Adobe® Customer Support

Installing Photoshop in Safe Mode in Windows 95 General Information

Certain software that loads automatically in Windows (e.g., screen savers, device drivers, terminate-and-stay-resident [TSR] programs, virus protection utilities) can conflict with installer applications causing errors. If an error occurs when you run Photoshop's installer application, start Windows in Safe Mode to temporarily disable conflicting software, then run the installer application. After you install Photoshop successfully, you no longer need to run the installer application, and you can restart Windows in Normal mode.

Safe Mode does not load drivers for the CD-ROM drive. Installer files must be copied from the Photoshop CD-ROM to the hard disk while running Windows in Normal mode so that they will be available in Safe Mode. When you are installing from floppy disks, start Windows in Safe Mode then install normally.

Installing Photoshop in Safe Mode

To install Photoshop in Safe Mode, copy the disk directories from the Photoshop CD-ROM to your hard drive, then restart in Safe Mode and start the Photoshop installer application:

1. Insert the Photoshop CD-ROM into the CD-ROM drive.
2. Exit all applications, then choose Start > Programs > Windows Explorer.
3. In Explorer, double-click the Photoshop CD-ROM drive to open it.
4. Locate the Photoshp directory and copy it to your hard disk.

NOTE: If errors occur while copying the Photoshp directory from the CD-ROM to the hard disk, then Windows is unable to read the CD-ROM. Clean the CD-ROM and CD caddie with a soft, lint-free cloth or tissue to ensure that it is free of dust and fingerprints. Make sure your CD-ROM drive can read other CD-ROMs. If your CD-ROM drive cannot read other CD-ROMs, contact your CD-ROM drive's manufacturer or the computer's manufacturer. If your CD-ROM drive can read other CD-ROMs but not the Photoshop CD-ROM, contact Adobe Technical Support.

5. Exit Explorer.
6. Choose Start > Shut Down > Restart the Computer.
7. When you see the line, "Starting Windows 95..." press the F5 key.
8. Windows 95 indicates it's in Safe Mode with a dialog box, click OK. On the desktop, Windows will display Safe Mode in each corner of the Desktop. If this is not the case restart the computer and repeat from step 6. Contact Microsoft for more information about starting in Safe Mode.

NOTE: Starting Windows in Safe Mode can take longer than starting in Normal mode. Windows 95 displays differently since Safe Mode loads the Standard VGA driver.

9. Open the Photoshp directory that you copied to your hard disk.
10. Open the Disk1 directory.
11. Double-click the Setup program (Setup.exe) to install Photoshop.
12. Restart the computer.