Troubleshooting

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Online Guide

Troubleshooting PDF viewing

This section provides solutions for problems you may encounter when viewing PDF files. There may be additional troubleshooting information in the ReadMe file.

Lines and rules disappear in a PDF file

Links generated by FrameMaker 5.0 and later go nowhere or to the wrong place

Missing menu bar

Missing tool bar

Pages display in the wrong orientation

Patterns display and print as shades of gray

Some text in the font and character 'Font name' could not be displayed or printed correctly. The font could not be reencoded.

Unable to change pages when specifying a Go To View action to a form field

Unable to edit a Go to Page action

Unable to open a PDF file ➤

Unable to view PDF files within a browser window

Unpredictable magnification at link and bookmark destination

Wrong fonts in a PDF file ■

Blank pages in a PDF file

Blank pages can appear in PDF files for three reasons:

■ The original file contained blank pages. See **Deleting pages** in the Adobe Acrobat Exchange guide for instructions about how to remove these pages.

■ You have opened a PDF file created with a **3.0 compatibility** setting, ZIP compression, or compressed fonts in an Adobe Acrobat 2.1 or earlier viewer. Either open the file in a 3.0 viewer or recreate the PDF file with a **2.1 compatibility** setting.

■ The font cache setting in **Adobe Type Manager** (ATM) is set too low (Macintosh). Open the ATM control panel and raise the font cache to no higher than 1024 K. If you are not using ATM at the system level, you may need to allocate more memory to the Acrobat viewer. See the *Getting Started Guide* for information.

➤

Canceling the download of a long document

If you selected Allow Background Download of Entire File in **General preferences**, then any PDF file linked to on the Web will continue to download to your computer until you interrupt the download. To interrupt the download, go to the last page of the document using the Last Page button ▶❙. The down-loading of the entire file will stop and only the specific pages requested from that time on will be downloaded. The full download will not resume.

Characters are missing or wrong

Missing characters or wrong characters displayed in a PDF file can be caused by combining PDF files with subsetted fonts of the same name. To address this issue, recreate the files without **subsetting fonts** and **recombine the files** in Exchange. ➤

Courier is substituted for another font

Courier will be substituted for a font if the original file is converted to PDF with Adobe Acrobat Distiller and Distiller does not have access to the font being referenced either through the PostScript file or one of its monitored font locations. Give Distiller access to the font to avoid having Courier display in its place. See **Giving Distiller access to fonts (UNIX)** for more information.

Find tool and select text tools not working

There are three reasons why you may not be able to find a word or select text:

■ The file is a **PDF Image Only** file created with the Scan plug-in or the Import command in Exchange.

■ The PDF file originated from a PostScript file on the Windows platform that contained TrueType fonts.

■ Select Text and Graphics is not allowed by a **security** setting. (The Find tool would work in this case). ➤

If the file is a PDF Image Only file, use the **Capture plug-in** to convert the PDF Image Only file to a PDF Normal file that allows you to find words and select text.

If the file originated on Windows and contains TrueType fonts, open the original file in the original application and either change the fonts to Type 1 fonts or use PDF Writer to create the PDF file.

If the file is secured against selecting text and graphics, contact the document author to discuss your options.

Fonts slow to display and print

Type 3 fonts and TrueType fonts converted to Type 1 fonts may display and print slowly in your Acrobat viewer.

To avoid this problem, do not use Type 3 fonts. ➤

To solve the problem with TrueType fonts converted to Type 3 bitmap fonts, you need to edit your WIN.INI file in Windows 3.1 and later or the printer settings in Windows 95.

To edit your WIN.INI file (Windows 3.1 and later):

1 Open a text editor. Locate and open your WIN.INI file in the Windows directory.

2 Locate the [DRIVER] section and enter this line for each PostScript printer driver installed:

```
MinOutlinePPEM=1
```

3 Save your WIN.INI file and close the text editor.

To edit your printer settings (Windows 95):

1 Choose Settings > Printers from the Start menu, right-click the Distiller printer, and select Properties.

2 Click the Fonts tab, then the Send Fonts As button.

➤

3 Choose Outlines from the Send TrueType fonts as: menu.

4 Enter 1 in the Threshold to switch between downloading bitmap or outline fonts…

5 Click OK.

Image quality is poor

If the display of images within an Acrobat viewer is not satisfactory, you will need to recreate the PDF file or the image itself. Do one or more of the following:

- If the file was created with PDF Writer originally, recreate it with Distiller.

- Turn downsampling off in PDF Writer or Distiller and recreate the file.

- Turn automatic compression off in Distiller and choose ZIP or LZW compression for image compression.

- Turn all compression off in PDF Writer or Distiller.

■ Check the resolution of the original image in a photo-editing program like Adobe Photoshop. Re-scan or recreate the image if its resolution is less than 72 dpi.

Images not displaying

If images appear as gray boxes, the Display Large Images option might be deselected. Choose File > Preferences > General to select this option.

If images do not appear at all, they could be downsampled monochrome images. Deselect downsampling in **Distiller** or **PDF Writer** and recreate the
PDF file

Incorrectly cropped pages

If pages appear cut off or cropped in a viewer, you should check the page size setting in Adobe Acrobat **PDF Writer** and **Distiller**, adjust if necessary, and recreate the PDF file. ➤

An incorrectly generated PostScript file can also result in cropped pages. Select another printer driver, recreate the PostScript file, and distill the file again.

Lines and rules disappear in a PDF file

Sometimes very thin lines and rules do not display at 100% magnification. **Increasing the magnification** usually solves this problem.

Links generated by FrameMaker 5.0 and later go nowhere or to the wrong place

To create links that go to the correct link destination, you must regenerate the Acrobat Data from within FrameMaker, create another PostScript file, and convert the PostScript file to PDF with Distiller again. For details about creating Acrobat Data, see your FrameMaker documentation. ➤

Missing menu bar

Document authors can choose to hide the menu bar when a file opens. To retrieve the menu bar, press Ctrl+Shift+M (Windows and UNIX) or Cmd+Shift+M (Macintosh). To always show the menu bar, see **Choosing how the document opens** for information.

Missing tool bar

Document authors can choose to hide the tool bar when a file opens. To retrieve the tool bar, press Ctrl+Shift+B (Windows and UNIX) or Cmd+Shift+B (Macintosh). To always show the tool bar, see **Choosing how the document opens** for information.

Pages display in the wrong orientation

Distiller can create a PDF file that displays the PDF file in the correct orientation if it can find the orientation information in the PostScript file (supplied by the printer driver) or if a majority of the text is

oriented in one direction. If the file displays in an incorrect orientation, use the Document > Rotate Pages command to correct it. See **Rotating pages** for more information.

