

2007: The Year in Review

A year of growth for Adobe and for the print industry

2007 saw continuing change and progress for both Adobe and the print industry. Adobe released Adobe® Creative Suite® 3, with new features that change the way designers and printers do business; and Adobe OEM partners integrated Adobe PDF Print Engine into their products, changing the very meaning of the words “PDF workflow.” We also noted trends in the industry, including the move toward greener printing practices; an increasing reliance on variable data publishing; and the ongoing expansion of print businesses to offer their customers cross-media publications, serving a broader role as communications service providers.

Influenced by the worldwide concern about climate change, the printing industry made greater strides toward greener practices in the past year. Other trends continued this year and show no sign of slowing: Variable data publishing (VDP) becomes ever more essential in a world of information overload. Increasingly, print providers are expanding their businesses to offer cross-media publishing using web applications such as Adobe Dreamweaver® and Adobe Flash® as they become graphic communications and marketing specialists.

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Perhaps the biggest event of the year for Adobe was the release of Adobe Creative Suite 3, including several editions designed to meet the needs of professionals in different creative fields. Because Creative Suite 3 included major upgrades for Adobe InDesign®, Adobe Photoshop®, and Adobe Illustrator®, as well as Adobe Acrobat® 8 Professional, it had a major effect on the documents print professionals work with—and we put extra emphasis on providing the educational resources you needed to get up to speed.

Another landmark this year was the release of printing solutions that incorporate the Adobe PDF Print Engine. This landscape-changing technology has won awards and critical acclaim. Now it's available, making a true end-to-end PDF workflow a reality.

ADOBE CREATIVE SUITE 3

Anyone who uses Adobe applications regularly has been touched by Adobe Creative Suite 3, as Adobe released editions for every need. Adobe Creative Suite 3 Design Premium and Design Standard provide industry-standard tools for design and production. Adobe Creative Suite 3 Web Premium and Web Standard include resources for web designers and developers. Adobe Creative Suite 3 Production Edition is a complete, integrated, post-production solution for anyone who distributes dynamic content for film, video, DVD, the web, and mobile devices. The

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most comprehensive edition is the Adobe Creative Suite 3 Master Collection, which includes almost all the Adobe creative applications.

Adobe Creative Suite 3 Design Premium introduced new versions of the applications you and your customers use every day. Throughout the suite, there are performance enhancements, more options for customization, greater product integration, and a common user interface. Additionally, the suite includes productivity features for visual asset management, effective file management, and direct access to online services. Consistent print controls, shared color settings, and shared PDF export presets across Design Premium components help you generate reliable output with support for high-end Adobe PDF workflows, including PDF/X-4.

Adobe Acrobat 8 Professional, which was released a few months earlier, is fully integrated into the suite. For example, Acrobat 8 Professional is included in color management synchronization from Adobe Bridge CS3. Additionally, Acrobat 8 Professional uses the same PDF presets and transparency flattener presets as other suite components.

Adobe Creative Suite 3 supports the new PDF/X-4 format, which supports live transparency and layers. With PDF/X-4, transparency remains live until print, or the live transparency can be processed by a native PDF RIP such as one based on the Adobe PDF Print Engine.

Adobe Photoshop CS3 Extended & Adobe Photoshop CS3

Photoshop CS3 Extended includes all the features of Photoshop CS3 plus features that seamlessly handle 3D and motion-based content, as well as advanced measurement and analysis. Design Premium includes Photoshop CS3 Extended; Design Standard includes Photoshop CS3. Both versions streamline workflows, and both are much faster than previous versions.

Photoshop CS3 includes a simplified printing interface with a larger print preview window; the new Quick Selection tool; nondestructive Smart Filters; automatic layer alignment and blending; next-generation Camera Raw features; enhanced Vanishing Point filter; and one-button black-and-white conversion. Photoshop CS3 Extended adds specialized features and tools designed especially for professionals in film and television, manufacturing, architecture and engineering, and medicine and science. For more about Photoshop CS3, see *ReadMe Now issue 5*.

