Adobe® Customer Support

Program Errors in Photoshop 3.0 or Later in Windows NT 3.51

Issue

Program Errors in Windows NT 3.51 when scanning, opening, saving or creating files in or launching Photoshop 3.0 or later.

Symptoms

One of the following errors occurs:

"Could launch Photoshop because of a program error"

"Could not open file <filename> because of a program error"

"Could not save file <filename> because of a program error"

Solution

Try one or more of the following:

A. Choose a different printer.
1. In the Main group, select Control Panel.
2. Select the Printers Control Panel.
3. From the Default pop-up menu choose a printer other then your default.

B. Completely deinstall and reinstall your default printer driver. For more information on completely deinstalling your printer driver, contact the printer manufacturer.

C. Update your printer driver to the most recent driver for Windows 95. For more information about the latest version of your printer driver, contact the printer manufacturer.

D. Install a PostScript printer driver and set it as your default printer.

Note: You do not need a PostScript printer to install a PostScript printer driver.

E. Rename the Photoshop Preferences files.
1. Navigate to the Photoshp > Prefs folder.
2. Select the CColorSD file.
3. Choose File > Rename.
4. Change the extension to .old (i.e., CColorSD.old).
5. Select the Photoshop 3.0x preferences file (Photos30.psp) or Photoshop 4.0 preferences file (Photos40.psp).
6. Choose File > Rename.
7. Change the extension to .old (i.e., Photos40.old).

F. Set a Fixed Permanent Swap File.
1. In Windows NT 3.51, choose Start>Settings>Control Panel.
2. Double-click on the System Control Panel.
3. Select the Performance tab.
4. Click on the Virtual Memory button.
5. Select a hard disk that has at least twice the amount of your physical RAM (eg: If you have 24 MB of RAM, choose a disk that has at least 48 MB free).
6. Set the Initial and Maximum to twice the amount of your physical RAM (e.g., 48, 48).
7. Click the Set button.
8. Click OK.
9. In the System Properties dialog box, click on Close.
10. In the System Settings Change dialog box click Yes to restart the computer.

Note: Adobe recommends a Swap File of about twice the amount of chip RAM installed on your machine, between about 20 and 64 MB (e.g., On a machine with 48 MB of RAM, Adobe recommends about a 64 Meg fixed Page File).

Additional Information

When Photoshop scans, opens, saves or creates a file, it looks to the printer driver for information about that printer (e.g., page size, margins, printable area). When this information is not interpretable, Photoshop returns a Program Error.

The most common reasons Photoshop can not understand information returned by a printer driver are; when the driver is non-standard (e.g., fax drivers), the printer driver is damaged, or the printer driver is not designed for your version of Windows (e.g., a Windows 3.1x driver installed on Windows NT).

When Photoshop launches, it reads its own Preferences files to determine how to launch and how to configure itself (e.g., palette placement, brush sizes, user settings). When the Preferences files are damaged and the information is not be interpretable, Photoshop can return a Program Error.

By default, Windows NT 3.51 maintains a dynamic Virtual Memory Page File (i.e., a file that shrinks and grows as needed). This file can be as little as 2 MB and as large as the free space available on you hard drive(s). Photoshop prefers to have a fixed Page File (i.e., a file that does not shrink or grow). For optimal performance, or if you are experiencing errors in Photoshop, it will help to change your Swap File settings.