Adobe® Customer Support

Program Errors in Photoshop 3.0 or Later in Windows 3.1x

Issue

Program Errors in Windows 3.1x 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.   Choose a printer other then your default.
4.   Select Set as Default Printer.

B.   Completely deinstall and reinstall you 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 3.1x. 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 3.1x, go to the Control Panel in the Main Group in Program Manager.
2. Open the Control Panel.
3. Double-click on the 386 Enhanced Control Panel.
4. Click on the Virtual Memory button.
5. Click on the Change button.
6. Click on the Type pull-down menu and select None.
7. Click OK.
8. In the confirm Virtual Memory settings dialog box, click on Yes.
9. Click on Restart Windows.
10. After Windows restarts, repeat steps 1 through 5 to change the Virtual Memory settings.
11. Click on the Drive pull-down menu and select a hard disk that has at least twice the amount of your physical RAM (e.g., If you have 24 MB of RAM, choose a disk that has at least 48 MB free).
12. Click on the Type pull-down menu and select Permanent.
13. Set the New Size to about twice the amount of your physical RAM (e.g., 48,000 KB).
14. Click OK. If Windows 3.1x displays the message, "Windows will not use more than the virtual memory specified by the Recommended Size. Are you sure you want to create a larger swap file?" click OK.
15. In the confirm Virtual Memory settings dialog box, click on Yes.
16. Click on Restart Windows.

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 NT driver installed on Windows 3.1x).

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 3.1x maintains a temporary Swap File. Photoshop prefers to have a Perminent Swap File. For optimal performance, or if you are experiencing errors in Photoshop, it will help to change your Swap File settings or completely recreate this file. When the Windows Swap File is damaged, the system becomes unstable, causing Photoshop to return a Program Error. Deleting and recreating a Perminent Swap File eliminates corruption from the old one.