Adobe InDesign CS3

Tightly integrated with Photoshop, Illustrator, Acrobat, and Dreamweaver, InDesign CS3 delivers new creative controls, as well as productivity enhancements that help streamline repetitive tasks, accelerate demanding workflows, and meet tight deadlines. New features include an integrated Print Booklet option; selective layer printing; an enhanced Control panel; revised Pages panel; table and cell styles; and advanced Find and Change. Additionally, InDesign CS3 offers finer transparency controls; improved long document support; more flexible text wrap; and the ability to automatically generate layouts

from XML using script-driven rules. For more about InDesign CS3, see *ReadMe Now issue 4*.

Adobe Illustrator CS3

The new version of Illustrator delivers enhanced features in three key areas: innovation, performance and ease of use, and integration with other Design Premium components. Illustrator CS3 improves print, web, interactive, and mobile design. Some of its new features are improved spot color printing, improved performance, Live Color, an enhanced Control panel; the Crop Area tool; and new document profiles. For more about Illustrator CS3, see *ReadMe Now issue 6*.

Adobe Flash CS3 Professional & Adobe Dreamweaver CS3

Adobe Creative Suite 3 Design Premium includes web development tools, as well as InDesign, Illustrator, Photoshop, and Acrobat. Flash CS3 Professional is the most advanced environment for authoring rich, interactive content for websites, advertisements, instructional media, presentations, online games, or mobile devices. Adobe Dreamweaver CS3, the industry-leading web development tool, offers designers an intuitive visual layout interface while providing developers a streamlined coding environment. This release of Dreamweaver offers superior integration with other Adobe applications, making it easier than ever to repurpose documents for a multimedia campaign. For more information about Flash and Dreamweaver, see *ReadMe Now issue 8*.

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The Adobe Partner Connection manages programs to educate and prepare businesses that support users of Adobe products. If you are a Print Service Provider, Trainer, Developer, System Integrator, or Value-Added Reseller, and would like to learn more about the Adobe Partner Connection, please visit www.adobe.com/partners for details.

Past Issues of ReadMe Now: You can download past issues of this newsletter from a special partner area on Adobe's website: <http://www.adobe.com/cfusion/partnerportal/index.cfm>

Resources for service providers:
<http://www.adobe.com/go/print>

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Integrated solutions

All Creative Suite 3 editions include Adobe VersionCue CS3, Adobe DeviceCentral CS3, Adobe Bridge CS3, and Adobe Stock Photos. These tools make it easier to organize your files and your workflow.

Adobe Version Cue CS3 offers enhanced workgroup administration; new terminology that makes it easier to understand existing commands; and new commands to let you add files, download assets, and manage local files. Adobe Device Central enables you to preview and test mobile content designed in Photoshop, Illustrator, Dreamweaver, and Flash. You can access Device Central from any of those applications to test the appearance, performance, and behavior of Flash Lite content, video, and images, including screen savers and wallpapers, in the context of a wide range of mobile- and consumer-device skins, right on your desktop. Adobe Bridge helps you manage all of your Creative Suite assets—image files, InDesign and Illustrator files, PDF files, and, now, Flash file formats such as SWF and FLV files. Bridge CS3 includes performance enhancements, additional workspace customization, a new Filters panel, and stacks. For more information about these tools, see *ReadMe Now issue 7*.

PDF PRINT ENGINE AVAILABLE

In April 2006, Adobe announced the Adobe PDF Print Engine, printing software technology for native PDF processing and output. The PDF Print Engine makes possible efficient, effective PDF and JDF print workflows, without the compromises and conversions previously necessary. Adobe's printing solution partners have embraced the PDF Print Engine and begun integrating it into their software applications and hardware devices.

Traditional PDF workflows use PDF files to move content from native applications through a standard PostScript workflow. However, PostScript provides no direct support for many elements that the latest PDF standards support, including live transparency. The PDF Print Engine, on the other hand, processes PDF files natively, without unnecessary conversions, preserving the integrity of the original file and the designer's intent. Its integral use of Job Definition Format (JDF) files to capture and process information lets the PDF file remain device-independent until late in the workflow. This makes the Adobe PDF Print Engine ideal for a workflow that unifies digital and offset processes.

The Adobe PDF Print Engine is a technology, rather than a shrink-wrapped product or piece of equipment. Adobe's printing solution partners incorporate the Adobe PDF Print Engine in their RIPs, soft-proofing technology, and other software and hardware solutions. In 2007, several of those solutions became available. In fact, more than 1,000 systems are now in production worldwide, and user response has been overwhelmingly favorable.