Patterns display and print as shades of gray

PDF files created in PDF Writer and Distiller with an Acrobat 2.1 compatibility setting will display and print patterns in the file as shades of gray. Do one of the following:

■ Change the compatibility setting to 3.0 compatibility and recreate the PDF file.

■ If you need to maintain 2.1 compatibility, change the patterns in the original file to solid colors or shades of gray, so you have control over the representation of the image. ➤

Some text in the font and character 'Font name' could not be displayed or printed correctly. The font could not be reencoded.

A TrueType version of a **Base 13** font was given a custom font encoding in the PostScript file that was converted to PDF. Use a different PostScript printer driver to create the PostScript file and re-distill the file. If that does not solve the problem, install the Type 1 version of the font, recreate the PostScript file, and distill it again.

Unable to change pages when specifying a Go To View action to a form field

You cannot change pages when specifying a Go To View action to a form field, although you can set a Go To View action on the same page as a form field. Set the Go To View action on the same page as a form field if you want to create a form field that you can duplicate across pages and maintain the page it was created on as the destination. Follow these instructions: ➤

1 Go to the destination page.

2 **Create the form field** and **specify** the Go To View action.

3 Choose Edit > Fields > Duplicate.

4 Enter a page range and click OK.

Unable to edit a Go to Page action

If you choose Go To Next Page as a page action and later wish to change the action, you must first switch to the Continuous or Continuous-Facing Pages layout to edit the action. If you are in the Single Page layout, the page will always go to the next page, making it impossible to edit that action. ➤

Unable to open a PDF file

If you are unable to open a PDF file by double-clicking it on the Macintosh, see **Making PDF documents accessible from the Macintosh Finder** for information.

PDF files created with 3.0 compatibility, compressed fonts, and ZIP compression cannot be opened in an Acrobat 2.1 viewer. Recreate the PDF file with 2.1 compatibility selected (compressed fonts and ZIP compression are not available options then) or open the file in a 3.0 viewer.

If you are unable to open a PDF file for any other reason, you should recreate the PDF file and try again.

Unable to view PDF files within a browser window

See **Web viewing scenarios** for information about the requirements to view PDF within a browser window. ➤

Unpredictable magnification at link and bookmark destination

Links and bookmarks created with a Fit View magnification setting can result in an unexpected destination view when activated. To avoid unpredictable magnification, choose Inherit Zoom as the magnification for a link or bookmark. Inherit Zoom uses the magnification level that is active when the link or bookmark is activated to display the destination. See **Creating and editing links and bookmarks** for information.

Wrong fonts in a PDF file

If the computer displaying the PDF file does not have access to the original font either on the system itself or embedded in the PDF file, then a substitute font will be used to display the font. If you need to maintain the exact look of the font, you should embed the font in the PDF file. See embedding fonts with **PDF Writer** or with **Distiller**. ■

Troubleshooting PDF creation

This section provides solutions for problems you may encounter when creating PDF files. There may be additional troubleshooting information in the ReadMe file.

Distiller is not recognizing a PostScript file (Windows)

Double-sided scanning options are unavailable

File placed in watched folder is not processing

How Distiller prioritizes its work

Image quality is poor

ISIS software for your scanner is missing

Links generated by FrameMaker 5.0 and later go nowhere or to the wrong place

Message.log file and error log files ➤

Not enough memory to run Distiller

PDF file is too large

Regenerating a PostScript file

Thumbnails not created with Distiller

TWAIN scanner software does not appear in the Select Scanner dialog box

Unable to convert a PostScript file to PDF with Distiller

Unable to use Distiller Assistant

Unable to print with PDF Writer because the disk is full

When the watched folder disk space is full

WordPerfect fonts are not available when using PDF Writer

WordPerfect document reflows when converted with PDF Writer ■

Distiller is not recognizing a PostScript file (Windows)

Some Windows PostScript printer drivers append PostScript files with the extension .prn. Distiller looks for .ps and .eps extensions. To make Distiller see a PostScript file with a .prn extension, choose File > Open and select All files (*.*) from the Files of type menu.

Double-sided scanning options are unavailable

The Acrobat Scan plug-in does not support double-sided scanning with TWAIN scanner software. If you want to scan in double-sided mode, select the ISIS scanner driver for your scanner, or scan outside Acrobat and import the scanned image using the Import command in Exchange. ➤

File placed in watched folder is not processing

Files placed in Watched folders may not process because Distiller is no longer monitoring the folder, the file is not a valid PostScript file, or other files have been given priority.

Check the DTIME.TXT file in the OUT folder to see the time stamp of the last file processed. If it seems like an inordinate amount of time, contact the Distiller Administrator and confirm that Distiller is watching the folder.

Confirm that you have created the PostScript file correctly. See **Creating PostScript files** for information.

If Distiller is watching the folder and you have a valid PostScript file, read the following section about how Distiller prioritizes its work. ➤

How Distiller prioritizes its work

Given two or more PostScript language files to distill, Distiller processes the files in the following order:

■ Files opened in Distiller (by using the Open command, dragging files to the Distiller icon, or specifying files in the command line) are processed before files placed in watched folders. If a PostScript language file is opened while Distiller is working on a file placed in an In folder, Distiller processes the opened file as soon as it completes the current file. You can open two or more files while Distiller is processing another file.

■ Files placed into In folders are processed in a round-robin fashion: First a file from one folder is distilled, then a file from the next folder, and so on. ➤

Within a folder, the order in which files are processed depends on the operating system. For Windows, files are processed in the order they are listed by the DIR command in DOS, which usually means that older files are processed first. For Macintosh, files are processed in alphabetical order. For UNIX, files are processed according to their date stamp, which means that older files are processed first.

You can set up two or more Distillers to watch the same folder. When two or more Distillers are watching the same folder, the first Distiller to open a PostScript language file is the one that processes that file. ➤

Important: *The Macintosh and Windows Distillers should not point to the same folder as the UNIX Distiller daemon. Although the UNIX daemon can process Macintosh and Windows PostScript language files, it should not attempt to monitor a folder that is being monitored by a Macintosh or Windows Network Distiller.*

If the Embed All option is chosen and a Roman font from the Adobe Type Library, packages 1 - 405 and 900-908, is called for in the document, Distiller can use the font database to extract the necessary information and use it in the PDF file. The User Font list can also be used to ensure that certain fonts in the font database are always embedded. See **Creating a user font list** for more information. ➤

Image quality is poor

Photographic images can require a great deal of storage. A 24-bit color image, for example, can require several megabytes of storage. To keep the size of PDF files to a minimum, Distiller can be set up to use various techniques to compress scanned images. These compression techniques, however, reduce the amount of detail in a scanned image. After being compressed, some images take on a quilted look, and sharp lines are distorted. To improve the quality of scanned images in your PDF files, reduce the amount of compression or down-sampling performed by **Distiller** or **PDF Writer**. ➤

ISIS software for your scanner is missing

If the Acrobat Scan plug-in does not include ISIS software for your scanner, and if your scanner did not come with TWAIN software, contact Adobe Technical Support to see if ISIS software is now available for your scanner. In the meantime, use the scanning software that came with your scanner to produce image files and import them using the Import command in Exchange.

