Tech Info Library

QuickTake 200: Problems Installing Adobe Software (3/97)

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Revised:        3/24/97
Security:       Everyone


QuickTake 200: Problems Installing Adobe Software (3/97)


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TOPIC -------------------------------------------------------------

On the initial CD-ROM discs containing Adobe PhotoDeluxe and Adobe PageMill 2.0,
there was a problem with the serial number printed on the CD jacket for
PhotoDeluxe. There are also problems installing the software. This article
contains the workarounds for the problems.


DISCUSSION --------------------------------------------------------

Adobe PhotoDeluxe Serial Number Issue
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The serial number printed on the CD-ROM jacket is incorrect.

If the printed the serial number begins with HEWxxxxxxxxxxx-xxx

The correct serial number is: HFWxxxxxxxxxxx-xxx (Note the second character is
different)



Installation Problems with Adobe PageMill & PhotoDeluxe
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When customers try launching either the Adobe PageMill installer or Adobe
PhotoDeluxe installer icons at the root level, they will hear a beep once and
the installer will not open. The workaround is listed below.

Adobe PageMill
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Step 1
------
Open the Adobe PageMill 2.0 folder
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Step 2
------
Open the Adobe PageMill 2.0 folder

Step 3
------
Open the Disk 1 folder

Step 4
------
Launch the Install Adobe PageMill icon.



Adobe PhotoDeluxe
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Step 1
------
Open the Adobe PhotoDeluxe folder

Step 2
------
Open the Install Adobe PhotoDeluxe folder

Step 3
------
Open the Install-Disk 1 folder

Step 4
------
Launch the Adobe PhotoDeluxe Installer icon.



Adobe's technical support staff has been informed of the workarounds and Apple
is currently replacing the CD-ROM discs, so customers get a working CD-ROM Disc
out of the box.


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