- **Agfa Graphics** incorporated the Adobe PDF Print Engine in the ApogeeX workflow 4.0.
- **Fujifilm** developed Fujifilm Workflow XMF with a native JDF architecture and Adobe PDF Print Engine. Fujifilm Workflow XMF is available for several European markets, but not yet for North America.
- **Heidelberg** includes the Adobe PDF Print Engine in release 6.5 of the Prinect MetaDimension RIP, as part of the Prinect workflow management system.
- **Kodak** includes the Adobe PDF Print Engine with its Prinergy Workflow System 4.0 and in the Kodak Nexstation V Front End on the NexPress 2100 Plus digital production color press.
- **Screen** launched its Trueflow SE workflow, which adds the Adobe PDF Print Engine to the Trueflow PDF- and JDF-based prepress production workflow.
- **Xante** features the Adobe PDF Print Engine in OpenRIP Symphony, an Adobe PostScript 3 RIP.

PRINTING SUSTAINABLY

As the world becomes more aware of the negative effects of human activities on the planet, consumers are demanding environmentally responsible practices of all their vendors, including print service providers. Many companies are finding that the move toward greener printing practices helps both the planet and their bottom line.

According to data from the Institute of Sustainable Communication (www.sustaincom.org), the paper industry is the fourth largest user of electricity and the largest user of water in the world. Consider the chemicals used in inks, extensive proofing processes, and the energy required to create the finished product. It all adds up to make the printing industry one that can make a real difference in the effort to reduce carbon emissions and other pollution.

What does it mean for a print shop to go green? That depends on the shop. There are practices that any business, whether a retail grocery store or a skating rink (or a print service provider!) can follow. And there are some that are specific to the printing industry. Every step you take can make a difference. You'll gain greater efficiencies, a healthier planet, and environmentally conscious customers.

Sustainable Green Printing Partnership (SGP) launched its new website at the end of October. SGP's mission is to encourage and promote participation in the worldwide movement to reduce environmental impact and increase social responsibility of the print and graphic communications industry through sustainable green printing practices.

TEN WAYS TO GO GREEN

- Use a PDF workflow.
- Receive print jobs online.
- Use recycled, chlorine-free paper whenever possible.
- Optimize production techniques through JDF to conserve paper and energy, and to lower your production costs.
- Use an online proofing and approval process.
- Use variable data publishing (VDP) to target publications.
- Reduce your energy usage by activating the energy-saving features on your equipment.
- Use low-polluting inks when possible. Swear off heavy-metal inks, toxic chemicals, and solvents.
- Reduce packaging.
- Teleconference instead of flying. Use virtual meeting technologies such as Adobe Connect instead of traveling.

Beginning in March 2008, printers can join the SGP registry by meeting a set of criteria to establish performance standards. The registry will be available to the print-buying community so that they can easily identify and contact “green” printers within their area. For more information about joining the SGP registry, visit the SGP website at www.sgppartnership.org. For more information and resources about the green printing trend, see *ReadMe Now issue 9*.

VDP CONTINUING TO GROW

The trend toward variable data publishing (VDP) certainly didn't begin in 2007, but it did pick up steam. Companies are increasingly turning to VDP to cut through the clutter of mail, email, periodicals, television ads, radio commercials, text messages, phone solicitations, and other messaging. VDP overcomes the challenge by producing relevant, graphically rich information that targets specific recipients' interests using the method of communication they prefer.

VDP merges recurring content with variable data imported from a database. You can use a simple form of VDP to merge a name in a letter, but more sophisticated databases and logic let you generate customized charts and graphics on the fly. Whether used to acquire leads, increase sales, raise funds, or secure customer loyalty, a growing number of communications professionals are taking advantage of the power of VDP to achieve unprecedented results.

Any VDP workflow has three basic components: preparing the database, designing the product, and outputting the merged content. The

printer outputs the content, of course, but may also help prepare and manage the database, design the campaign, and track results.