Links generated by FrameMaker 5.0 and later go nowhere or to the wrong place

To create links that go to the correct link destination, you must regenerate the Acrobat Data from within FrameMaker, create another PostScript file, and convert the PostScript file to PDF with Distiller again. For details about creating Acrobat Data, see your FrameMaker documentation. ➤

Message.log file and error log files

All messages displayed in the Messages area of the Distiller window are written to the Messages.log file in the same folder as the Distiller application. (This log file is a TeachText file, or a simple text file that can be read by any Windows word processor.) The Messages.log file represents a record of all the processing performed by Distiller.

Because Distiller records the start and stop times as well as the file sizes of the PostScript files it processes, you can use the Messages.log file to determine the throughput of the Distiller application. For Distiller on a network, you can also use the Messages.log file for a global view of where failing PostScript files are coming from and how often they are encountered.

Distiller limits the Messages.log file to 30K bytes. When the file reaches 30K, Distiller deletes the first 10K bytes in the file and then continues adding new messages to the end of the file. ➤

Error messages produced for a PostScript file are also written to an individual log file for the PostScript file. Distiller places the log file in the same folder as the PDF file and gives the log file the same name as the PDF file, but with .log or .LOG appended.

Not enough memory to run Distiller

The Windows version of Distiller requires 8 megabytes (MB) of RAM to operate. The Macintosh version of Distiller requires 6 MB, 8 MB for Power Macintosh, of application RAM to operate. When you try to start Distiller with insufficient RAM, it displays a message that tells you it does not have enough memory to run.

If you see this message while trying to start the Windows version of Distiller, use the 386 Enhanced Control Panel to increase the size of virtual memory available to Windows 3.1.1. ➤

If you see this message while trying to start the Macintosh version of Distiller, you may have too many applications running at once. You can quit one or more applications. If quitting applications does not solve the problem, the Macintosh memory might be too fragmented to allow Distiller to run. Try restarting the Macintosh to consolidate memory; then start Distiller. You can also use the Distiller Info dialog box to increase the amount of memory allocated to Distiller.

PDF file is too large

If a PDF file is too large, you should **optimize** the file. You can also try to reduce the size of the file by increasing the compression and downsampling settings in Distiller or PDF Writer. Not embedding fonts also contributes to a smaller PDF file. ➤

Regenerating a PostScript file

You may have to do one or more of the following to create a good PostScript file:

- Follow the same procedure you first followed to create the PostScript file and distill it again. The file may have been written to the hard disk incorrectly.

- Use a different PostScript printer driver, recreate the PostScript file; then distill both files again.

- Break the file into pieces. For example, print half of the file to one PostScript file and the other half to a different file and redistill both files. If you still receive an error, break the file down into smaller pieces. You will probably be able to pinpoint the problem area with this technique. You may find a corrupt image or font. Replace or recreate the problem image or font, recreate the PostScript file, and distill it again. ➤

Thumbnails not created with Distiller

Distiller no longer creates thumbnails. Use Exchange to create thumbnails in a single file or in a batch mode. See **Creating thumbnails** for more information. ➤

TWAIN scanner software does not appear in the Select Scanner dialog box

If you install new TWAIN scanner software after installing the Scan plug-in, the new software should appear in the Select Scanner list. If it does not, check to be sure your scanner driver is TWAIN software and is installed properly.

Unable to convert a PostScript file to PDF with Distiller

Distiller can encounter problems with a PostScript file that prevent it from creating a PDF file. When Distiller fails to create a PDF file for a PostScript file, Distiller creates a log file that describes the problem in the folder where the PDF file would have been created. (The extension .log is appended to the PostScript filename.) A log file is a text file that you can open with any word-processing program. ➤

When Distiller fails to create a PDF file for a PostScript file, the reason is usually that the PostScript file does not include the PostScript header.

If the failing PostScript file does contain a header, the PostScript error might be because the file has been corrupted, or the error might have been introduced by the application that created the PostScript file. Make sure that the document prints correctly on a PostScript printer, and try making a new PostScript file.

Distiller will generate a PostScript error if it cannot convert a PostScript file to PDF. Limitcheck, VMError, Typecheck, and Stackunderflow or Stackoverflow are the most common errors. ➤

Unable to use Distiller Assistant

You need approximately 20 MB of RAM more than the amount needed to run the original application, to run Distiller, Distiller Assistant, and Exchange. If you do not have enough RAM, you will not be able to use Distiller Assistant.

Distiller Assistant must be set up correctly to run in Windows. See **Setting up Distiller Assistant (Windows)** for information.

Unable to print with PDF Writer because the disk is full

If you receive the message "Can't print to PDF Writer, temporary file on Drive C: is Full.," you can change the drive location of the temporary file. Open your WIN.INI file in a text editor. Locate:

```
[Acrobat PDFWRITER]
tempdrive=<driveletter>
```

Change the `<driverletter>` to a drive that you have access to other than C: ➤

When the watched folder disk space is full

If the watched folder runs out of hard disk space, a message to this effect is logged in the Messages.log file, and a warning is placed into the last job's log file, if possible. Distiller does not watch this folder again until you open and close the Watched Folders dialog box.

WordPerfect fonts are not available when using PDF Writer

WordPerfect printer drivers offer fonts that are not available when you select a different printer driver such as PDF Writer. To ensure access to the fonts used in your document, select PDF Writer as your printer driver before you begin to create your document in WordPerfect. ➤

WordPerfect document reflows when converted with PDF Writer

WordPerfect printer drivers specify different margin sizes than other printer drivers such as PDF Writer. The difference in margin size can cause a document to reflow. To ensure that your document does not reflow, select PDF Writer as your printer driver before you begin to create your document in WordPerfect. ■

Troubleshooting PDF Web issues

This section provides solutions for problems you may encounter when publishing or viewing PDF files on the Web. There may be additional troubleshooting information in the ReadMe file.

