settings • Users\[Username]\AppData\Roaming\Adobe\Color	These folders contain color profiles or custom saved settings for color management in Photoshop.
Program Files\Adobe\Adobe Photoshop [Version]	This folder contains application files, plug-in files, and saveable presets.
Users\[Username]\AppData\Roaming\Adobe\Adobe Photoshop CS5	This folder contains preferences settings.
• Program Files (x86)\Common Files\Adobe • Program Files\Common Files\Adobe	This folder contains files that provide support for the Type tool, online features, color management, and workgroup files.
The system Temp folder	Photoshop uses the system Temp folder for printing and installation purposes. Files can be written to the following folders: • Windows\Temp folder • the local folder in the Documents and Settings\[username]\Local Settings\Temp folder • a folder specified as the Windows TEMP variable on the Environment tab of the System Control Panel.
Folders you access when saving or opening files	Photoshop requires read and write access to folders in which you save files.

Required permissions | Photoshop | Mac OS

Photoshop requires access to scratch disk files, ICC profiles, preferences files, and application files in order to operate. Full read and write privileges are required to the following directories to use Photoshop in 32-bit or 64-bit mode while logged into a non-Administrator user account.

Note: A user account with full administrative rights is required for installation.

Folder	Details
The root directory of any volumes specified as a scratch disk location.	Photoshop scratch disk files, saved at the root level, allow background processing of open images.
• Library/Application Support/Adobe/Color/Profiles • /Library/Application Support/Adobe/Color/Profiles/Recommended/ • /Library/Application Support/Adobe/Color/Settings/Recommended/ • Library/ColorSync/Profiles • System/Library/ColorSync/Profiles • Users/[User]/Library/ColorSync/Profiles • Users/[User]/Library/Application Support/Adobe/Color	These folders contain color profiles or custom saved settings for color management in Photoshop.
Applications/Adobe Photoshop [Version]	This folder contains application files, plug-in files, and saveable presets.
Users/[User]/Library/Preferences/Adobe/Adobe Photoshop [Version] Settings	This folder contains preferences settings.
Library/Application Support/Adobe	This folder contains files that provide support for the Type tool, online features, color management, and workgroup files.
private/tmp	The system Temp folders
Folders you access when saving or opening files	Photoshop requires read and write access to the folder in which you save files.

Profiles missing | Print dialog box

Issue

The profiles you've chosen in the past when printing are no longer available in Adobe Photoshop.

Solution

To get the most accurate print, use profiles that are created for your printer, paper, and ink. Profiles used for a different purpose, such as describing the color space used when editing, don't describe the printer. Therefore, they do not create the most accurate prints.

In Photoshop, profiles that aren't appropriate for the chosen printer don't appear in the Print dialog box. For nonPostScript printers, including desktop inkjet printers, such Canon and Epson printers, working space profiles (sRGB, AdobeRGB, and ProPhotoRGB) and monitor profiles are no longer available.

Contact your printer or paper manufacturer for the appropriate profile for your printer and paper. If you don't have a printer-specific profile, and you like using a working space profile, try choosing Printer Manages Color. This option is available from the Color Handling pop-up menu in the Print dialog box.

For more information about printing in Photoshop, see these two TechNotes:

Print settings option unavailable in Print dialog box | Photoshop CS5

Issue

The Print Settings button does not respond when you choose Printer Manages Color in Adobe Photoshop's Print dialog box.

Solutions

Solution 1: Choose Printer Manages Color, return to Photoshop Manages Color, and then choose Print Settings.

Solution 2: Update your Epson printer driver and install the Common Updater (Mac OS).

1 Quit Photoshop.

2 Download and install the most current driver for your printer and your operating system from Epson's website.

3 Download and install the Common Updater 7.0. **Note:** There is a Common Updater for Mac OX 10.6 and 10.5.

4 Restart Photoshop and print an image.

Solution 3: Update your Epson printer driver (Windows)

1 Quit Photoshop.

2 Download and install the most current driver for your printer and your operating system from Epson's website.

   Note: Make sure that you choose the correct version of the driver for your version of Windows. There are different drivers for 32-bit and 64-bit Windows.

Solution 4: Set another printer as the default printer (Windows).

1 Exit Photoshop.

2 If your printer is the Windows default printer, set a different printer as the default. For details on setting a printer as the default, search for "change your default printer" in Microsoft Windows Help.

3 Open Photoshop, open an image, and choose File > Print.

4 Select Photoshop Manages Color, click Print Settings, and click Done or OK.

5 Exit Photoshop.

6 Set your previous printer as the default in Windows.

7 Open an image, and choose File > Print.

Solution 5: Remove the printer and then reinstall the most recent driver (Mac OS).

1 Remove the Epson printer from the Print & Fax System Preference.

2 Drag the /Library/Printers/EPSON folder into the trash, and empty the trash.

Note: This folder is the System Library folder, not the Library folder under your user name.

1 Reinstall the most recent printer driver.

2 Connect and turn on the printer, which causes it to be added to Print & Fax.

3 Install the Common Updater.

Additional information

This issue can occur when you use an older printer driver, or when files have been printed with an older printer driver.

Sometimes the printer driver's preferences can become damaged. Solution 5 removes the driver, which also removes the driver's preferences.

Print settings aren't saved | Photoshop CS5 | Mac OS

Issue

After you print in Photoshop CS5 on Mac OS, the print settings aren't saved in the Print Settings portion of the Print dialog box.

Solution

Each time you print, choose Print Settings, and make sure that all the options are set appropriately.

Printing, Print dialog box slow | Epson printers | Photoshop CS5 | Windows

Issue

When you print to an Epson printer in Adobe Photoshop, the Print window displays slowly or it takes a while before printing starts.

Solution

Delete the EPAUDF01.AUD file from one of these locations:

• Windows XP: C:\Documents and Settings\All Users\Application Data\EPSON\PRINTER

• Windows 7 or Vista: \Program Data\EPSON\PRINTER

Additional information

When this file becomes larger than approximately 1 MB, it can cause slowdowns in printing.

Preset migration in Photoshop CS6

Adobe Photoshop CS6 includes an automated preset migration feature. When you first launch Photoshop CS6, you can migrate any custom presets from previous versions as far back as CS3. If you don't choose this option, you can migrate presets later by choosing Edit > Presets > Migrate Presets. You can also manually import presets from previous versions by choosing Edit > Presets > Export/Import Presets.

Important: Restart Photoshop after you migrate your presets.

Note: Plug-ins and preferences are not migrated. Never copy plug-ins from previous versions to a different version of Photoshop. See this TechNote for more information on Photoshop's plug-ins.

Migrate presets automatically

For more information see Jeff Tranberry's Digital Imaging Crawlspace.

To migrate your presets automatically, make sure that they are saved in the default folders.

The default preset folder locations are:

Windows 7 and Vista: C:\Users\[User Name]\AppData\Roaming\Adobe\Adobe Photoshop CS[Version]\Presets

Windows XP: C:\Documents and Settings\[User Name]\Application Data\Adobe\Adobe Photoshop CS[Version]\Presets

Mac OS: Users/[User Name]/Library/Application Support/Adobe/Adobe Photoshop CS[Version]/Presets

You can migrate all the preset folders in the above locations either by the automated process or manually. See below for the full list of potential folders - and presets - that are under the Presets folder, and can be migrated.

Note: To migrate presets, make sure they're in the folders listed above. If they are in the Presets folder in the Adobe Photoshop CS [version] folder, they aren't migrated.

Migrate presets at first launch

To migrate presets during first launch, do the following:

1   When asked, "Would you like to migrate presets from the following versions? [Installed versions of Photoshop are listed.]," click Yes.

2   When the migration is complete, the message, "Preset files from older versions successfully migrated." appears.

3   Restart Photoshop to use these migrated presets.

Migrate presets from Photoshop CS6 beta or an earlier version of Photoshop

To migrate custom presets you created using the Photoshop CS6 Beta, or any other previous version of Photoshop CS6, do the following:

1   Export your custom presets made with the previous version, by choosing Edit > Presets > Export/Import Presets.

2   Uninstall the previous version.

3   Install the release version of Photoshop CS6.

4   Import the presets using Edit > Presets > Export/Import Presets.

Manually import presets

To manually import presets from previous versions into Photoshop CS6, do the following:

1   Choose Edit > Presets > Export/Import Presets.

2   Select Import Presets.

3   Select the presets you want to import, or click Add All.

4   If you saved your presets to a folder that is not the default, select Select Import Folder, and choose the appropriate folder.

5   Click Import Presets.

Note: In Step 3, you can choose Select Import Folder, and choose your Photoshop CS5 preset folder.

Presets that can be migrated

All the presets in the following folders, which are subfolders of the Presets folder, can be migrated. Some of these presets are only available in Photoshop CS6; some only in Photoshop CS5.

3DLUTs Actions Black and White Brushes Channel Mixer Color Books Color Swatches Contours Curves Custom Shapes Deco Duotones Exposure Flash 3D Gradients HDR Toning Hue and Saturation Levels Lighting Effects Lights Materials Meshes Optimized Colors Optimized Output Settings Optimized Settings Patterns Render Settings Repousse Scripts Styles Tools Video Volumes Widgets Zoomify Workspaces

Improve color prints from Photoshop

Who Is This Document For?

This document provides basic instructions for people who:

•   work with RGB images, whether created in Photoshop or captured with a digital camera or scanner,

•   wish to print their images on an inkjet printer.

This document does not address the needs of people who:

•   need measurable color accuracy,

•   only wish to post their images to the web,

•   print their images by sending them to an online service,

•   are preparing images for a printing press,

•   work with images in the CMYK color mode.

What Is Color Management?

Color Management refers to the technology and processes used to insure that colors are presented as closely as possible to the way they're intended on multiple devices. No display device or printer can show the range of brightness and color that the human eye can see, and no two devices (including different kinds of printing paper) display exactly the same range of brightness and color.

