



Tech Info Library

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

Revised: 3/24/97
Security: Everyone

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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 HEWxxxxxxxxxxxx-xxx

The correct serial number is: HFWxxxxxxxxxxxx-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

Step 1

Open the Adobe PageMill 2.0 folder

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

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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24 Mar 1997 - Added Information Alley statement.

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