Canceling the download of a long document

Only the first page of a PDF file prints from Internet Explorer 3.0 (Windows)

Unable to print an entire PDF file from Internet Explorer 3.0 (Windows)

Unable to save properly from Internet Explorer 3.0 (Windows)

Unable to view PDF in a Web browser

Weblink errors

White space where a PDF file should display in Internet Explorer 3.0 (Windows)

Canceling the download of a long document

If you selected Allow Background Download of Entire File in **General preferences**, then any PDF file linked to on the Web will continue to download to your computer until you interrupt the download. To interrupt the download, go to the last page of the document using the Last Page button ▶|. The downloading of the entire file will stop and only the specific pages requested from that time on will be downloaded. The full download will not resume.

Only the first page of a PDF file prints from Internet Explorer 3.0 (Windows)

Only the first page of a PDF file embedded in an HTML file will print from Internet Explorer if you use Internet Explorer's print command. Printing such an HTML page to a Postscript printer with the current Acrobat Reader release is very slow. ➤

If the embedded PDF file displays a toolbar, you can use the print tool in that toolbar to print the entire PDF file. Otherwise, the author of the HTML page must provide a Print button associated with an embedded PDF file (and implemented using a VBScript) to enable you to print the entire file.

Unable to print an entire PDF file from Internet Explorer 3.0 (Windows)

Internet Explorer's print icon and Print command will not correctly print a PDF file displayed in the full Internet Explorer window.

Use the print tool in the Acrobat toolbar to print the entire PDF file. ➤

Unable to save properly from Internet Explorer 3.0 (Windows)

When a PDF file is displayed in the Internet Explorer 3.0 window, Internet Explorer's File>Save As menu will not correctly save the PDF file to your disk. If you opened the PDF file by clicking on a link to it in an HTML page, save the PDF file to your disk as follows:

1 Use the Back button in the Internet Explorer toolbar to return to the HTML page containing the link.

2 Click the link to the PDF file using your right mouse button to display a drop-down menu.

3 Choose Save Target As and save the PDF file to your hard disk.

Unable to view PDF in a Web browser

See **Web viewing scenarios** for information about the requirements to view PDF within a browser window. ➤

Weblink errors

If you click a Web link in a PDF document and nothing happens, verify the following information:

■ You are connected to the Internet, and the host is responding. Web browsers and Exchange cannot follow a link if your connection is down or if the host doesn't respond.

■ The URL address is valid. If the target URL was typed incorrectly in the Link dialog box or is invalid, the Web browser and Exchange cannot follow it.

■ You have correctly configured your browser to use Exchange or Reader and have configured Exchange or Reader to use your Web browser. ➤

White space where a PDF file should display in Internet Explorer 3.0 (Windows)

Internet Explorer 3.0 may display white space where it should display a PDF file. This can occur if Internet Explorer has an old or bad copy of the PDF file in its cache. You may be able to correct the problem by clearing its cache as follows:

1 In Internet Explorer, choose View>Options and click the Advanced tab.

2 Click Settings in the Temporary Internet files section.

3 Click Empty Folder.

4 Click Yes and OK until you close the all the dialog boxes.

5 Click the Refresh button or choose View>Refresh to redisplay the PDF file. ■

Troubleshooting PDF printing

This section provides solutions for problems you may encounter when printing PDF files. There may be additional troubleshooting information in the ReadMe file.

Improving printing performance

Incorrect font alignment

Only the first page of a PDF file prints from Internet Explorer 3.0 (Windows)

PCL printing issues

Unable to print an entire PDF file from Internet Explorer 3.0 (Windows)

Unable to separate PDF file embedded as an EPS file in another application (Macintosh).

Improving printing performance

To improve printing performance, enter the correct amount of memory for your printer in the printer driver settings. Many times, your printer will have more memory than the settings indicate. You can significantly improve performance by setting this field correctly.

Incorrect font alignment

Captured documents align fonts incorrectly when printing to a PCL printer with the default printer settings. Selecting bitmap fonts instead of outline fonts should fix the font alignment problem.

Only the first page of a PDF file prints from Internet Explorer 3.0 (Windows)

Only the first page of a PDF file embedded in an HTML file will print from Internet Explorer if you use Internet Explorer's print command. Printing such an HTML page to a Postscript printer with the current Acrobat Reader release is very slow. ➤

If the embedded PDF file displays a toolbar, you can use the print tool in that toolbar to print the entire PDF file. Otherwise, the author of the HTML page must provide a Print button associated with an embedded PDF file (and implemented using a VBScript) to enable you to print the entire file.

PCL printing issues

If your PDF file prints incorrectly to a PCL printer, try modifying the driver settings. In general, try raster graphics instead of vector graphics and bitmap fonts instead of outline fonts. (Each driver has different settings, so we cannot tell you exactly which settings to use—see your printer manual for details.)

If your file still prints incorrectly, print to a PostScript printer. ➤

Unable to print an entire PDF file from Internet Explorer 3.0 (Windows)

Internet Explorer's print icon and Print command will not correctly print a PDF file displayed in the full Internet Explorer window.

Use the print tool in the Acrobat toolbar to print the entire PDF file.

Unable to separate PDF file embedded as an EPS file in another application (Macintosh).

To ensure that the PDF file is separable, select Level 1 when using the Export > PostScript or EPS option to create an EPS file for embedding in another application. ■

Troubleshooting PDF indexing

This section provides solutions for problems you may encounter when indexing PDF files. There may be additional troubleshooting information in the ReadMe file.

Crashing during a build on Macintosh System 7.5.2

Indexes take too long to build (Macintosh)

Not responding to the Stop button

Reindexing unchanged files

Restarting a stopped or failed build

Unavailable indexes

Crashing during a build on Macintosh System 7.5.2

If you are running Adobe Acrobat Catalog native on a Power Macintosh and using a version of Apple-Talk's Open Transport before 1.1, Catalog may crash during indexing. To check the version of Open Transport, open the AppleTalk Control Panel and choose Get Info from the File menu.

Indexes take too long to build (Macintosh)

If an index takes a long time to build and you notice a large amount of disk activity, stop the build, increase the Index Disk Cache Size in the Index group of preferences as much as possible, and build the index again. ➤

Not responding to the Stop button

During lengthy operations such as removing unnecessary indexes, clicking the Stop button may seem to have no effect. This is because Catalog needs to finish the operation before it can stop the build.