Further, different devices of the same kind respond differently: if you unplug one model of monitor and plug in another without changing any software settings, images will look different on the new monitor. If you change paper in your printer without changing any software settings, images will look different on the new paper.

Color management addresses these issues. You can get quite good results with minimal equipment and a small investment of time in some simple procedures. If you require results with extreme and measurable accuracy, more complex procedures and equipment are required. This document is biased strongly toward the simple end of that scale. Color management can get you as close as physics allows, but there will always be a difference between monitor and print (see below). Most importantly, color management makes that difference consistent and predictable. Your prints won't be green sometimes and pink other times, or unpredictably dark or light.

What Are Color Profiles?

Color management is based on the use of color profiles. For our purposes, there are two kinds of color profiles:

1 Device profiles are associated with a device such as a display or a printer and specific ink and paper. They describe how that device displays color, including which colors it can and can't display.

2 Working profiles are associated with a document in Photoshop, such as an image captured by a digital camera. They describe how the RGB values in the document correspond to the actual colors that we see, and determines which colors can be represented in the document. The working profile of a document is set when that document is created, whether it's a JPEG file from a digital camera or scanner, a new document created in Photoshop, or a document created by opening a digital camera RAW image in Adobe Camera Raw. The two most common working profiles are sRGB and AdobeRGB.

1. The ProPhotoRGB. This color space is used by people who want to make sure they are retaining all the color information possible from their image captures. It's one of those "you probably only want to use it if you already know why you want to use it" features, and is more appropriate for highest-end printers. The most important thing to know about using ProPhotoRGB as a working space is that to avoid paying for those extra colors with a greater risk of banding (visible steps between colors) in your images, you should work in 16 bit mode. ProPhotoRGB can represent many more colors than even AdobeRGB, including a relatively small slice of colors that high end inkjet printers can print that cannot be represented in AdobeRGB. It also includes a huge number of colors that digital cameras can capture but that can't be displayed on any output device or printer, and even more colors that humans can see but that can't be captured with any input device or displayed by any output device. What's the use of all these colors if you can't display or print them? First, you can be sure you haven't thrown away any information that your camera captured until you absolutely must (when you output the file). For example, you could make a big hue / saturation change that moves previously unviewable and unprintable range of purplish reds into a range of deep blues that can be displayed. Or you might perform a sequence of editing steps that temporarily create extreme, unprintable colors and then later restore them to a printable range (say, by boosting overall color saturation and then cutting it back in specific areas). Having all those extra colors lets you do this without destroying color differences in the image. But ProPhotoRGB comes with a cost: To avoid banding you should work in 16 bit mode, which doubles file sizes, memory requirements, and operation times. Most Photoshop operations are available in 16 bit mode, but many of the creative filter operations are not.

AdobeRGB can represent more colors than sRGB — specifically including more saturated colors that inkjet printers can print. This profile is most appropriate for mid-range printers. So if you plan to print your images on an inkjet printer, you may wish to use AdobeRGB as your working space. You do this by setting your digital camera or scanner software to output AdobeRGB files, setting the output settings within Adobe Camera Raw to output AdobeRGB files, or, if creating documents from scratch in Photoshop, selecting Adobe RGB from the Color Profile pop-up in the advanced section of the New Document dialog.

sRGB can represent fewer colors than AdobeRGB, and inkjet printers can print many of those colors. This profile is best for all-in-one printers (that include a scanner and/or fax). So if you use sRGB, you will never see some of the more saturated colors that your digital camera or scanner can capture and your printer could print. But sRGB does include the vast majority of colors in the vast majority of images. Most monitors connected to the Internet are not color managed in any way, but they have device profiles that are close to sRGB, and many online print services require files that they print to have a working profile of sRGB. That means that for files to be posted on the internet or sent to such an online service, you should either use a working space of sRGB, or convert the file to sRGB before posting or sending it. You can convert a document to sRGB either by choosing Edit >Convert to Profile, and choosing sRGB as the Destination Space (leave other settings as they are), or by selecting the Convert To sRGB checkbox in the Save For Web And Devices dialog when saving a JPEG for the web.

Tips for Better Color Prints:

Here are some fundamental tips for color management (the first two being the most important):

Set up a reasonable and consistent lighting environment for the monitor you use for editing.

- Low lighting that doesn't vary much by time of day and has no light sources falling directly on the screen is ideal (you don't want to see reflections of lights or bright objects in the screen when it's off). Conversely, the worst possible setup would be one in which the sun shines on your monitor in the morning and in your face in the afternoon.

Profile and calibrate the monitor every 6 months or so.

- Even the least expensive modern monitor calibrators (under $150) will produce more accurate and consistent results than the software calibration functions built into the Mac and Windows operating systems. In turn, those will produce better results than not calibrating your monitor at all.

Whichever method you use, the result will be a profile of your monitor with those settings. The next time you launch Photoshop, it will use your newly created profile. Do not change the settings on your monitor after you profile it — specifically do not change brightness, contrast, or color settings. If you do change settings or significantly change the lighting environment, you should repeat the profiling process.

The built-in screens of laptops are not ideal for obtaining good color matches with prints.

- Good color management requires a monitor that has been profiled; its controls must be set the same way as when the profile was created. Laptop screens can be more non-uniform (with different color and brightness in different parts of the screen) than high-quality desktop monitors, and they are set very bright and/or with brightness automatically varying based on the ambient light. That is great for web browsing in bright light and coffee shops, but your prints will always look dark — or worse, sometimes OK, sometimes a little too dark, and sometimes far too dark.

- Laptop screens, however, have improved greatly over the last several years. If you plan to use your laptop screen for editing images to be printed, and if the calibration device or built-in software doesn't guide you to a particular brightness level, try about one-third to one-half the maximum brightness level. Whenever you edit images, return the display to those settings, or you will be frustrated by poor and unpredictable results.

Make sure you have profiles for the printer and paper combinations you'll be using (do this when you first start using a new kind of printer paper)

- Most inkjet printers today — especially ones meant for imaging rather than business use — come with reasonably good profiles for various types of paper made by the printer manufacturer, and those profiles are installed along with the printer software. If you're using a new kind of paper, or a paper that isn't made by the printer manufacturer, you will have to obtain a profile from the paper manufacturer's website or another source.

Do not use cheap ink in your inkjet printer

- Inkjet ink is expensive — but for low volume, high quality printing there is no easy budget alternative to the printer manufacturer's ink. Save budget replacement ink for word processing documents and spreadsheets with graphics. For color accuracy and consistency, use either the printer manufacturer's ink or specialty imaging ink such as that made by Lyson (use of specialty ink will also require custom profiles — a printer profile is specific to the combination of printer, ink, and paper). Inexpensive store brand inks carry a high risk of poor and variable color results and significantly lowered print longevity.

Prepare a lighting environment near your monitor for viewing prints (do this once when you set up your computer workspace).

- You need a space near your monitor that has light suitable for viewing the print — preferably similar to the light in which it will eventually be viewed, and preferably near the monitor so you can look from one to the other. Generally that won't be direct sunlight (which would make it hard to see your monitor anyway), and it won't be pitch darkness (which might be tempting for viewing your monitor, but then you can't see your prints). It's often best not to hold the print up right next to the monitor because if there's good light for print viewing in that position, there's probably light reflecting off the monitor, which is bad. On the desk to one side is ideal.

No matter what you do, your prints will never match your monitor exactly, because:

- The monitor is emitting light and the print is reflecting light.
- The print will look somewhat different depending on the light in which it is viewed: it will look different under incandescent light, indirect sunlight, and fluorescents.
- The monitor and the print can't represent all the same colors nor the same range of brightness from light to dark. For example, the monitor can likely produce some deep blues and reddish-purples that your printer can't print — especially if you're printing on matte paper. The monitor can show a hugely greater brightness difference from black to white than can the printer (again, especially if you're printing on matte paper). The printer can probably print middle tone and deep blue-greens and greens that the monitor can't display. The color management software modifies many of the colors in the document to provide the best overall result on each device. It doesn't just take the colors that are too saturated to represent on a particular device and replace them with the closest color that can be shown. That would eliminate all detail in colors near the extremes of the device's capabilities. Instead, it shifts many colors subtly to preserve overall appearance.

Use soft proofing to get a better idea of what your print will look like (do this as desired, or each time before you print)

- If you've calibrated your monitor, what Photoshop is showing you on the screen is the most accurate representation possible of your document. If you then print that document using an appropriate profile, it will print the most accurate representation of your document that the printer can print. Because of the factors listed above, those will usually be quite different.

- Instead of having Photoshop show the most accurate possible representation of your document on the screen, it can show the most accurate possible representation of what the print will look like — taking into account the colors your printer can't print, and the decreased range of dark to light tones that the printer can produce. Because of these differences, a soft proof (onscreen preview of print colors) will always look duller than the original image. You may want to use this information to increase the contrast or saturation of certain areas of your image to compensate, though obviously if a color isn't there because the printer can't print it, nothing you can do to the file will create that color in the print. This preview is still limited by the lighting environment, plus the fact that there are colors the printer can print that the monitor can't display. But it'll give you a better idea of what the print will look like than the normal ("best possible image of the document") display.

To see a soft proof of your document, choose View > Proof Setup > Custom and set the dialog items as follows:

- Device to Simulate: Pick the profile for the printer and paper combination you want to proof.
- Preserve RGB Numbers: Deselected
- Rendering Intent: Perceptual or Relative Colorimetric (you usually won't see much difference between these, but the one you choose should match the one you pick in the print dialog when you print the document)
- Black Point Compensation: Selected
- Simulate Paper Color: Selected
- Simulate Ink Black: Selected

Then click OK.

This prepares settings for this particular paper and printer combination and turns on soft proofing. To toggle soft proofing for this setup on and off, choose View >Proof Colors. You can perform any editing operation while soft proofing is on.