Adobe Creative Suite 3 is VDP-capable. InDesign CS3, Illustrator CS3 and Photoshop CS3 have built-in variable data capabilities that designers can use in sequence to create assets and the final variable design. When importing XML into InDesign, designers can employ javascript to achieve much greater control over the appearance of the final merged document. Additionally, third-party plug-ins extend the VDP capabilities of InDesign, Dreamweaver, and Acrobat. Plug-ins are available from a broad range of software partners including Direct Smile, Document Sciences, Em Software, Finite Matters, Hewlett-Packard/Indigo, Kodak Print On-Demand Solutions, Meadows Publishing, Objectif Lune, Pageflex, Printable Technologies, Saepio Technologies, Sansui, and XMPie.

With Adobe InDesign Server, systems integrators and third-party developers can build design-driven publishing systems that speed editorial workflows or automate document creation from templates, varying from web-based collateral to personalized marketing materials.

For most VDP workflows, an advanced digital press is the most efficient, practical output device. The digital press receives data from the VDP publishing software and RIP, and then prints the VDP documents. Digital output systems based on Adobe PDF and Adobe PostScript produce beautifully printed, high-impact VDP materials quickly and reliably. VDP-enabled servers, RIPs, and digital printing systems from Adobe partners are based on open standards, including Adobe PDF, JDF, XML, and PPML (Personalized Print Markup Language, an XML-based markup language for VDP), ensuring maximum flexibility for collaboration with VDP design, publishing, and finishing applications. Adobe OEM partners, including EFI, Kodak, Print On-Demand Solutions, and Xerox, offer VDP-enabled servers, RIPs, and output devices. Using Adobe PostScript and PDF technologies to drive these output systems, vendors provide print service providers maximum reliability and flexibility in their VDP workflows today and in the future.

As the use of VDP expands, so does the role for the print service provider. You can develop new business and revenue streams by offering your customers comprehensive support in their VDP workflow, from strategic planning to implementation to follow-up analysis and database management. You can help customers acquire customer data or understand the data they already possess, starting with point-of-sale and company invoicing systems.

For more information about using VDP with Adobe applications, see *ReadMe Now issue 10*. Or, check out the Adobe VDP Resource Center at www.adobe.com/vdp.

CROSS-MEDIA PUBLISHING

Print service providers continued to expand their services in 2007. In addition to traditional printing services, many shops repurpose print documents, manage websites, and develop complementary web graphics for print campaigns. Even those that aren't expanding in those directions are now offering their customers ways to submit projects electronically, and are making their own websites more informative and more interactive.

Adobe Dreamweaver CS3 and Adobe Flash CS3 Professional, both included in Adobe Creative Suite 3 Design Premium, are industry-leading applications for developing online content and electronic communications. Adobe has improved integration between its other applications and Dreamweaver and Flash, which were formerly Macromedia products, so you can quickly pick up the skills you need to design, manage, and troubleshoot web graphics and sites.

According to The Industry Measure (www.theindustrymeasure.com), 21% of print and prepress firms say they offer some kind of new media or non-print services. And in Fall 2006, more than 75% of quick printers cited "providing new e-services to our customers" as a sales opportunity. E-services can involve providing web-to-print services, online job submission and tracking, and other electronic services related specifically to the print procurement process, as well as ancillary services such as web design and hosting, cross-media campaign development, and so on. (Excerpted from the Industry Measure Special Report: "The Multichannel Mix - Print and Prepress: Opportunities for commercial printers and prepress firms in today's new media environment," March 2007.)

With Dreamweaver, you can quickly and easily design, develop, and maintain websites. Designers can work in an intuitive visual layout interface, and developers can work in a streamlined coding environment. You can choose your work environment to match your workflow. Dreamweaver projects are organized by site; a single site may include dozens or hundreds of pages. Artwork, documents, and creative projects developed for print are frequently repurposed for electronic communications, and vice versa. You can easily reuse content created in Photoshop or InDesign in Dreamweaver projects. Dreamweaver CS3 is also fully integrated with Photoshop CS3.

With Flash CS3 Professional, you can add motion to artwork and concepts that have been used in print media. Flash supports native Photoshop CS3 and Illustrator CS3 files, so existing artwork can be imported for immediate use. Additionally, Flash recognizes layer structures in Photoshop and Illustrator, as well as symbols created in Illustrator, so with a little preparation, you can take full advantage of the

applications' integration. Use Flash to create interactive websites, rich media advertisements, instructional media, engaging presentations, and more. Because the Adobe Flash Player is ubiquitous on computer desktops, you can be certain that your content will reach the widest possible audience.