Reindexing unchanged files

When you update an index, files that are unchanged since the previous build may nevertheless be reindexed. This can happen when a file has been damaged, or when it doesn't observe MS-DOS filenaming conventions. ➤

Restarting a stopped or failed build

If the index-building process was purposely stopped, or an index failed to build for another reason, you can try to rebuild the index by doing one of the following:

- Restart Catalog and rebuild the index.

- If the search engine says that it could not repair the index, then go to the directory with the same name as your index description file (the .PDX file) and remove the file named COLLECTN.STP. ➤

Unavailable indexes

Indexes will not be available when the index includes PDF files with double quotes (" ") in their pathname or if the index has double quotes in its pathname. A pathname is the name of the file plus the name of the folder that contains it and the names all of its parent folders. If an index is always unavailable check to see if there were transaction errors in the Catalog file generated when building the index. If there were transaction errors, the index can be made available by removing the double quotes from the filenames or folders included in this index and building the index again.

An index may also be unavailable if by accident two copies of Catalog tried to build the index at the same time. One of these copies of Catalog will give an error (Vdb Access Error), but the other will appear to finish successfully. In fact it was not successful and the index should be purged and rebuilt.

Troubleshooting PDF searches

If you have trouble with a search that includes a possible stopword, a number, punctuation, or a special character, see **Working around stopwords and other exclusions** for information.

This section provides solutions for problems you may encounter when searching PDF files. There may be additional troubleshooting information in the ReadMe file.

Expected file doesn't appear in the Search Results list

File in the Search Results list is slow to open

Network server is overloaded

Unexpected words are highlighted

Expected file doesn't appear in the Search Results list

Consider these possibilities:

■ If the Proximity option is on, files containing the words being searched for may not appear in the list if the words are more than one page apart. Try searching without the option.

■ Words in Type 3 fonts will not be found if they contain high ANSI characters such as ligatures.

File in the Search Results list is slow to open

Try the following:

■ Rename your files and folders, particularly your top-level folders, using 8.3 conventions; then rebuild the index.

■ Select Add ID's to 1.0 Files in Exchange's Index Options dialog box. ➤

■ Avoid searching for common words (like "the") by themselves. The number of hits can be so large that it takes a long time to retrieve them.

Network server is overloaded

A network file server can reach maximum utilization when many users are running broad searches at the same time. Avoid broad searches such as "*report" (which will read the entire index).

Unexpected words are highlighted

Searches with the Sounds Like, Word Stemming, and Thesaurus options may or may not produce relevant results. Use the Word Assistant to preview the words that will be highlighted before you use one of these options. ■

Acrobat error messages

Acrobat viewer error messages

The error messages below may appear when you are using Exchange or Reader.

A drawing error occurred which is probably due to an out-of-memory condition. You may want to increase the application's memory size using Get Info in the Finder. (Macintosh)

See the *Getting Started Guide* for information about increasing application memory.

A drawing error occurred which is probably due to an out-of-memory condition. (Windows and UNIX)

Exit other applications or close windows to free memory. You may also consider increasing the amount of RAM on your system.

Capture plug-in error messages

If one of the following error messages appears while you are using the Capture Pages command, click the message for information.

Capture Server software not found or not installed properly

Capture Server is in use by another program

Height or width of image beyond maximum (14 in)

Image resolution outside supported range

Insufficient memory to perform operation

Not enough space for temporary files

Please specify valid page range(s) ➤

The font *font name* could not be found or system resources are too low to access the font

This page is not an Image-Only page, and can't be captured ■

Capture Server software not found or not installed properly

If Exchange cannot run the Capture plug-in, it may not have been installed correctly, or it may have been corrupted. First, try restarting Exchange, then try restarting your computer. If the problem persists, reinstall the Capture plug-in from the Acrobat CD-ROM.

Capture Server is in use by another program

This message occurs when the Capture plug-in is in use by another application (such as Visoneer Paperport software) or when a previous capture attempt has been suspended. Try closing the other application, or close the Capserve program by pressing Ctrl+Alt+Delete (in Windows). If the problem persists, try restarting your computer. ➤

Height or width of image beyond maximum (14 in)

You tried to process a page image that is either wider or taller than the maximum image size that the Capture plug-in can process (14-by-14 inches). Either re-scan the page as a smaller image or use image-editing software, such as Adobe Photoshop, to crop or resize the image.

Image resolution outside supported range

You tried to process a page image with a resolution that falls outside the following ranges: for black-and-white images, 200–600 dpi; for grayscale and color images, 200–400 dpi.

Either re-scan the page using a scanner resolution setting within acceptable limits or use image-editing software, such as Adobe Photoshop, to resample the image at an acceptable resolution. ➤

Insufficient memory to perform operation

If you are running other programs, quit those programs to free memory. You might have to restart your computer to free all the memory used by other programs. You can also install more memory in your computer.

Not enough space for temporary files

Delete unnecessary files to free disk space. Alternatively, use a disk drive with more free disk space. See **Setting Capture plug-in preferences** in the Capture Plug-in Guide for information on specifying another drive for temporary files.

Windows 3.1 users only: You can try increasing the

size of the Windows swap file. See your Windows documentation for instructions on how to do this.

➤

Please specify valid page range(s)

Enter the page numbers or range of pages of the document you want to capture. Be sure to separate pages and page ranges with commas. (For example, 1, 3, 5-7 would capture pages 1, 3, 5, 6, and 7 of your document.)

The font *font name* could not be found or system resources are too low to access the font

Reinstall the Capture plug-in to reinstall all the required fonts. If the problem persists, see **Insufficient memory to perform operation** for information on increasing memory usage.

This page is not an Image-Only page, and can't be captured

If you get this message while you are capturing a multi-page document, click Yes to skip to the next page and resume the capture process. ➤

This message occurs when:

- The current page has already been captured

Check to see if the page has already been captured by choosing Edit > Select All. If some or all of the text on the page is highlighted, the page may have already been captured.

- The current page is not a simple bitmap

Even if a page has not already been captured, it may contain graphics or text that prevents it from being captured. Scan or import the original page again to create a PDF Image Only file and then capture it.

- The current page has been rotated or cropped

The Capture plug-in cannot process PDF Image Only pages that have been rotated or cropped. You may need to scan or import the original page again before capturing it. You can then rotate or crop the captured page as needed. ■

Catalog error messages

Catalog displays error messages in the Messages box. If the error occurred while an index was being built, it also writes the message to the **log file**.

Click Catalog error messages (A-C) for a list of messages that begin with A, B, or C, and so on. Then click in the list for help with a particular message.

Catalog error messages (A-C)

Catalog error messages (D-H)

Catalog error messages (I-R)

Catalog error messages (S-Z)

Catalog error messages starting with a filename

Catalog error messages (A-C)

Access denied.