Preference file functions, names, locations | Photoshop CS6

About preferences

Numerous program settings are stored in the Adobe Photoshop Preferences file, including general display options, file-saving options, performance options, cursor options, transparency options, type options, and options for plug-ins and scratch disks. Most of these options are set in the Preferences dialog box. Preference settings are saved each time you quit the application.

Unexpected behavior may indicate damaged preferences. If you suspect damage to preferences, restore preferences to their default settings.

To re-create the preferences files for Photoshop, start the application while holding down Ctrl+Alt+Shift (Windows) or Command+Option+Shift (Mac OS). Then, click Yes to the message, "Delete the Adobe Photoshop Settings file?"

Note: If this process doesn't work for you while you're using a wireless (Bluetooth) keyboard, attach a wired keyboard and retry.

Important: If you re-create the preferences by deleting the Adobe Photoshop CS6 Settings file, make sure that you only delete that file. If you delete the entire settings folder, you also delete any unsaved actions or presets.

Reinstalling Photoshop does not remove the preferences file. Before reinstalling Photoshop, re-create your preferences.

Video: The tutorial video How to Reset Photoshop CS6's Preferences File (by Julieanne Kost) takes you through two methods of resetting your Photoshop preferences. The video begins with the manual preference file removal method. The keyboard shortcut method begins at 5:05 - 8:18.

Mac OS

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

Photoshop preference	Filename	Path
General settings	Adobe Photoshop CS6 Prefs.psp	Users/[user name]/Library/Preferences/ Adobe Photoshop CS6 Settings
Actions	Actions palette.psp	Users/[user name]/Library/Preferences/ Adobe Photoshop CS6 Settings
Camera Raw Preferences	Adobe Camera Raw 7.x Prefs	Users/[user name]/Library/Preferences
Color settings (Color management)	Color Settings.csf	Users/[user name]/Library/Preferences/ Adobe Photoshop CS6 Settings
Custom Color settings (Color management)	Userdefined.csf	Users/[user name]/Library/Application Support/Adobe/Color/Settings
Custom proof setups (Color management)	Userdefined.psf	Users/[user name]/Library/Application Support/Adobe/Color/Proofing
Editing and painting tools	Brushes.psp, Contours.psp, Custom Shapes.psp, Gradients.psp, Patterns.psp, RepoussePresets.psp, Styles.psp, Swatches.psp, ToolPresets.psp	Users/[user name]/Library/Preferences/ Adobe Photoshop CS6 Settings/
Paths	Adobe Photoshop CS6 Paths	Users/[user name]/Library/Preferences
Save for Web	Adobe Save For Web CS6 Prefs Adobe Save for Web 13 Prefs	Users/[user name]/Library/Preferences/ Adobe/Plugins/Adobe Save for Web CS6/ Photoshop Users/[user name]/Library/Preferences
Filters and Effects	Adobe Adaptive Wide Angle CS6, Adobe Dicom CS6, Adobe Filter Gallery CS6 Prefs, Adobe Lens Blur CS6 Prefs, Adobe Lens Correction CS6 Prefs, Adobe Liquify CS6 Prefs, Adobe VanishingPoint CS6,Adobe Oil Paint CS6	Users/[user name]/Library/Preferences/ Adobe/Plugins/[effect or filter name]/ Photoshop
Lens Profiles (Created with the Lens Profile software)	Userdefined.lcs	Users/[user name]/Library/Preferences/ Adobe/LensCorrection/1.0/Settings

Workspaces	[User Defined] Workspaces that have been modified	Users/[user name]/Library/Preferences/ Adobe Photoshop CS6 Settings/WorkSpaces Users/[user name]/Library/Preferences/ Adobe Photoshop CS6 Settings/WorkSpaces (Modified)
Third-party plug-in settings (for example, location of the plug-ins folder)	(varies)	Users/[user name]/Library/Preferences folder
Saved presets	[User defined]	Users/[user name]/Library/Application Support/Adobe/Adobe Photoshop CS6/Presets/[feature name]

Windows 7 and Vista

Photoshop Preference	Filename	Path
General settings	Adobe Photoshop CS6 Prefs.psp (32-bit version) Adobe Photoshop X64 CS6 Prefs.psp (64-bit version)	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings
Actions	Actions palette.psp	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings
Camera Raw	Windows registry key .xmp files saved from Camera Raw dialog box	HKEY_CURRENT_USER/Software/Adobe/Camera Raw/7.0 Users/[user name]/AppData/Roaming/CameraRaw/Settings
Color settings (Color management)	Color Settings.csf	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings
Custom Color settings (Color management)	Userdefined.csf	Users/[user name]/AppData/Roaming/Adobe/ Color/Settings
Custom proof setups (Color management)	Userdefined.psf	Users/[user name]/AppData/Roaming/Adobe/ Color/Proofing
Editing and painting tools	Brushes.psp, Contours.psp, Custom Shapes.psp, Gradients.psp, Patterns.psp, Styles.psp, Swatches.psp, ToolPresets.psp	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings/Presets
Paths	Preferences are saved as value data in the SettingsFilePath value name in the Windows registry.	(Windows registry key) HKEY_CURRENT_USER/Software/Adobe/Photoshop/60.0 Settings FilePath value: Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings

Save for Web	Adobe Save for Web 13.0 Prefs Save for Web file	Users/[user name]/AppData/Roaming/Adobe/Plugins/Adobe Save For Web CS6/Photoshop Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Optimized Settings/filename.irs
Filters and Effects	Adobe Effect CS6 Prefs, Adobe Filter Gallery CS6 Prefs, Adobe Lens Blur CS6 Prefs, Adobe Lens Correction CS6 Prefs, Adobe Liquify CS6 Prefs, Adobe Mondo Filter CS6, Adobe Oil Paint CS6	Users/[user name]/AppData/Roaming/Adobe/Plugins/[effect or filter name]/Photoshop
Lens Profiles (Created with the Lens Profile software)	Userdefined.lcs Adaptive lens profile files: .wac	Users/[user name]/AppData/Roaming/Adobe/LensCorrection/1.0/Settings Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Optimize Settings
Workspaces	[User Defined] Workspaces that have been modified	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings/Workspaces Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings/Workspaces (Modified)
Third-party plug-in settings (for example, location of the plug-ins folder)	Settings are stored as value data in the SettingsFilePath value name in the Windows registry.	HKEY_CURRENT_USER/Software/Adobe/Photoshop/60.0
Saved Presets	[User defined]	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS6/Presets/[feature name]

Windows XP

Photoshop Preference	Filename	Path
General settings	Adobe Photoshop CS6 Prefs.psp	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings
Actions	Actions palette.psp	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings
Camera Raw	Windows registry key .xmp files saved from Camera Raw dialog	HKEY_CURRENT_USER/Software/Adobe/Camera Raw/7.0 Documents and Settings/[user name]/Application Data/Adobe/CameraRaw/Settings
Color settings (Color management)	Color Settings.csf	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings

Custom Color settings (Color management)	Userdefined.csf	Documents and Settings/[user name]/Application Data/Adobe/Color/Settings
Custom proof setups (Color management)	Userdefined.psf	Documents and Settings/[user name]/Application Data/Adobe/Color/Proofing
Editing and painting tools	Brushes.psp, Contours.psp, Custom Shapes.psp, Gradients.psp, Patterns.psp, Styles.psp, Swatches.psp, ToolPresets.psp	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS6/Presets
Paths	Preferences are saved as value data in the SettingsFilePath value name in the Windows registry.	KEY_CURRENT_USER/Software/Adobe/Photoshop/60.0 SettingsFilePath: Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings
Save for Web	Adobe Save for Web CS6 Prefs	Documents and Settings/[user name]/Adobe/Plugins/Adobe Save For Web CS6/Photoshop
Filters and Effects	Adobe Effect CS6 Prefs, Adobe Filter Gallery CS6 Prefs, Adobe Lens Correction CS6 Prefs, Adobe Liquify CS6 Prefs, Adobe Adaptive Wide Angle	Documents and Settings/[user name]/Application Data/Adobe/Plugins/[effect or filter name]/Photoshop Documents and Settings/[user name]/Application Data/Adobe/Plugins/Adobe Lens Correction CS6/Photoshop Documents and Settings/[user name]/Application Data/Adobe/Plugins/Adobe Liquify CS6/Photoshop Documents and Settings/[user name]/Application Data/Adobe/Plugins/Adobe Adaptive Wide Angle CS6
Lens Profiles (Created with the Lens Profile software)	Userdefined.lcs	Documents and Settings/[user name]Application Data/Adobe/Plugins/Adobe Lens Correction CS6/Photoshop
Workspaces	[User Defined] Workspaces that have modified	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings/Workspaces Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS6/Adobe Photoshop CS6 Settings/Workspaces (Modified)
Third-party plug-in settings (for example, location of the plug-ins folder)	Settings are stored as value data in the SettingsFilePath value name in the Windows registry.	HKEY_CURRENT_USER/Software/Adobe/Photoshop/60.0
Saved presets	Saved presets	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS6/Presets/[feature name]

Preference file functions, names, locations | Photoshop CS5

About preferences

Numerous program settings are stored in the Adobe Photoshop Preferences file, including general display options, file-saving options, performance options, cursor options, transparency options, type options, and options for plug-ins and scratch disks. Most of these options are set in the Preferences dialog box. Preference settings are saved each time you quit the application.

Unexpected behavior may indicate damaged preferences. If you suspect damage to preferences, restore preferences to their default settings.

To re-create the preferences files for Photoshop, start the application while holding down Ctrl+Alt+Shift (Windows) or Command+Option+Shift (Mac OS). Then, click Yes to the message, "Delete the Adobe Photoshop Settings file?"

Important: If you re-create the preferences by deleting the Adobe Photoshop CS5 Settings file, make sure that you only delete that file. If you delete the entire settings folder, you also delete any unsaved actions or presets.

Reinstalling Photoshop does not remove the preferences file. Before reinstalling Photoshop, re-create your preferences.

Mac OS

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.