For more information about using Adobe Flash CS3 Professional and Adobe Dreamweaver CS3 for cross-media publishing, see *ReadMe Now* issue 8.

A NEW NAME FOR FAMILIAR SUPPORT

Adobe is committed to supporting you with partner solutions and services that ensure your success in 2008. So, we're announcing a new partner program name, a new partner site, and expanded resources. What was the Adobe Solutions Network (ASN) is now the Adobe Partner Connection. Rest assured that the Adobe Partner Connection Print Service Provider Program will provide all the benefits and support you've come to expect, as well as some exciting new program features that support your changing business needs. And the Adobe Authorized Print Service Providers designation remains.

If you're a member of the Print Service Provider Program, check out the Adobe Partner Connection Partner Portal at www.adobe.com/partners for easy access to resources and information. Watch for more information in the print service provider email newsletter.

ReadMe Now topics in 2007

The following topics were featured in 2007 issues of *ReadMe Now*. Past issues of *ReadMe Now* are available on the Partner Portal.

Issue 1: Collaboration tools in Acrobat 8 Professional

Issue 2: Adobe InCopy CS2

Issue 3: Adobe Creative Suite 3

Issue 4: Adobe InDesign CS3

Issue 5: Adobe Illustrator CS3

Issue 6: Adobe Photoshop CS3

Issue 7: Bridge, Version Cue, & Adobe Stock Photos

Issue 8: Cross-media publishing with Flash and Dreamweaver

Issue 9: Printers going green


Issue 10: Variable data publishing

Issue 11: Printing transparency with Adobe Creative Suite 3

Issue 12: The year in review

Technical Solutions

technical news and known issues for ASN service providers

Information about each of these issues is available in Adobe's online technical support database. The links will take you directly to the "living documents"—information that is kept current by Adobe Technical Support staff. Issues that are platform-specific are preceded by MAC or WIN. You can read about issues that have the Adobe logo  next to them by clicking the URL. To search for information about other issues in the technical support database, visit <http://www.adobe.com/support/main.html>. For tips on searching the database, visit <http://www.adobe.com/search/searchtips.html>.

Acrobat® Solutions

MAC: Can't print to Adobe PDF printer or printer hangs after updating to Mac OS X v10.5 (Leopard, Acrobat)

<http://www.adobe.com/go/kb402812>

Issue

After upgrading to Mac OS X v10.5 you are no longer able to print to the Adobe PDF printer, or the printer hangs.

Note: You may also receive the following error when attempting to use PDFMaker: "PDFMaker could not locate the Adobe PDF printer".

Solution 1

Export or save to PDF, if the application includes that option.

Solution 2

Print to a Postscript file using a PostScript printer driver, and then distill the file using Acrobat distiller.

Solution 3

Import the file into an application that supports exporting to PDF. For example, import a Microsoft Word document into Adobe InDesign and then export the PDF document.

Additional Information

Adobe is currently researching this issue.

WIN: Error "The feature... is on a network resource that is unavailable" or "Error 1714" when you update or install Acrobat 6.x, 7.x, 3D, 8 , 3D 8.x or Adobe Reader on Windows

<http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=320310>

Issue

When you install Adobe Acrobat or Adobe Reader, the installer returns one of the following error messages:

- "The feature you are trying to use is on a network resource that is unavailable. Click OK to try again, or enter an alternate path to a folder containing the installation package 'Adobe [product] .msi' in the box below."
- "Error 1714. The older version of Adobe [product] cannot be removed. Contact your technical support group."

Solution 1

Browse to the original installation .msi file for the application you are trying to install or update.

1. In the error dialog box, click Browse.
2. Navigate to the original installation files for your product version and choose the .msi file.

Solution 2

Remove all previous versions of Acrobat and Adobe Reader, and then install the application.

1. Choose Start > Run, type appwiz.cpl in the Open text box, and then click OK to open the Add Or Remove Programs dialog box.
2. Select Acrobat or Adobe Reader and click Remove.
3. When prompted, confirm that you want to remove the selected application.
4. Repeat the above procedure for all installed versions of Acrobat and Adobe Reader.
5. Restart the computer, and then install the application.

Solution 3

Attempt to repair Acrobat from the installation disc or cached installer files:

Important: If you do not have the cached installer files, and you have a downloaded version of Acrobat, you must download the installer again. This information also applies to the tryout edition of Acrobat.