Acrobat Catalog fatal error—Either the message database is inaccessible or there are insufficient permissions/space to write to the PDX file.

ACROCAT.INI—Error in user defined field, no ',' found. Definition skipped. Type: *type*.

ACROCAT.INI—This is not a valid field type. It will be skipped. Type: *bad type name*.

Attempting to fix broken collection.

Could not create directory *directory name*.

Could not write ID into *filename*.

Catalog error messages (D-H)

Directory Full.

Disk Full.

Document *filename*: Parsing error on page number *nn*—Skipping rest of document.

Document *filename*: Unable to read page number *nn*.

File locked—perhaps by another application.

Error in writing to log file—please check disk space.

File not found—perhaps a server has gone down.

Hardware error writing to file.

Catalog error messages (I-R)

Included directory *directory name* not found.

Index directory *directory name* has less than nn bytes of space—Build will be terminated.

Index directory *directory name* not found—Perhaps a server has gone down.

Insufficient memory to perform operation.

Memory exhausted—Please close other applications and try again.

Not enough memory to continue.

Catalog error messages (S-Z)

Search Engine Message: E3-0024 (VDK): Failed 1 times to build partition.

Search Engine Message: E0-1203 (Guards): Failed after 1 attempts to lock file. (Windows)

Search Engine Message: *various numbers and messages*.

Sharing violation—Perhaps another application has it open.

Some files were still open during purge— users are still searching the index—their next search will fail.

Too many open files. (Windows)

Unable to open log file for exclusive write.

Catalog error messages starting with a filename

Filename **cannot be opened for indexing.**

Filename **needs an open password—Password protected files cannot be indexed.**

Filename **is in previously included directory filename.**

*Filename***: Page:** *nn* **had a serious error; the rest of the file will be skipped.**

Access denied.

Problem: Catalog could not open an index-definition (PDX) file, a log file, or a PDF file.

Solution: If the PDX, log, and PDF files are stored on a DOS computer, make sure that none of these files has read-only, hidden, or system file attributes. If the files are stored on a Macintosh or UNIX computer, make sure that Catalog (or the person running the program) has permission to change and delete the files.

Acrobat Catalog fatal error—Either the message database is inaccessible or there are insufficient permissions/space to write to the PDX file.

Problem: There is either insufficient disk space to build the index or Catalog cannot open or write to the PDX or log file. ➤

Solution: If the PDX, log, and PDF files are stored on a DOS computer, make sure that none of these files has read-only, hidden, or system file attributes. If the files are stored on a Macintosh or UNIX computer, make sure that Catalog (or the person running the program) has permission to change and delete the files.

ACROCAT.INI—Error in user defined field, no ',' found. Definition skipped. Type: *type.*

Problem: A Document Info field in the acrocat.ini file is declared incorrectly.

Solution: Declare the field correctly; then restart Catalog and build the index. See **Supporting custom Document Info fields** for the field declaration rules. ➤

ACROCAT.INI—This is not a valid field type. It will be skipped. Type: *bad type name.*

Problem: A Document Info field in the acrocat.ini file is declared with a type that is not int, date, or str.

Solution: Declare the field correctly; then restart Catalog and build the index. See **Supporting custom Document Info fields** for the field declaration rules.

Attempting to fix broken collection.

Problem: The last time this index was built or updated, the computer running Catalog crashed or Stop was clicked. Or you are attempting to purge an index optimized for CD-ROM.

Solution: If the attempt to fix the broken collection or purge the index succeeds, no action is necessary. If the attempt fails, rebuild or update the index. ➤

Could not create directory *directory name*.

Problem: Catalog did not have permission to create an index folder or subfolder.

Solution: Make sure that Catalog (or the person running the program) has permission to create folders on the server volume where the index is being created.

Could not write ID into *filename*.

Problem: Catalog tried to write a unique Acrobat document identifier to a PDF file created by a version 1.0 PDF Writer or Distiller program, but did not have permission to change the file.

Solution: Make sure that Catalog (or the person running the program) has permission to change PDF files. ➤

Directory Full.

Problem: There is insufficient free disk space to create, update, or rebuild the index.

Solution: Delete files on the disk or server where you are trying to build the index, or build the index on a disk or server with more free space. If you are updating an index that has already been updated, consider **purging and rebuilding the index** to reduce the disk space required for the index.

Disk Full.

Problem: There is insufficient free disk space to create, update, or rebuild the index.

Solution: Delete files on the disk or server where you are trying to build the index, or build the index on a disk or server with more free space. If you are updating an index that has already been updated, consider **purging and rebuilding the index** to reduce the disk space required for the index. ➤

Document *filename*: Parsing error on page number *nn*—Skipping rest of document.

Problem: The indicated page is corrupt.

Solution: Replace the corrupt page. If you cannot open the file with Exchange, recreate the file.

Document *filename*: Unable to read page number *nn*.

Problem: The indicated page is corrupt.

Solution: Replace the corrupt page. If you cannot open the file with Exchange, recreate the file. ➤

Error in writing to log file—please check disk space.

Problem: There is insufficient free disk space to create, update, or rebuild the index.

Solution: Delete files on the disk or server where you are trying to build the index, or build the index on a disk or server with more free space. If you are updating an index that has already been updated, consider **purging and rebuilding the index** to reduce the disk space required for the index.

File locked—perhaps by another application.

Problem: Catalog cannot open the PDX or log file because the file is locked.

Solution: Stop the application that has the file locked. ➤

File not found—perhaps a server has gone down.

Problem: Catalog tried to index a PDF file that was found at the beginning of the build but is now unavailable.

Solution: If the file server containing the file became unavailable, you can build, update, or rebuild the index after the server is available. If the file was deleted between the time that the build began and the error occurred, ignore the error.

Hardware error writing to file.

Problem: Catalog failed because of equipment failure.

Solution: Repair the equipment. ➤

Included directory *directory name* not found.

Problem: Catalog tried to index a PDF file that was found at the beginning of the build, but the folder containing the file is not available.

Solution: If the file server containing the file became unavailable, you can build, update, or rebuild the index after the server is available. If the folder containing the file was deleted between the time that the build began and the error occurred, remove the folder from the Include list and rebuild the index.

Index directory *directory name* has less than *nn* bytes of space—Build will be terminated.

Problem: There is insufficient free disk space to create, update, or rebuild the index. ➤

Solution: Delete files on the disk or server where you are trying to build the index, or build the index on a disk or server with more free space. If you are updating an index that has already been updated, consider **purging and rebuilding the index** to reduce the disk space required for the index.