Photoshop preference	Filename	Path
General settings	Adobe Photoshop CS5 Prefs.psp	Users/[user name]/Library/Preferences/ Adobe Photoshop CS5 Settings
Actions	Actions panel.psp	Users/[user name]/Library/Preferences/ Adobe Photoshop CS5 Settings
Camera Raw Preferences	Adobe Camera Raw 6.x Prefs	Users/[user name]/Library/Preferences
Color settings (Color management)	Color Settings.csf	Users/[user name]/Library/Preferences/ Adobe Photoshop CS5 Settings
Custom Color settings (Color management)	Userdefined.csf	Users/[user name]/Library/Application Support/Adobe/Color/Settings
Custom proof setups (Color management)	Userdefined.psf	Users/[user name]/Library/Application Support/Adobe/Color/Proofing
Editing and painting tools	Brushes.psp, Contours.psp, Custom Shapes.psp, Gradients.psp, Patterns.psp, RepoussePresets.psp, Styles.psp, Swatches.psp, ToolPresets.psp	Users/[user name]/Library/Preferences/ Adobe Photoshop CS5 Settings/
Paths	Adobe Photoshop CS5 Paths	Users/[user name]/Library/Preferences
Save for Web	Adobe Save For Web 12.0 Prefs	Users/[user name]/Library/Preferences
Filters and Effects	Adobe Effect CS5 Prefs, Adobe Filter Gallery CS5 Prefs, Adobe Lens Blur CS5 Prefs, Adobe Lens Correction CS5 Prefs, Adobe Liquify CS5 Prefs, Adobe VanishingPoint CS5	Users/[user name]/Library/Preferences/ Adobe/Plugins/[effect or filter name]/Photoshop
Lens Profiles (Created by the Lens Profile software)	Userdefined.lcs	Users/[user name]/Library/Preferences/ Adobe/LensCorrection/1.0/Settings

Workspaces	[User Defined] Workspaces that have been modified	Users/[user name]/Library/Preferences/ Adobe Photoshop CS5 Settings/ WorkSpaces Users/[user name]/Library/Preferences/ Adobe Photoshop CS5 Settings/ WorkSpaces (Modified)
Third-party plug-in settings (for example, location of the plug-ins folder)	(varies)	Users/[user name]/Library/Preferences folder
Saved presets	[User defined]	Users/[user name]/Library/Application Support/Adobe/Adobe Photoshop CS5/Presets/[feature name]

Windows XP

Photoshop preference	Filename	Path
General settings	Adobe Photoshop CS5 Prefs.psp	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings
Actions	Actions panel.psp	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings
Camera Raw	Windows registry key .xmp files saved from Camera Raw dialog	HKEY_CURRENT_USER/Software/Adobe/Camera Raw/6.0 Documents and Settings/[user name]/Application Data/Adobe/CameraRaw/Settings
Color settings (Color management)	Color Settings.csf	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings
Custom Color settings (Color management)	Userdefined.csf	Documents and Settings/[user name]/Application Data/Adobe/Color/Settings
Custom proof setups (Color management)	Userdefined.psf	Documents and Settings/[user name]/Application Data/Adobe/Color/Proofing
Editing and painting tools	Brushes.psp, Contours.psp, Custom Shapes.psp, Gradients.psp, Patterns.psp, Styles.psp, Swatches.psp, ToolPresets.psp	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings/Presets
Paths	Preferences are saved as value data in the SettingsFilePath value name in the Windows registry.	HKEY_CURRENT_USER/Software/Adobe/Photoshop/12.0
Save for Web	Adobe Save for Web 12.0 Prefs	Documents and Settings/[user name]/Application Data/Adobe/Save For Web/12.0
Filters and Effects	Adobe Effect CS5 Prefs, Adobe Filter Gallery CS5 Prefs, Adobe Lens Blur CS5 Prefs, Adobe Lens Correction CS5 Prefs, Adobe Liquify CS5 Prefs	Documents and Settings/[user name]/Application Data/Adobe/Plugins/[effect or filter name]/Photoshop

Lens Profiles (Created by the Lens Profile software)	Userdefined.lcs	Documents and Settings/[user name]Application Data/Adobe/LensCorrection/1.0/Settings
Workspaces	[User Defined] Workspaces that have modified	Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings/Workspaces Documents and Settings/[user name]/Application Data/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings/Workspaces (Modified)
Third-party plug-in settings (for example, location of the plug-ins folder)	Settings are stored as value data in the SettingsFilePath value name in the Windows registry.	HKEY_CURRENT_USER/Software/Adobe/Photoshop/12.0
Saved presets	[User defined]	Documents and Settings/[user name]/Application Data/Adobe Photoshop CS5/Presets/[feature name]

Windows 7 and Vista

Photoshop preference	Filename	Path
General settings	• Adobe Photoshop CS5 Prefs.psp (32-bit version) • Adobe Photoshop (X64) CS5 Prefs.psp (64-bit version)	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings
Actions	Actions panel.psp	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings
Camera Raw	Windows registry key .xmp files saved from Camera Raw dialog	HKEY_CURRENT_USER/Software/Adobe/Camera Raw/6.0 Users/[user name]/AppData/Adobe/CameraRaw/Settings
Color settings (Color management)	Color Settings.csf	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings
Custom Color settings (Color management)	Userdefined.csf	Users/[user name]/AppData/Roaming/Adobe/Color/Settings
Custom proof setups (Color management)	Userdefined.psf	Users/[user name]/AppData/Roaming/Adobe/Color/Proofing
Editing and painting tools	Brushes.psp, Contours.psp, Custom Shapes.psp, Gradients.psp, Patterns.psp, Styles.psp, Swatches.psp, ToolPresets.psp	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings/Presets
Paths	Preferences are saved as value data in the SettingsFilePath value name in the Windows registry.	(Windows registry key) HKEY_CURRENT_USER/Software/Adobe/Photoshop/12.0
Save for Web	Adobe Save for Web 12.0 Prefs	Users/[user name]/AppData/Roaming/Adobe/Save For Web/12.0

Filters and Effects	Adobe Effect CS5 Prefs, Adobe Filter Gallery CS5 Prefs, Adobe Lens Blur CS5 Prefs, Adobe Lens Correction CS5 Prefs, Adobe Liquify CS5 Prefs	Users/[user name]/AppData/Roaming/Adobe/Plugins/[effect or filter name]/Photoshop
Lens Profiles (Created by the Lens Profile software)	Userdefined.lcs	Users/[user name]/AppData/Roaming/Adobe/LensCorrection/1.0/Settings
Workspaces	[User Defined] [Workspaces that have been modified}	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings/Workspaces Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS5/Adobe Photoshop CS5 Settings/Workspaces (Modified)
Third-party plug-in settings (for example, location of the plug-ins folder)	Settings are stored as value data in the SettingsFilePath value name in the Windows registry.	HKEY_CURRENT_USER/Software/Adobe/Photoshop/12.0
Saved Presets	[User defined]	Users/[user name]/AppData/Roaming/Adobe/Adobe Photoshop CS5/Presets/[feature name]

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 theses 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] folderWindows 7 and Vista (64 bit): Program Files/Adobe/Adobe Photoshop [Photoshop_version] (64 Bit) folderWindows 8 (32 bit): Program Files (x86)/Adobe/Adobe Photoshop [Photoshop_version] folderWindows 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.
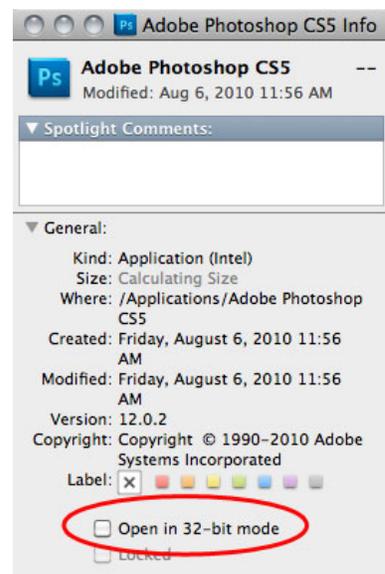
How to run Photoshop CS5 in 32-bit and 64-bit modes

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.

Plug-ins installed with Photoshop CS5

Plug-ins installed with Photoshop CS5

Plug-in and Version

3D Studio 12.0x20100407Accented Edges 12.0ADM 3.10x16 Angled Strokes 12.0Average 12.0x20100407Bas Relief 12.0BMP 12.0Camera Raw 6.1 (250)Chalk & Charcoal 12.0Charcoal 12.0Chrome 12.0Cineon 12.0x20100407Clouds 12.0x20100407 Collada DAE 12.0x20100407Color Halftone 12.0Colored Pencil 12.0CompuServe GIF 12.0Conti© Crayon 12.0Craquelure 12.0Crop and Straighten Photos 12.0x20100407Crop and Straighten Photos Filter 12.0Crosshatch 12.0Crystallize 12.0Cutout 12.0Dark Strokes 12.0De-Interlace 12.0Dicom 12.0Difference Clouds 12.0x20100407Diffuse Glow 12.0Displace 12.0Dry Brush 12.0Embed Watermark NO VERSION Enable Async I/O 12.0x20100407Entropy 12.0x20100407Extrude 12.0FastCore Routines 12.0x20100407Fibers 12.0Film Grain 12.0Filter Gallery 12.0Fresco 12.0Glass 12.0Glowing Edges 12.0Google Earth 4 KMZ 12.0x20100407Grain 12.0Graphic Pen 12.0Halftone Pattern 12.0HDRMergeUI 12.0IFF Format 12.0Ink Outlines 12.0JPEG 2000 12.0x001Kurtosis 12.0x20100407Lens Blur 12.0Lens Correction 12.0Lens Flare 12.0Liquify 12.0.1Matlab Operation 12.0x20100407Maximum 12.0x20100407Mean 12.0x20100407Measurement Core 12.0x20100407 Median 12.0x20100407Mezzotint 12.0Minimum 12.0x20100407MMXCore Routines 12.0.1x20100407 Mosaic Tiles 12.0Multiprocessor Support 12.0x20100625Neon Glow 12.0Note Paper 12.0NTSC Colors 12.0x20100407Ocean Ripple 12.0OpenEXR 12.0Paint Daubs 12.0Palette Knife 12.0Patchwork 12.0Paths to Illustrator 12.0 PCX 12.0x20100407Photocopy 12.0 Photoshop 3D Engine 12.0.1x20100625Picture Package Filter 12.0x20100407Pinch 12.0Pixar 12.0x20100407Plaster 12.0Plastic Wrap 12.0PNG 12.0Pointillize 12.0Polar Coordinates 12.0Portable Bit Map 12.0x20100407Poster Edges 12.0Radial Blur 12.0Radiance 12.0x20100407Range 12.0x20100407Read Watermark NO VERSIONReticulation 12.0Ripple 12.0Rough Pastels 12.0 Save for Web & Devices 12.0 ScriptingSupport 12.0.1Shear 12.0Skewness 12.0x20100407Smart Blur 12.0Smudge Stick 12.0Solarize 12.0x20100407Spatter 12.0Spherize 12.0Sponge 12.0Sprayed Strokes 12.0Stained Glass 12.0 Stamp 12.0Standard Deviation 12.0x20100407Sumi-e 12.0Summation 12.0x20100407Targa 12.0Texturizer 12.0 Tiles 12.0Torn Edges 12.0Twirl 12.0U3D 12.0x20100407Underpainting 12.0Vanishing Point 12.0Variance 12.0x20100407Water Paper 12.0Watercolor 12.0Wave 12.0Wavefront|OBJ 12.0Wind 12.0Wireless Bitmap 12.0x20100407ZigZag 12.0