1. Insert the Acrobat disc, locate the downloaded installer package, or navigate to the cached installer files.

Note: By default, the cached installer files are located at x:\Program Files\Adobe\Acrobat 7.0\Setup Files. If the cached installer files are not available, you must use the original media.

2. Start the installation again from this location.
3. Follow the onscreen instructions, and choose Remove Acrobat.
4. Complete the onscreen instructions.

Solution 4

Run the Microsoft Clean Up utility before you install Acrobat or Adobe Reader.

Warning: The Microsoft Windows Installer Clean Up utility only removes registry entries created by the application installer. Files and other registry entries for the application are not removed by this utility and could cause inadvertent effects on the system if not removed. If you use this utility, you may have to reinstall other programs that use MSI (Microsoft installer). Caution is advised. Read information about the utility on the Microsoft website at <http://support.microsoft.com/default.aspx?scid=kb;en-us;290301>.

1. Download and install the Windows Install Clean Up utility:
 - a. Visit the Microsoft website at <http://support.microsoft.com> and search for msicuu2.exe.
 - b. Select the article “You receive the ‘This patch package could not be opened?’ error message in an Office program.”
 - c. Click the link for the msicuu2.exe utility under Resolution Step 1.
 - d. Save the utility to your desktop.
 - e. Double-click msicuu2.exe and follow the onscreen instructions.
2. Identify the version of Acrobat or Adobe Reader that is causing the issue and correctly remove it from the system using the following steps.

— If the error is generated by the current version of Acrobat or Adobe Reader:

1. Remove all updates that do not generate an error message.
2. Choose Start > Program > Windows Install Clean Up to start the Windows Install Clean Up utility.

3. Select the current version of Acrobat or Adobe Reader and choose Remove.
4. Reinstall the current version of Acrobat or Adobe Reader.
5. Apply any updates.

Note: If the current version generates another error message upon removal, refer to the documentation on that issue.

— If the error is generated when an earlier version of Acrobat or Adobe Reader prevents the installation of the current version of Acrobat or Adobe Reader:

Important: These steps require the installation media and serial number for both versions of Acrobat.

1. Remove all updates that do not generate an error message.
 2. Choose Start > Program > Windows Install Clean Up to start the Windows Install Clean Up utility.
 3. Select the previous version of the application and choose Remove.
 4. Re-install the previous version of the application.
 5. Remove the previous version of Acrobat or Adobe Reader using Add/Remove Programs, and then restart your computer.
- Note:** If the previous version generates another error message upon removal, refer to the documentation on that issue.
6. Install the current version of Acrobat or Adobe Reader.

Background information

Acrobat Professional, Acrobat Standard, and Adobe Reader 6 were the first members of the Acrobat family to implement MSI (Microsoft Installer). Acrobat uses registry keys to store the installation path information. If the registry keys become damaged, this error can be generated.

Creative Suite® Solutions

Error “Licensing for this product has stopped working” when you start any Adobe Creative Suite 3 application

<http://www.adobe.com/go/kb401528>

Issue

When you start any Adobe Creative Suite 3 application, you see the error message, “Licensing for this product has stopped working. You cannot use this product at this time. You must repair the problem by uninstalling and then reinstalling this product or contacting your IT administrator or Adobe customer support for help.”

If you receive the error message, “The licensing subsystem has failed catastrophically,” when you open an Adobe Creative Suite 3.x application, then use the information in “Error when launching a Creative Suite 3.x application: “The licensing subsystem has failed catastrophically” (Technote kb402004).

Solutions

If you did not receive any errors during installation, perform the following solutions in the order given.

Solution 1 (Windows only)

Set the FLEXnet Licensing Service to Manual and Start the service:

1. Choose Start > Control Panel or Start > Settings > Control Panel.
2. Open the Administrative Tools Control Panel.
3. Double-click Services.
4. Scroll down to the FLEXnet Licensing Service on the list of services and double-click the service to open its properties.
5. Right-click on FLEXnet Licensing Service and choose Properties.
6. Change the Startup type to Manual.
7. Click Apply.
8. Click Start to start the service..
9. Click Apply, then OK. Close Services, Administrative Tools, and the Control Panel.
10. Restart the CS3 application.