Index directory *directory name* not found—Perhaps a server has gone down.

Problem: Catalog tried to index a PDF file that was found at the beginning of the build, but the folder containing the file is not available.

Solution: If the file server containing the file became unavailable, you can build, update, or rebuild the index after the server is available. If the folder containing the file was deleted between the time that the build began and the error occurred, remove the folder from the Include list and rebuild the index.

➤

Insufficient memory to perform operation.

Problem: There is insufficient memory available to run Catalog.

Solution: If other applications are running, stop the applications and run Catalog by itself. If the index build continues to fail at a specific document, try the following:

■ If the document is large, make sure that the DocumentWordSections setting in the acrocat.ini file (Windows), or the Document Section Size setting in the Index group of **preferences** (Macintosh), matches the amount of memory available.

■ On the Macintosh, increase the Index Disk Cache Size value in the Index group of **preferences**. When building large indexes, you may also want to increase the memory allocated to Catalog by increasing its Preferred size value in the Get Info dialog box. ➤

■ Try removing the failing document from the indexed collection. If this corrects the problem, try recreating the document and indexing again. If this fails, try indexing only the recreated document.

■ Try running Catalog on a computer that has more memory, or adding memory to the computer where the program is running.

■ If none of these solutions work, contact **Adobe CustomerFirst® Technical Support** and report the problem.

Memory exhausted—Please close other applications and try again.

See Insufficient memory to perform operation.

Not enough memory to continue.

See Insufficient memory to perform operation. ➤

Search Engine Message: E3-0024 (VDK): Failed 1 times to build partition.

Problem: You clicked Stop while Catalog was building an index.

Solution: None required. This message is normal.

Search Engine Message: E0-1203 (Guards): Failed after 1 attempts to lock file. (Windows)

Problem: The DOS Share program is not running.

Solution: Run the DOS Share program before starting Catalog. You might want to put the Share Run command in the autoexec.bat file. See your DOS manual for a description of the Share program. ➤

Search Engine Message: *various numbers and messages.*

Problem: Many problems can cause search engine messages.

Solution: If the build failed, make sure that there is sufficient free disk space. Then try to build or update the index again. If that doesn't work, **purge and rebuild the index**. If the build still fails and there are search engine errors, reinstall Catalog and try to rebuild the index. Finally, if that does not work, contact **Adobe CustomerFirst® Technical Support**.

Sharing violation—Perhaps another application has it open.

Problem: Catalog cannot open the PDX or log file, or it cannot open a PDF file to add an Acrobat document identifier because another application is using the file. ➤

Solution: If you can identify the application that has the file open, close the file. Otherwise, wait until the application closes the file.

Some files were still open during purge— users are still searching the index—their next search will fail.

Problem: A computer running Acrobat Search crashed while using an index you are trying to purge, so the purge operation cannot complete successfully.

Solution: Click OK to close the message box and release Catalog to work on other indexes. To complete the failed purge, find and restart the failing computer, wait for a few minutes, and try the purge operation again. ➤

Too many open files. (Windows)

Problem: The number of concurrent file opens specified with the FILES command in the config.sys file has been exceeded.

Solution: If other programs are running on the computer where Catalog is running, quit those programs. Otherwise, increase the number of allowable concurrent file opens with the FILES command in the config.sys file. In most cases, setting FILES to 80 is sufficient.

Unable to open log file for exclusive write.

Problem: Catalog cannot open the log file because another application is using the file.

Solution: If you can identify the application that has the file open, close the file. Otherwise, wait until the application closes the file. ➤

Filename **cannot be opened for indexing.**

Problem: Catalog cannot open the indicated file.

Solution: If the file is stored on a DOS computer, make sure that the file does not have the read-only, hidden, or system file attributes. If the file is stored on a Macintosh or UNIX computer, make sure that Catalog (or the person running the program) has permission to open the file.

Filename **is in previously included directory** *filename*.

Problem: You may have tried to include a folder whose name is a substring of the name of an already included folder. For example, if you have already included the folder "docsbac," you can't also include the folder "docs."

Solution: Change the name of one of the folders.

Filename needs an open password—Password protected files cannot be indexed.

Problem: Catalog cannot open the indicated file without an Acrobat password.

Solution: Open the file with Exchange, and use Save As to create a new file that does not require a password in order to be opened.

Filename: Page: _nn_ had a serious error; the rest of the file will be skipped.

Problem: The indicated page is corrupt.

Solution: Replace the corrupt page. If you cannot open the file with Exchange, recreate the file. ∎

PostScript error messages

If one of the PostScript error messages listed below appears while you are using Distiller, click the message for information.

Findfont

Limitcheck

Typecheck, stackoverflow, and stackunderflow

VMError

Findfont

When Distiller cannot find a Type 1 font used in a PostScript file to create a substitute for the missing font, it issues a findfont error message and substitutes Courier for the missing font.

If Distiller can't find the font because it is not installed on the same system or in a font folder identified with the Font Locations dialog box, install the font on the system that has Distiller, or place it into a font folder listed in the Font Locations dialog box.

If Distiller cannot find the Type 1 font because the font is in a folder on a network server to which Distiller has lost access, restore Distiller's access to the server and reprocess the PostScript file.

See **Giving Distiller access to fonts (UNIX)** for information.

A findfont error will also occur if the **Base 13 fonts** are not available to Distiller. ➤

Limitcheck

This error occurs because an implementation limit has been exceeded. This is usually caused when a path is too complex. In some applications, such as Adobe Illustrator, it is possible to decrease the complexity of the path by using features called *flatness* and *split long paths*. If these features are not available, manually try to decrease the complexity of the file by removing points on a path or fonts.

Typecheck, stackoverflow, and stackunderflow

These errors occur for many reasons. It is best to **regenerate the PostScript file** to solve this problem.

➤

VMError

This error occurs when Distiller runs out of memory. Allocate more RAM to Distiller (Macintosh) or increase the amount of RAM available to the system. Sometimes this error occurs for the same reason as **limitcheck**. ■

Search error messages

If one of the error messages listed below appears while you are using the Search command, click the message for information.

The index is unavailable

Highlights will not be displayed

No documents were found that matched your query

Out of file handles

Not enough memory (Macintosh)

The index is unavailable

Problem: An index is unavailable, probably for one of the following reasons:

- The connection to the network server containing the index has been lost.

- The index is being purged and rebuilt.

- The index has been moved to a new location.

- The index has been deleted.

- There is not enough memory for the index to be attached.