32-bit plug-ins that are not supported in 64-bit versions of Photoshop

Lighting Effects no versionSend Video Preview to Device no versionVariations no versionVideo Preview no version

Photoshop CS6 GPU FAQ

Introduction

This document provides a quick reference guide to video card usage in Photoshop.Some features require a compatible video card. If the video card or its driver is defective or unsupported, those features don't work.Other features use the video card for acceleration; if the card or driver is defective, those features run slowly.

Graphics hardware not officially supported message

See Photoshop has detected graphics hardware that is not officially supported for 3D, and has temporarily disabled 3D functionality.

Have you recently installed Windows 8?

If you are having any video issues after installing or using Windows 8, update your video drivers.

For instructions on updating your video card, see these TechNotes:

Windows 7/Vista

Windows XP

Get updates directly from the video card manufacturer:

Windows

For Nvidia video adapters, go to the Nvidia website.

For AMD/ATI video adapters, go to the AMD website.

For Intel video adapters, go to the Intel website.

Note: Be sure to choose the correct driver. Notebook drivers sometimes have a different name than similar desktop drivers.

Mac OS X

For Nvidia video cards, go to the Nvidia website.

Note: Some video adapter manufacturers have other software that requires updating in addition to the video driver. Read the update instructions carefully, and contact the video adapter manufacturer directly if you find something you're unclear on.

Tested video cards for Photoshop CS6

Adobe tested the following video cards before the release of Photoshop CS6-. This document lists the video card by series. The minimum amount of RAM supported on video cards for Photoshop CS6 is 256 MB. Photoshop 13.1 cannot display 3D features if you have less than 512 MB of VRAM on your video card.

Important: This document is updated as newly released cards are tested. However, Adobe cannot test all cards in a timely manner. If a video card is not listed here, but was released after May 2012, you can assume that the card will work with Photoshop CS6.

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 8000, 9000, 100, 200, 300, 400, 500, 600 series

nVidia Quadro 400, 600, 2000, 4000 (Mac & Win), CX, 5000, 6000, K600, K2000, K4000, K5000 (Windows & Mac OS)

AMD/ATI Radeon 2000, 3000, 4000, 5000, 6000, 7000 series

AMD/ATI FirePro 3800, 4800, 5800, 7800, 8800, 9800, 3900, 4900, 5900, 7900

AMD/ATI FireGL W5000, W7000, W8000

Intel Intel HD Graphics, Intel HD Graphics P3000, Intel HD Graphics P4000, Intel(R) HD Graphics P4600/P4700

Note: ATI X1000 series and nVidia 7000 series cards are no longer being tested and are not officially supported in Photoshop CS6. However, some basic GL functionality can be available for both these cards.

Are you using more than one video card?

Multiple video adapters can cause problems with GPU-accelerated or enabled features in Photoshop. It's best to connect two (or more) monitors into one video adapter. If you have to use more than one video adapter, make sure that they are the same make and model. Otherwise, crashes and other problems can occur in Photoshop.

Note: Using more than one video adapter does not enhance Photoshop's performance.

Problems with Oil Paint Filter

If the Oil Paint Filter doesn't work for you, first go to the section of this TechNote below entitled Tested Video Cards in Photoshop CS6. Use this information to determine if Photoshop supports your video card.

If your video card is supported, update the video card driver to the most recent version. See Step 3 in the Quick GPU Troubleshooting Steps section below for instructions and links.

Mercury Graphics Engine

The Mercury Graphics Engine (MGE) represents features that use video card processor, or GPU, acceleration. In Photoshop CS6, this new engine delivers near-instant results when editing with key tools such as Liquify, Warp, Lighting Effects, and the Oil Paint filter. The new MGE delivers unprecedented responsiveness for a fluid feel as you work.

MGE is new to Photoshop CS6 and uses both the OpenGL and OpenCL frameworks. It does not use the proprietary CUDA framework from nVidia.

MGE requires a supported video card and updated driver. If you do not have a supported card, performance is degraded. Usually, the acceleration is lost and the feature runs in the normal CPU mode. However, there are some features that don't work without a supported video card.

Minimum display requirements

- 1024x768 display (1280x800 recommended) with 16-bit color and 512 MB of VRAM
- To use OpenGL acceleration, your system must support OpenGL v2.0 and Shader Model 3.0 or later
- To use OpenCL acceleration, your system must support OpenCL v1.1 or later

Note: For a list of video cards that support OpenCL on Mac OS, see the following:

- 10.6.x

- 10.7.x

GPU-enhanced features added in Photoshop CS6

- Adaptive Wide Angle Filter (compatible video card required)

- Liquify (accelerated with compatible video card with 512 MB of VRAM)

- Oil Paint (compatible video card required)

- Warp and Puppet Warp (accelerated with compatible video card)

- Field Blur, Iris Blur, and Tilt/Shift (accelerated with compatible video card supporting OpenCL)

- Lighting Effects Gallery (compatible video card required with 512 MB of VRAM)

- New 3D enhancements (3D features in Photoshop require a compatible video card with 512 MB of VRAM):

  - Draggable Shadows

  - Ground plane reflections

  - Roughness

  - On-canvas user interface controls

  - Ground plane

  - Light widgets on edge of canvas

  - IBL (image-based light) controller

GPU features added in previous versions Photoshop

- **Scrubby Zoom.** See Zoom continuously in Photoshop CS5 Help.

- **Heads Up Display (HUD) color picker.** See Choose a color while painting in Photoshop CS5 Help.

- **Color sampling ring.** See Choose colors with the Eyedropper tool in Photoshop CS5 Help.

- **Brush dynamic resize and hardness control.** See Resize or change hardness of cursors by dragging in Photoshop CS5 Help.

- **Bristle Brush tip previews.** See Bristle tip shape options in Photoshop CS5 Help.

- **Rule of thirds crop grid overlay.** See Crop images in Photoshop CS5 Help.

- **Zoom enhancements.** Smooth display at all zoom levels and temporary zoom. See Zoom continuously and Temporarily zoom an image.

- **Animated transitions for one-stop zoom.** Press Ctrl+Plus Sign (Windows) or Command+Plus Sign 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 in Photoshop CS5 Help.

- **View nonsquare pixel images.** See Adjust pixel aspect ratio in Photoshop CS5 Help.

- **Pixel grid.** A pixel grid appears when zooming in more than 500% on an image. See Hide the pixel grid in Photoshop CS5 Help.

- **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 in Photoshop CS6 Help.

Adobe Bridge GPU features

- Preview panel

- Full-screen preview

- Review mode

See Preview and compare images in Adobe Bridge CS6 Help for information on all these features.

GPU/OpenGL preferences in Photoshop CS6

The advantages of using a compatible video card (GPU) with Photoshop are that you can experience better performance and more features.Problems can occur if you have an older video card with limited VRAM. They can also occur if you use other programs that use the GPU at the same time as Photoshop.

1 Choose Edit > Preferences (Windows) or Photoshop > Preferences (Mac OS).

2 In the Performance panel, make sure that Use Graphics Processor 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 and newer OpenGL advances that can result in improved performance.

Use Graphics Processor to Accelerate Computation

Use OpenCL Uses the GPU to accelerate the new blur filters (Field Blur, Iris Blur, and Tilt-Shift). OpenCL is only available on newer GPUs that support OpenCL v1.1 or later.

Anti-Alias Guides And Paths Allows the GPU hardware to smooth the edges of drawn guides and paths.

30-bit Display (Windows only) Allows Photoshop to display 30-bit data directly to screen on video cards that support it

Note: 30-bit display is not functioning correctly with current drivers. We are working to address this issue as soon as possible

Quick GPU troubleshooting steps

1. Turn off OpenGL.

1 Choose Edit > Preferences (Windows) or Photoshop > Preferences (Mac OS).

2 In the Performance panel, deselect Use Graphics Processor. Click OK.

3 Restart Photoshop, and perform the same function.

If the problem recurs while OpenGL Drawing is disabled, OpenGL is not the cause. For additional troubleshooting, see Troubleshoot system errors and freezes | Adobe software on Windows or Troubleshoot system errors and freezes | Adobe software on Mac OS 10.x.

If the problem resolves, proceed with the rest of the troubleshooting steps to fix OpenGL.

2. Make sure that you're using the latest update of Photoshop.

Updates fix bugs and issues.