Solution 2

Reset your permissions on the FLEXnet folder:

On Mac OS:

1. Navigate to the Library/Preferences/FLEXnet Publisher/FLEXnet folder.
2. Get Info on the FLEXnet folder.
3. In the Ownership & Permissions section, verify that Read & Write is selected in the You Can menu. If it is not, click Details, click the lock icon next to the Owner box, choose yourself as the owner, type the system password when prompted, and change choose Read & Write from the Permission menu for Owner.
4. Close the FLEXnet Info window.

On Windows:

1. Navigate to the Documents and Settings/All Users/Application Data/FLEXnet folder.
2. Right-click the FLEXnet folder, and choose Properties.

3. In the Attributes section, deselect Read-only.
4. Click Apply, and then click OK.

Solution 3

If the above solutions did not help and you did not receive any errors during installation, then perform these steps in the order given.

1. For an incomplete installation, follow the steps in knowledgebase document kb401401 (Windows) or kb402151 (Mac OS).

Note: If you received errors during installation, and you’ve never been able to open your CS3 application, then the installation is incomplete. Please follow the steps in Technote kb401401 (Windows) or Technote kb402151 (Mac OS).

2. Move or delete the cache.db file from the following locations, onto the desktop or another folder, and then try to open the CS3 application.

Note: If you delete this file, you’ll need to enter your serial number the next time you open your application.

On Windows XP and Windows Vista, the cache.db file is located in Program Files\Common Files\Adobe\Adobe PCD\cache

On Mac OS X, the cache.db file is located in Library/Application Support/Adobe/Adobe PCD/cache

3. Move the adobe_00080000.tsf file (a Trusted Storage File) out of the FLEXnet folder and onto the desktop or to another safe location. The FLEXnet folder is in the Documents and Settings/All Users/Application Data folder in Windows XP, the ProgramData folder in Windows Vista, or the Library/Preferences/FLEXnet Publisher/ folder in Mac OS.

Important: Do not delete the TSF file. Removing this file disallows you to get any Adobe Tryout applications.

Try opening your Creative Suite 3 application. If you still cannot open the application, then continue to the next step.

4. Rename the FLEXnet folder.
Rename the Documents and Settings/All Users/Application Data/FLEXnet folder (Windows XP), the ProgramData\FLEXnet folder (Windows Vista), or the Library/Preferences/FLEXnet Publisher/FLEXnet folder (Mac OS), to \oldFLEXnet.

Important: Do not delete this folder.

Photoshop® Solutions

Photoshop CS3 10.0.1 update printing notes

<http://www.adobe.com/go/kb402846>

With Adobe Photoshop CS3, Adobe made a significant effort to improve the printing experience for our users. A number of issues have come to our attention since Photoshop CS3 shipped, and the 10.0.1 update addresses several of those issues. The attached PDF document contains information and instructions specific to the printing issues fixed in the 10.0.1 update.

The PDF document contains installation instructions for the update, a summary of all the fixed printing issues, instructions on how to print using the update, and an article on printing workflows.

To obtain the Photoshop Printing Notes PDF document, visit www.adobe.com/support/photoshop/ts/documents/kb402846/PhotoshopPrintingNotes.pdf

MAC: Values in numerical fields in Photoshop CS3 revert to the previous value in Mac OS X v10.5 (Leopard)

<http://www.adobe.com/go/kb402796>

Issue

Font size, brush size, and other numerical values typed into Adobe Photoshop CS3 revert to the previous value.

Reason

This is a known issue when running Photoshop CS3 on Mac OS X v10.5 (Leopard).

Solution 1

Use the sliders where available to change the tool size.

Solution 2

If the tool has a pop-up menu, type in the new value, but don't commit the value. Select this new value from the top of the Size pop-up menu.

Solution 3

Create presets for common sizes for tools that allow presets, such as the Line tool.

Solution 4

Restart Photoshop to clear the problem. You may be able to enter values before the issue recurs.

Additional Information

The fix for this issue will be provided through an update to Mac OS X Leopard and therefore is not a part of the Photoshop CS3 10.0.1 update. No public schedule is available at this time, but both Apple and Adobe understand the urgency of this fix.