- You are using a Macintosh, and there are double quotes in the pathname of the index or the indexed files. ➤

■ You are using a Macintosh connected to a UNIX file server, and the software and configuration used for the connection are causing the problem.

Solution: Contact the person responsible for the index if you suspect that the index is being purged and rebuilt, or if you suspect that it has been moved or deleted. If you think there is not enough memory for the index, free more memory by closing other applications and then restart your Acrobat viewer. If you are using a Macintosh with a UNIX file server and think there is a connection problem, try using Mac TCP/IP. ➤

Highlights will not be displayed

Problem: You tried to open a PDF document from the Search Results window that changed since the index was built.

Solution: The changes may not have altered the locations of the words on the page. For example, adding a note to a PDF document or changing its security settings causes the message to be displayed. If you are using a Macintosh and the document is on a Novell network, there may be no changes at all—a change may have been reported incorrectly because of inconsistencies between Novell and Macintosh date reporting.

However, if changes to the file did alter the locations of words, the query-match highlights will be incorrect. If a page was deleted, for example, highlights will indicate the wrong words. ➤

If you think the changes to the PDF document did not alter the locations of words in the document, or if you think you will be able to tell whether the highlights are correct, click the Highlight Anyway button to close the message box and view the document. Otherwise, arrange to rebuild the index.

If the search query reports that a file on a Novell network has been changed since the index was last built, consider using the index anyway. The report may be in error because of inconsistencies between Novell and Macintosh date reporting. ➤

No documents were found that matched your query

Problem: No documents in the currently selected indexes meet the criteria you specified with a search query.

Solution: Try these steps:

- Make sure you have selected the indexes that contain the documents with the information you seek.

- Make sure you are not using Document Info or Date Info field values—or search options—from a previous query by mistake.

- Make sure you are not searching for a phrase that contains a **stopword** in an index that has stopwords.

- Make sure you are not searching for a number in an index from which numbers have been excluded. ➤

■ If you are using *and*, *or*, or *not* in a literal phrase, not as Boolean operators, make sure the phrase is enclosed in quotation marks (" ").

■ On a Macintosh, find out whether the index has been purged and rebuilt since your last search. If it has, you will need to detach from that index and then reattach to find any documents.

Out of file handles

Problem: You are running too many programs or you have too many windows open.

Solution: Close some windows, and try the search query again. If you are running two or more applications, quit all applications except the Acrobat viewer you are searching from and retry the query.

➤

Not enough memory (Macintosh)

Problem: You do not have enough memory to find the documents that match your search query.

Solution: Try increasing the memory available to the Acrobat viewer you are searching from.

To increase available memory:

1 If the Acrobat viewer is running, quit it.

2 From the Finder, click to select the Acrobat viewer's program icon.

3 Choose File > Get Info.

4 In the Memory Requirements box, increase the Minimum size value. For example, you might increase the Minimum size value to 2500 or 3000. (The maximum amount of memory available for the application is limited by the amount of memory installed in your Macintosh.) ➤

5 Click the close box in the upper left corner of the Get Info dialog box.

6 Launch the Acrobat viewer. If a message appears telling you that there is not enough memory to run the program, decrease the Minimum size value in the viewer's Get Info box. ■

Adobe CustomerFirst® Technical Support

When you register your Acrobat product, you receive complimentary person-to-person technical support from the Adobe CustomerFirst program for a limited period. Other complimentary Customer-First resources are available at any time, and you can purchase additional person-to-person support.

Complimentary Person-to-Person Technical Support

Other Complimentary Technical Information Resources

Complimentary Person-to-Person Technical Support

When you register your retail product purchase, you receive 90 days of free technical support from the date of your first call. When you register your upgrade purchase, you receive 30 days of support from the date of your first call.

For Adobe Acrobat technical support:

- Call 206-628-2745 for the Macintosh version.

- Call 206-628-2746 for the Windows or OS/2 version.

- Call 206-628-3950 for the UNIX version.

See **Other Complimentary Technical Information Resources** for information on person-to-person technical support after the initial 90-day or 30-day period.

Other Complimentary Technical Information Resources

CustomerFirst provides on-line and automated technical information, 24 hours a day, 7 days a week.

By e-mail. To receive a general index of Acrobat topics available by e-mail, send e-mail to techdocs@adobe.com with the document number 250099 in the subject line and nothing in the body of the message. The document will be returned to you by e-mail. You can receive any of over 1400 technical reference documents, fact sheets, and answers to commonly asked questions by e-mail.

By fax. To receive a general index of Acrobat topics available by fax, call our FaxYI line at 206/628-5737 with your fax number handy and request document number 250099. FaxYI has over 1400 technical reference documents, fact sheets, and answers to commonly asked questions available. ➤

By Internet. Visit our home page on the World Wide Web at http://www.adobe.com to browse through and download information, technical reference documents, software updates, drivers, filters, and patches.

By on-line services. Go to our Adobe forums to communicate with other Adobe customers to discover solutions and exchange ideas:

■ CompuServe: Type ADOBEAPP at the GO prompt.

■ America Online (AOL): Type ADOBE in the Keyword dialog box ("Go to" menu).

■ The Microsoft Network® (MSN®): Type ADOBE at the Go To command (Edit view).

By modem. Dial up Adobe's Bulletin Board system (BBS) at 206/623-6984 to download information, technical reference documents, software updates, drivers, filters, and patches.

How to use this online guide

◀ ▶   Page back or page forward.

◀◀ ▶▶   Undoes a change of page or view, or redoes a change (Go Back/Go Forward).

🏠   Go to the Contents.

📖   Go to the Index.

❓   Go to the how-to page (this page).

◎   Go to the "parent" of the current topic.

text   Go to the indicated topic.

➤   Go to the next page of a continued topic.

■   End of a continued topic.

➤

How to print this online guide

You can print separate topics or the entire guide. Since the pages of the guide have been made small for online viewing, Windows and Macintosh users may prefer to print them two to a page of paper—"two up."

To print pages two up:

1 Choose File > Print Setup (Windows) or File > Page Setup (Macintosh).

2 Follow the instructions for your platform:

■ In Windows, click Options, select 2 up on the Paper tab, click OK to return to the Print Setup dialog box, and click OK again to close it. ➤

■ On a Macintosh, choose 2 Up from the Layout menu and click OK.

Note: *If you can't perform step 2, you may not be using an Adobe or PostScript printer driver. If you are and you still can't perform the step, install the Adobe printer driver on the Acrobat CD-ROM. See the Acrobat Getting Started guide for installation instructions.*

3 Choose File > Print.

4 Indicate the page range.

Click OK (Windows) or Print (Macintosh). ■