3. Update the display driver.

Updated display drivers can fix many issues, such as crashing, incorrectly rendered objects, and performance problems. See Update the video display driver. Then, turn on Use Graphics Processor in Photoshop preferences.

To update the display driver on Windows 7 or Vista, use this TechNote.

To update the display driver on Windows XP, use this TechNote.

4. Reset preferences.

Resetting preferences returns OpenGL settings to their default status. Reset Photoshop preferences by pressing and holding Shift+Ctrl+Alt (Windows) or Shift+Option+Command (Mac OS) immediately after you start Photoshop. Click Yes when asked if you want to delete the Adobe Photoshop Settings File. Retry the function that caused the problem.

5. Change the OpenGL mode to Basic.

Setting the OpenGL mode to Basic uses the least amount of GPU memory and the most basic GPU feature set.

1 Close all documents.

2 Choose Edit > Preferences (Windows) or Photoshop > Preferences (Mac OS).

3 In the Performance panel, click GPU Settings Advanced Settings.

4 Choose Mode > Basic.

5 Restart Photoshop.

If this solution resolves the problem, switch to Normal mode. See if the issue recurs. If the issue recurs, return to Basic mode.

Note: If you're changing GPU preferences to troubleshoot a problem, relaunch Photoshop after each change.

6. If you are using more than one video adapter, remove the additional cards.

Multiple video adapters can cause problems with GPU-accelerated or enabled features in Photoshop. It's best to connect two (or more) monitors into one video adapter. If you have to use more than one video adapter, make sure that they are the same make and model. Otherwise, crashes and other problems can occur in Photoshop.

Note: Using two video adapters does not enhance Photoshop's performance.

7. Check your Cache Levels setting.

If you've set your Cache Levels to 1 in Photoshop preferences, you can experience performance issues with GPU features. Reset Cache Levels to the default setting, which is 4.

1 Choose Edit > Preferences > Performance (Windows) or Photoshop > Preferences (Mac OS)

2 In the Performance panel, choose Cache Levels > 4.

The GPU Sniffer

To help guard against Photoshop crashes related to bad GPU hardware or drivers, Photoshop employs a small program called the GPU Sniffer. Every time Photoshop launches, Photoshop launches the sniffer. The sniffer runs rudimentary tests of the GPU and reports the results to Photoshop. If the sniffer crashes or reports a failure status to Photoshop, Photoshop doesn't use the GPU. The Use Graphics Hardware checkbox in the Performance panel of the Preferences is deselected and disabled.

The first time the sniffer fails, Photoshop displays a dialog indicating that it has detected a problem with the GPU. On subsequent launches, the dialog doesn't appear.

If you correct the problem, either by replacing the video card or by updating the driver, then the sniffer passes on the next launch. The Use Graphics Hardware checkbox is enabled and returned to its previous state (enabled or disabled).

Additional resources

Optimizing Hardware Systems fo Adobe® Premiere® Pro CS6, After Effects® CS6, SpeedGrade™ CS6, and Photoshop® Extended CS6

13.0.5, 13.0.1.2 updates

Photoshop update version 13.0.5 (for Mac OS perpetual license customers) and 13.0.1.2 (for Windows perpetual license customers) correct a number of issues.

How to get the update

In Photoshop, choose Help > Updates.

If you need help with installing the update, post questions on the Photoshop User to User forums.

Notable bugs fixed (Mac OS and Windows)

When a transformed type layer's point size is changed, the result should be as if there was no transform (like CS5):

• http://feedback.photoshop.com/photoshop_family/topics/photoshop_cs6_bugs

• http://feedback.photoshop.com/photoshop_family/topics/character_panel_not_showing_correct_sizes

• http://feedback.photoshop.com/photoshop_family/topics/photoshop_cs6_strange_text_behaviour

When moving a type layer with a free transform active, the size of the font changes to non-integer values:

• http://feedback.photoshop.com/photoshop_family/topics/font_style_size_problems

Notable Macintosh-specific bugs fixed

Clicking a pop-up window in a Flash extension panel does not work or causes Photoshop to crash.

Info panel displays incorrect value for adjustment layers inside groups:

• http://feedback.photoshop.com/photoshop_family/topics/terrible_bug_on_the_new_version_for_osx_13_0_2

Restore View > Print Size menu command and zoom tool right-click context menu choice.

Legacy actions fail because of layer merge naming change:

• http://feedback.photoshop.com/photoshop_family/topics/photoshop_13_0_3_update_broke_all_my_actions

Black & White adjustment layer scrubby slider does not work if in a layer group.

Arrow keys stop working during text edit using the Type tool:

• http://feedback.photoshop.com/photoshop_family/topics/arrow_keys_stop_working_in_type_tool_text_in_photoshop_cs6

Custom icons for Flash extension panels are not displayed after changing the Interface color theme.

Notable Windows-specific bugs fixed

• Photoshop fails to launch on a limited user account system due to locked default scratch disk.

• Pen tool input doesn't draw correctly.

• Improved Windows 8 tablet support.

Send your feedback

The quality of Photoshop wouldn't be what it is today without passionate and loyal customers around the world. Giving Adobe regular feedback helps us find and fix issues. We are listening.

Here are a few ways that you can send us feedback:

• Give feedback on Photoshop.com.

• Give feedback on the Photoshop User to User forums.

• In Photoshop, choose Help > Adobe Product Improvement Program, then click Participate.

• Always submit crash reports.

Can't open | Photoshop CS5.x, Lightroom | Mac OS X 10.9 Mavericks

Issue

You can't open Photoshop 5.x, or Lightroom 4.x or 5.x, on Mac OS X 10.9 Mavericks.

When you try to open them, an error appears, indicating that it's necessary to install Apple Java SE 6 Runtime.

Solution

Download the most recent version of Apple Java Runtime.

Photoshop CS5 12.0.3 update not available in 32-bit version | Windows

Issue

After you've updated Photoshop CS5 64-bit to version 12.0.3, the update is not available for the 32-bit version.

Solutions

Solution 1: Uninstall, and then reinstall Photoshop.

Uninstall Photoshop CS5, and then reinstall. Choose Help > Updates to reinstall the update.

Solution 2: Manually download and install the 12.0.3 udpate.

You can download the update here: http://www.adobe.com/downloads/updates.

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

Photoshop crashes after an update or installation failed

Issue

After you install an update that fails, or the Photoshop installer fails, Photoshop crashes when it opens.

Solution

Uninstall Photoshop, clean up the installation, reinstall Photoshop, and reinstall the update.

1   Uninstall Photoshop by using the uninstaller in the Adobe Photoshop CS6 folder.

2   Delete everything in the Adobe Photoshop CS6 folder.

3   Reinstall Photoshop from your original media or downloaded file.

4   Resinstaill the update, by choosing Help > Updates from inside Photoshop.

If the above steps don't allow you to install the update, again uninstall Photoshop, and then run the Cleaner Tool. Reinstall Photoshop and the update, per the above steps. See this TechNote for more information on using the Cleaner Tool.

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

No Color Management option missing | Printing | Photoshop CS5

The option for No Color Management is no longer listed in the Color Handling pop-up menu in the Photoshop CS5 Print dialog box. Use the Adobe Color Printer Utility application to print your targets without color management applied.

Note: These instructions are in the ReadMe.txt file provided with each download.

Download the appropriate attached file

ACPU.dmg.zipACPU.zip

Install the utility

After you download the appropriate file, double-click the zip file. On Mac OS, double-click the resulting .dmg file.

•   Mac OS: Drag the Adobe Color Printer Utility.app file to the Applications folder or your preferred folder.

- Windows: Choose to extract all the files. After extraction is complete, drag the Adobe Color Printer Utility to your preferred folder.

Run the utility

1 Double-click the Adobe Color Printer Utility to open the application.

2 Select a TIFF image to open. This utility only works on TIFF files.

3 Choose File > Page Setup. Select your paper size and orientation.

Note: For most target files, print the image at its original size so it's properly scanned by the profiling device.

1 Choose File > Print.

2 Turn off Color Management:

Mac OS

  a Expand the Print dialog box by clicking the arrow next to the Printer pop-up menu.

  b Use the pop-up menu in the middle of the dialog box to locate the options for paper type and color management. The menu choices and locations for these options change depending on your printer driver.

  c Set Paper Type to the paper that most closely resembles the paper you're profiling.

  d Set Color Management to Off. Some printer drivers turn off Color Management automatically.

Windows

  e In the Print dialog box, select your target printer and click Properties.

  f Set Paper Type to the paper that most closely resembles the paper you're profiling.

  g Set Color Management to Off.

 Note: In some printer drivers, select Advanced or Custom to locate these options.

Known issues with the utility (Mac OS)

Mac OS 10.8
If you are running Mac OS 10.8 (Mountain Lion) and Adobe Color Profile Utility does not open, make the following change in Mac OS System Preferences:

1 Choose System Preferences > Security & Privacy > General.

2 Change the Allow application downloaded from option to Anywhere. Close System Preferences.

3 Use the above steps to run the Adobe Color Profile Utility.

Mac OS 10.5
This application only works in Mac OS 10.6 and 10.7. It does not work on Mac OS 10.5.

? In the Print dialog box, select your target printer and click Properties.

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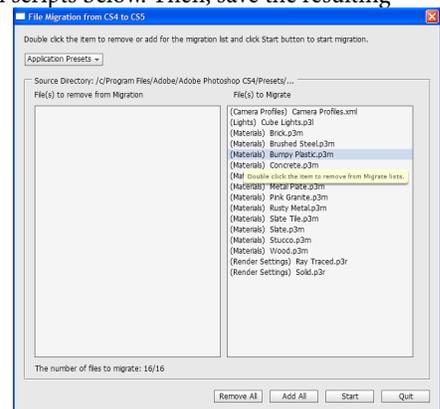
Running the File Migration script requires administrative privileges or the ability to validate the process as an administrator.