MAC: Known issues fixed in Photoshop Lightroom 1.3 running under Mac OS X v10.5 (Leopard)

<http://www.adobe.com/go/kb402847>

Adobe Photoshop Lightroom 1.3 fixes several issues that occur when running Photoshop Lightroom under Mac OS X v10.5 (Leopard), as well as other issues that occur in operating systems other than Leopard. Download and install the update from www.adobe.com/downloads.

Addressed issues include:

- The left panel of the Library module does not redraw correctly. Words might be garbled and misaligned.
- The left panel in the Develop module is unresponsive.
- When you change the screen mode by pressing the F key in the Develop module, portions of Photoshop Lightroom disappear or go blank.
- When you switch to Photoshop Lightroom using Spaces in Leopard, sections of Photoshop Lightroom require two clicks to activate.
- After choosing a location to copy or back up your files, the Import dialog box disappears.
- After editing a photo's capture time, choosing Revert Capture Time to Original displays the error: "AgCommand.performCommandID could not perform command: ag.library.file.revertCaptureTime."
- In the Web module, templates may stop responding as you look through them.
- The dialog box that warns you about possible catalog problems during export contains truncated data.
- The interaction between Leopard's Time Machine and Photoshop Lightroom's catalog files is unknown at this time. Running Time Machine's backup or restore operations while Photoshop Lightroom is in use is not recommended until more information is available.

MAC: Photoshop Lightroom 1.3 crashes in the Print module in Mac OS X v10.5 (Leopard)

<http://www.adobe.com/go/kb402922>

Issue

Adobe Photoshop Lightroom 1.3 crashes when you look through the templates in the Print module.

Solution

Install the Photoshop Lightroom 1.3.1 update, available from the Adobe website at www.adobe.com/downloads.

Resources

There are so many resources available for working with Adobe applications that it can be challenging to find those appropriate to streamline your particular workflow. To assist you, we feature resources we think you'll find useful.

Adobe provides many training resources on its website at <http://www.adobe.com/misc/training.html>.

Adobe Partner Connection Print Service Provider Program

www.adobe.com/partners

The new Adobe Partner Connection name reflects the relationship Adobe has with you, our partners. Membership in the Print Service Provider program brings you the same great benefits you've depended on in the past, plus additional features that support your changing business needs.

The new Partner Portal (www.adobe.com/partners) is your gateway to all that Adobe Partner Connection has to offer.

All members receive program newsletters; *ReadMe Now* technical newsletter; and access to white papers, tutorials, and other technical resources. Additionally, all members are eligible to be listed in Partner Finder, a directory on the Adobe website that customers use to find business partners familiar with Adobe software.

Authorized and Premium members receive unlimited 24-hour toll-free technical support (U.S. and Canada only), as well as priority access to customer service hotlines. Authorized and Premium members also receive one copy of Creative Suite software for Mac OS and Windows, priority access to upgrades, and the opportunity to evaluate Creative Suite software before it's released. For promotional purposes, Authorized and Premium members can use the Adobe logo; access Adobe global sales and merchandising tools; receive mailing labels from the Adobe registered user database; participate in Adobe trade shows, seminars, and events; and be eligible to have Adobe write and publicize your success story.

CONVENIENT TRAINING FOR PRINT PROFESSIONALS

- For eSeminars on a range of topics, visit www.adobe.com/cfusion/event/index.cfm?event=list&type=eseminar&loc=en_us.
- OnDemand Seminars are always available for you and your staff. Find them at www.adobe.com/go/cs3ondemand.

Premium members (currently limited to U.S. and Canada) can go even further and co-host training seminars for their customers with Adobe, receive on-site training for staff, receive unlimited troubleshooting support, and participate in product development life cycles.

To learn more about the current benefits, visit the Partner Portal at www.adobe.com/partners, and click the Print Service Provider Program link. Watch for more information about additional resources for the Adobe Partner Connection in upcoming program newsletters.

UPCOMING EVENTS OF INTEREST

The following are just a few of the events Adobe will be attending in upcoming months. We hope to see you there!

XMPie Users' Conference

www.xmpieusers.org

January 17-19, 2008; Las Vegas, Nevada

2008 PODi AppForum

www.podiforum.org/comkt-web1

January 28-30, 2008; Las Vegas, Nevada

2008 PIA/GATF Presidents Conference

www.presidentsconference.com

March 2-6; Cancun, Mexico