• 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,

1 deselect the option UAC To Help Protect Your Computer check box.nther 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 sizebrush sizeamount of RAM on your computerwhether 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

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 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.

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, .epsp)	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.

Images print with gray or blue background | Epson printers | Photoshop CS5 | Mac OS 10.6.x

Issue

When you print images to your Epson printer in Adobe Photoshop CS5 in Mac OS 10.6.x (Snow Leopard), they print with a gray or blue background.

Solutions

Solution 1: Upgrade Mac OS to version 10.6.4.

Visit Apple's website for upgrades: http://www.apple.com/support/snowleopard/

Solution 2: Create Version 2 instead of Version 4 profiles for your Epson printer using your calibration software.

Contact your calibration software manufacturer for more information on their profiles.

Additional information

To determine the version of a profile:

1 Choose Applications > Utilities > ColorSync Utility.

2 Select the Profiles tab.

3 Select a profile area, and select a profile.

4 Note the Specification Version number.

- **Note:** The first number in the version number determines the version.

Image doesn't print | PostScript printer | Photoshop CS5 | Mac OS

Issue

When you print from Photoshop CS5 to a PostScript printer, it never prints.

Other symptoms can include the following:

- Offending command - limitcheck errors
- Image prints but without the labels

Solution

Do one of the following:

- Deselect the Labels Printing Marks option before you print.
- Rename the image so the filename contains fewer than 10-12 characters.
- Open the image in Preview, and print it from that application.

Healing and Clone brushes don't redraw correctly Photoshop CS5 | Mac OS X 10.7.x

Issue

The Spot Healing brush and other healing and clone brushes don't redraw correctly in Photoshop CS5.x on Mac OS X 10.7.x (Lion).

Solutions

Solution 1: Upgrade to Photoshop CS6.

This issue has been fixed in Photoshop CS6.

Solution 2: Turn off Vertical Sync in Photoshop's OpenGL Settings.

1 Choose Photoshop > Preferences > Performance.

2 Select Advanced Settings under GPU Settings.

3 Deselect Vertical Sync.

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)	\u0010Camera 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

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

File recovery troubleshooting

There are numerous potential causes for file damage:

- A crash when saving a file, especially to network or external drives; sudden power outages

- Damaged cables

- Network transmission issues

- Software bugs

- Problems with hard disks or RAM modules

Still, file damage is rare. If you determine one or more of your files is corrupted, determine the cause to prevent further issues, while you try to recover your file.

Determine the cause

The first thing to determine is if the corruption is limited to one file or occurs with several, so you can limit the potential damage.

If it's one file, the cause could be a glitch with the computer that you haven't noticed, or thought wasn't connected.

If it's more than one file, look for patterns:

• Did it occur with files that are in the same location (folder, hard disk, network, or removable drive)?

• Were they created or modified around the same time?

• Did anything change on or with the computer around the time the files were last edited?

• Are the images displaying corruption when you print them as well as when you view them on screen?

If you can find a pattern that indicates they shared common hardware, test your cables, try a different port, or use a different hard disk or use a hard disk instead of a network drive.

If files were corrupted recently and they don't have a time limitation, you could have a malfunctioning RAM module.

If you've added any software to your computer around the time the images were corrupted, there could be an issue with that application or update. Check for software updates or determine if your applications have recently been updated, or disable the application. Although rare, virus protection software, backup software, and font management software can try to write to files before they're saved, causing damage.

If your images are only corrupted on screen (the damage does not print), update your video driver. If that doesn't solve the problem, contact your video card manufacturer.

In Windows, see the Windows General Troubleshooting guide for instructions on removing temporary files and turning off all OS startup items and services. It also tells you how to turn off third-party plug-ins in Photoshop by immediately holding down the Shift key after you start Photoshop.

On Mac OS, use the Mac OS General Troubleshooting guide for instructions on repairing disk permissions and turning off OS startup items. It also tells you how to turn off third-party plug-ins in Photoshop by immediately holding down the Shift key after you start Photoshop.

Recover the file

When a file has been corrupted, you can sometimes get the file back with its layers or as a composite (a composite is a flattened file). The appearance of the file is maintained, but the layers are lost. Or the file could be damaged beyond repair. Regular backups can allow you to salvage a version of your file that you saved before the corruption.

Note: A composite file cannot be recovered from a file when the option to maximize PSD and PSB file compatibility is turned off in Photoshop's preferences. To make sure that your files always save with a composite, do the following:

1 Choose Photoshop > Preferences > File Handling (Mac OS) or Edit > Preferences > File Handling (Windows).

2 Choose Always in the pop-up menu next to Maximize PSD and PSB File Compatibility.

3 Click OK to close Preferences.

Try any or all of these options to recover your file:

• Use Save As to save the file to a new name in a different location. (For example, use an internal hard disk or a drive that is not a removable or network drive.)

- Open any backed-up copies of your image to determine if one was saved before the corruption occurred.

- If you've had one of these error messages, your filename extension may not match your file format:

  - Could not complete your request because it is not a valid Photoshop document.

  - Could not complete your request because an unknown or invalid JPEG marker type is found.

  - Could not complete your request because the file-format module cannot parse the file.

  - This is not a valid Portable Document File (PDF) document. It cannot be opened.

  See Invalid JPEG marker error for the solution.

- To open an image that contains damaged layer data with its composite, press Shift+Opt (Mac OS) or Shift+Alt (Windows) while your file is being opened. This solution doesn't work on all files.

- Customers have suggested these recovery utilities. Adobe does not support them, and has not tested with them. However, we hope that they help recover your file.

  - www.telegraphics.com.au/psdparse-online/

  - www.telegraphics.com.au/sw/product/PSDRecover

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: Waiting for Bridge | Mini Bridge panel

Issue

When you browse files using the Mini Bridge panel in Photoshop, InDesign, or InCopy, you see the following message in the Content pod:

"Waiting for Bridge."

No files or folders appear.

Mini Bridge uses a background process called SwitchBoard to communicate with Adobe Bridge. If SwitchBoard can't open Adobe Bridge, then Mini Bridge can't display your files. This issue also occurs if Photoshop, InDesign, or InCopy can't communicate with Adobe Bridge through SwitchBoard. Solutions to the "Waiting for Bridge" error involve fixing this SwitchBoard communication. Try the following solutions in order, and stop when you resolve the issue.

Solution 1: Re-create the SwitchBoard preferences files.

1 Quit all Adobe applications.

2 In the Finder (Mac OS) or Windows Explorer (Windows), navigate to one of the following folders:

   - **Mac OS X:** /Users/Your User Name/Library/Preferences/Adobe
   - **Windows 7/Vista:** C:\Users\Your User Name\AppData\Roaming\Adobe
   - **Windows XP:** C:\Documents and Settings\Your User Name\Application Data\Adobe

   Note: Replace Your User Name above with the name of your Mac OS or Windows user account.

3 Delete the SwitchBoard folder.

4 Restart your computer.

5 Open Photoshop, InDesign, or InCopy and then open the Mini Bridge panel.

Solution 2: Add SwitchBoard to your firewall software's exception list.

Firewall software is used to protect computers from threats on the Internet. Some examples of firewall software are Mac OS Application Firewall, McAfee, Norton, Windows Firewall, and ZoneAlarm.

If firewall software prevents SwitchBoard from communicating with Adobe Bridge, however, Mini Bridge can't display your files. Most firewall software can store a list of exceptions, that is, a list of programs that are allowed to access network resources. It's possible that your firewall software calls these exceptions a "white list" or an "allow list."

For instructions on how to add an exception to your firewall software, see the firewall software's documentation, or contact its manufacturer.

SwitchBoard is installed to one of the following locations:

*   **Mac OS X:** /Library/Application Support/Adobe/SwitchBoard/SwitchBoard.app

*   **32-bit editions of Windows:** C:\Program Files\Common Files\Adobe\SwitchBoard\SwitchBoard.exe

*   **64-bit editions of Windows:** C:\Program Files (x86)\Common Files\Adobe\SwitchBoard\SwitchBoard.exe

After adding SwitchBoard to the list of exceptions in your firewall software, restart your computer. Open Photoshop, InDesign, or InCopy, and then open the Mini Bridge panel.

Solution 3: (Windows) Ensure that the Windows hosts file contains its default entries.

SwitchBoard points to the localhost server, which is an internal name for your computer, to communicate with Adobe Bridge. By default, the Windows OS "hosts" file contains a reference to localhost. If the hosts file is missing this entry, however, or if this entry is incorrect, then Mini Bridge can't access your content.

To determine what information is required in the hosts file for your edition of Windows, see Microsoft Support article 972034. This article also includes information about resetting the hosts file to its default.

Solution 4: (Windows) Clear the Windows cryptographic database and reset SwitchBoard.

The first time SwitchBoard runs on your computer, it uses information in the Windows cryptographic database to create values in the registry and switchboard.ini file. If SwitchBoard cannot read this database, then the resulting registry values and the data in switchboard.ini are all invalid. These invalid files prevent SwitchBoard from functioning.

1 Close all Adobe applications.

2 Choose Start > Run (Windows XP) or click Start (Windows Vista or Windows 7), type "%appdata%\Microsoft\Crypto" (including the quotation marks), and press Enter.

3 Rename the RSA folder to, for example, oldRSA.

4 Choose Start > Run (Windows XP) or click Start (Windows Vista or Windows 7), and type regedit and then press Enter. The Registry Editor opens.

5 In the left pane of the Registry Editor, navigate to HKEY_CURRENT_USER\Software\Adobe\IAC. Select the IAC key.

6 In the right pane, right-click the MD5ID value and choose Delete. Click Yes in the Confirm Value Delete dialog box.

7 In the right pane, right-click the user ID value and choose Delete. Click Yes in the Confirm Value Delete dialog box.

8 Close the Registry Editor.

9 Choose Start > Run (Windows XP) or click Start (Windows Vista or Windows 7), type "%appdata%\Adobe\SwitchBoard" (including the quotation marks), and press Enter.

10 Delete the switchboard.ini file. (If you do not see the .ini filename extension, then delete the file that is of the type Configuration Settings. The file has an icon that looks like a notepad with a gear on top of it.)

11 Restart your computer; open Photoshop, InDesign, or InCopy; and open the Mini Bridge panel.

Solution 5: Create a different user account.

Occasionally, a user account can become corrupted, which can prevent SwitchBoard from accessing or creating the necessary files. Create an account with the same permissions as your current account, log in to the new account, and then run your Adobe applications.

For assistance creating a user account, see the following documents:

* Creating a new user account in the Mac OS X Help

* How to create and configure user accounts in Windows XP, Create a user account in Windows (select Windows 7 or Windows Vista from the menu) on the Microsoft support website.

For additional assistance, contact your system administrator.

More Help topics
Mini Bridge Help

Errors using scripts | Merge to HDR Pro, Image Processor | CS6, CS5

Issue

When you choose a Photoshop script in Bridge or Photoshop, such as Merge to HDR Pro or Image Processor, an error appears. For example:

* "Merge to HDR.jsx could not be found."

* "JavaScript code was missing."

* "Please specify a destination folder."

Solutions

Solution 1: Make sure that the hard disk where Photoshop is installed doesn't have the name of a folder specific to operating system functionality.

Rename the hard disk to a nonconflicting name. For example, make sure that the hard drive isn't named "Applications" or "Users."

Solution 2: Make sure that any connected network drives don't have the name of a folder specific to operating system functionality.

Rename network drive to a nonconflicting name, if possible. For example, make sure that you don't have drives named "Applications" or "Users." If not possible, disconnect the network drive while using Photoshop.

Solution 3: Make sure that none of your hard disk or network drive names are duplicated.

If you have duplicate hard disk or network drive names, then rename some to eliminate the duplicates. Make sure that all of your volume names—hard disk and network—are unique.

Solution 4: Temporarily disconnect any network drives while using Photoshop.

Error opening JPEG 2000 images in Photoshop CS6

Issue

When you open a JPEG 2000 image in the 32-bit version of Photoshop CS6 (version 13.0.1) on Windows, you receive the following error:

"Could not complete the Open command because there is not enough memory (RAM)."

Solutions

Mac OS

1   Copy the JPEG2000.plug-in file from the Adobe Photoshop CS5 > Plug-ins > File Formats folder.

2   Ctrl + click the Adobe Photoshop CS6 application file, and select Show Package Contents.

3   Open the Contents > Required > Plug-ins > File Formats folder.

4   Drag the JPEG2000.plugin file already in this folder to a new folder labeled "Photoshop CS6 JPEG2000 plug-in" on your desktop, or in a location outside the Plug-ins folder.

5   Paste the Photoshop CS5 JPEG2000.plug-in file into the Photoshop CS6 File Formats folder.

Windows

1   Open the Adobe Photoshop CS6 > Required > Plug-ins > File Formats folder. Drag the JPEG2000.8bi plug-in to a new folder labeled "Photoshop CS6 JPEG2000 plug-in" on your desktop, or in a location outside the Plug-ins folder.

2   Copy the JPEG2000.8bi plug-in from the Adobe Photoshop CS5 > Required > Plug-ins > File Formats folder and paste it into the Adobe Photoshop CS6 > Required > Plug-ins > File Formats folder.

Additional information

There is a bug in the JPEG2000 plug-in that shipped with Photoshop CS6. The engineering team is investigating a fix to provide a working JPEG200 plug-in.

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)

Invalid JPEG Marker error | Opening images

Issue

When you open an image in Photoshop, one of the following errors occurs:

- Could not complete your request because it is not a valid Photoshop document.

- Could not complete your request because an unknown or invalid JPEG marker type is found.

- Could not complete your request because the file-format module cannot parse the file.

- This is not a valid Portable Document File (PDF) document. It cannot be opened.

Solutions

Solution 1: Make sure that the filename extension matches the actual file type.

It's important that the extension you add to the filename is the appropriate one for the actual file type of the image. When you choose a format from the Format pop-up menu in the Save As dialog box, the appropriate extension is added automatically. If you entered the extension manually, you could have typed in an extension that doesn't match the file format of your file.

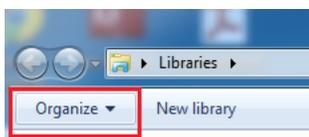Filename extensions are hidden by default. To turn them on, perform the following steps:

Mac OS

1 In Finder, choose Finder > Finder Preferences > Advanced.

2 Select Show all filename extensions.
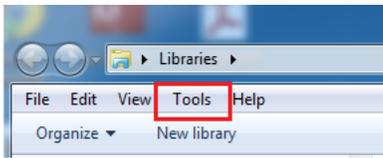
Windows

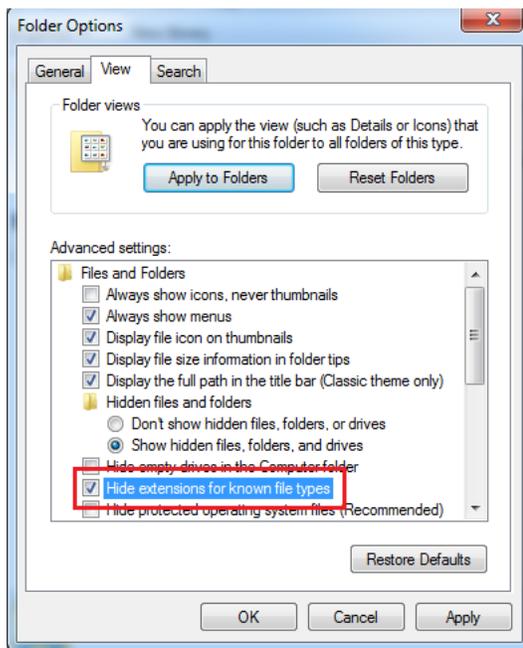**1** Open Windows Explorer.

2 If you don't see your menus, choose Organize > Layout > Menu Bar.

3 Choose Tools > Folder Options > View.

4 Deselect Hide Extensions for Known File Types.

5 Click Apply, then click OK.

Solution 2: Make sure that the file has only one filename extension.

Turn on filename extensions as in Solution 1, and view your images in Finder or Windows Explorer. Then, check to see of there are two extensions on your files. If your images have two extensions, such as:

filename.pdf.jpg

Remove the last extension so the file is named:

filename.pdf

Solution 3: Make sure that your hardware isn't damaged.

Validate your hardware to make sure that there are no hardware failures, such as with an external hard disk or network.

More Help topics

Error: "[Filename].psd could not be opened" occurs opening images in Photoshop | 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.

Error: "dlgMain not defined" occurs when exporting layers or comps to files

Issue

When you batch process images and include either the Export Layer to Files or the Comp Layers to Files scripts, the error: "Error: dlgMain not defined" occurs.

Solution

Replace the old version of the Export Layers to Files and/or Comps to Layers scripts with the new versions.

1   Close Photoshop.

2   Right-click (Windows) or Ctrl+click (Mac OS) on the updated scripts.zip file below and save it to your Desktop or download folder.

3   Double-click the downloaded file, and open the updated scripts folder. Two files to decompress it into two files: Export Layer to Files.jsx and Layer Comps to Files.jsx.

4   Create a folder on your Desktop called Old Photoshop Scripts.

5   Open the appropriate folder below, and move the old version of the Layer Comps to Files.jsx and Export Layers to Files.jsx files into the Old Photoshop Scripts folder.

6   Drag the new versions of the files from the downloaded updated scripts folder into the appropriate Photoshop Scripts folder below.

Note: Both scripts work on Windows and Mac OS.

Script file locations:

Windows

Photoshop CC 64-bit: Program Files/Adobe/Adobe Photoshop CC (64 Bit)/Presets/Scripts

Photoshop CC 32-bit: Program Files (x86)/Adobe/Adobe Photoshop CC/Presets/Scripts

Photoshop CS6.x 64-bit: Program Files/Adobe/Adobe Photoshop CS6 (64 Bit)/Presets/Scripts

Photoshop CS6.x 32-bit: Program Files (x86)/Adobe/Adobe Photoshop CS6/Presets/Scripts

Photoshop CS5.x 64-bit: Program Files/Adobe/Adobe Photoshop CS5.x (64 Bit)/Presets/Scripts

Photoshop CS5.x 32-bit: Program Files (x86)/Adobe/Adobe Photoshop CS5.x/Presets/Scripts

Mac OS

Photoshop CC: Applications/Adobe Photoshop CC/Presets/Scripts

Photoshop CS6.x: Applications/Adobe Photoshop CS6/Presets/Scripts

Photoshop CS5.x: Applications/Adobe Photoshop CS5/Presets/Scripts

updated_scripts.zip

EPS files with PICT Previews don't preview correctly | Photoshop CS5 | Mac OS

Issue

When you save a Photoshop EPS file using one of the Macintosh previews, the EPS file doesn't display its preview when placed in a layout application:

Solution

Choose "TIFF (8 bits/pixel)" or "TIFF (1 bit/pixel)" as your Preview option when saving to the Photoshop EPS file format:

Additional information

 "Macintosh (8 bits/pixel)," "Macintosh (1 bit/pixel)," and "Macintosh (JPEG)" Preview options for the Photoshop EPS file format use PICT as the image format. Mac OS X has deprecated QuickDraw and PICT for Cocoa applications, including Photoshop CS5.

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.

Crash | Canon iPF8100 printer | Photoshop CS5 | Mac OS

Issue

When you print using the Canon plug-in for the iPF8100 printer, Adobe Photoshop CS5 crashes. You're using version 5.00 of Canon's print plug-in for the iPF8100 printer.

Solution

Update the print plug-in to version 5.01, available from Canon's website at this location:
http://www.usa.canon.com/cusa/support/professional/professional_printers/imageprograf_series/imageprograf_ipf8100?selectedName=DriversAndSoftware

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

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.