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Out of memory / Disk space messages

Microsoft Picture It! uses space on your hard drive while working to store the large amounts of image data. These temporary files are removed when Picture It! closes. Picture It! checks and warns when less than 30 megabytes of free disk space is available.

Picture It! uses the system's "Temporary" drive setting to determine where these temporary files should be stored. If you receive out of memory/disk space errors under Windows 95, and you have hard drive space available on another drive, check this setting as follows:

- 1 From the start menu, choose Run and type "SYSEDIT". Hit Enter
- 2 Select the "Autoexec.bat" window
- 3 Look for a line that indicates "TMP=" or "TEMP=". If there is one, check that the drive letter and location it points to has free space, or change it to a drive with free space.
- 4 If there is not a line with "TMP=" or "TEMP=", the default will be the TEMP folder in your Windows directory. If you want to set Windows to use another drive for its temporary space, add a line as follows to AUTOEXEC.BAT and save it.

SET TMP= D:\TEMP (e.g. drive and path of new temporary location)

Note: All programs who use temporary files will now write to this new location.

It is also a good idea to periodically check and delete old files in the temporary folder (e.g. \WINDOWS\TEMP), especially if applications have terminated abnormally.

Performance

Microsoft Picture It! is typically operating on a significant amount of data when applying effects and manipulating images. Adding more memory and ensuring your system has "Virtual Memory" turned on are two ways of improving performance.

To be sure you have virtual memory turned on, do the following:

- 1 Right click "My Computer"
- 2 Choose Properties
- 3 Choose "Performance"
- 4 Choose "Virtual Memory"
- 5 Be sure the "Let Windows manage my virtual memory settings" is checked.

Some effects, such as illusions and dust removal will still be slow because of the complexity of the work they are doing.

Turning sound on and off

If you cannot get sound to play in Picture It!, check to make sure your sound card is installed correctly and your volume is turned up.

Try to play a sound in another Windows application to confirm that sound is working. If it is, check the View/Options menu in Picture It! to be sure the "Play Picture It! sounds" box is checked.

If that doesn't work, you may not have audio compression installed for your sound card. To install audio compression:

- 1 In Windows, press the Start button and Click on Settings.
- 2 Choose Control Panel.
- 3 Double-click Add/Remove Programs, and click the Windows Setup tab.
- 4 From the list, click Multimedia, and then click the Details button.
- 5 Click in the checkbox next to Audio Compression and click OK.
- 6 Click OK again to exit Control Panel. You may be prompted for your Windows 95 CD.

Display optimization problems

If you reset your display settings after getting a "Display Not Optimized" alert message, you might get another alert message ("There is a problem with your display settings...") and the Display Properties dialog box.

Some video configurations may incorrectly report to Windows that a higher resolution or color depth is available than is actually supported by the video card, the monitor, or both. Consult your system documentation or use the Windows Control Panel Display to select a different Color palette or Desktop area setting.

Using Picture It! and Microsoft Plus 95

If you install Picture It! on a system that includes Microsoft Plus 95, you may not be able to change desktop themes. You can correct this problem by replacing the THEMES.EXE file on your local machine with the THEMES.EXE file in the \Shared\Grphflt folder on the Picture It! CD.

Picture Too Large alert message

When you choose the Custom Scan option and send the Scan Picture command, the following message might appear:

PICTURE IS TOO LARGE.

The picture you are trying to open is too large for Picture It! to work with. Please make sure that the width and height of your picture are both smaller than 3968 pixels.

This problem is the combined result of a scanning area that's too large and a scanner resolution setting that's too high. You can fix this problem by using one or both of the following solutions:

Reduce the scan area in the scanner application.

Reduce the scanner resolution in the scanner application.

Printer out of memory Error

If you send a large file to a laser printer, you may get an out of memory error. Here are the likely sources and solutions of this problem:

Your printer doesn't have enough memory to print the file. If your printer has room for additional memory, install it. For details as to how much memory you can add to your printer, check the printer manual.

You need to change the printer driver settings. If you've recently upgraded the printer memory, check the printer driver settings. The total amount of installed memory should be the same as the number that appears on the Device Options tab of the printer's Properties dialog box. Should you need to change the settings, check the printer manual, printer manufacturer, or your operating system online Help file.

Picture It! 2.0 and Microsoft Camcorder application

Microsoft Picture It! may terminate unexpectedly when used in conjunction with the Microsoft Camcorder application that shipped with Office 97.

Picture It! Autorun doesn't behave properly on NEC 3x drives

The Microsoft Picture It! AUTORUN feature may not work properly on an NEC 3x drive. This appears to be particular to drives which have firmware versions under 2.5. There may also be intermittent data failures from the drive. If you have difficulty with setup or problems reading content, contact your hardware manufacturer to see if a firmware upgrade is available.

To install Picture It! without using AUTORUN:

- Double click "SETUP.EXE" from the root of the CD.

To prevent Picture It! AUTORUN from running:

- Hold down the SHIFT key when you put the CD in the drive.

Importing and exporting non-MIX files

File formats Microsoft Picture It! can open

Microsoft Picture It! can only open certain types of image files. There are several third-party or custom image files formats that Picture It! cannot open. Check the manuals of the software that created those files for more information on how to convert them to a form that Picture It! can read.

Microsoft Picture It! supports the following image formats

.DXF	.CDR	.EPS	.GIF	.JPG
.PCD	.DRW	.PCX	.PNG	.TIF
.TGA	.BMP, .DIB	.WPG	.WMF	.PIC
.FPX	.MIX v1, v2			

For more information about supported features or restrictions of a particular format, see the following:

MIX v1, v2

Microsoft Picture It! version one format. Picture It! 2.0 reads and supports all version 1.0 files.

Microsoft Picture It! can also write version 1.0 compatible files. When doing so, Picture It! will "lock down" cutouts that contain effects that are not available in version 1.0 when saving to this format. This includes edges, shadows, fills, distortion, and text bends.

Picture It! will also convert text objects with any effects to graphic objects that cannot be changed within version 1.0. These effects and text remain uneditable, even if the file is re-opened in Picture It! 2.0.

DXF

The AutoCAD Format 2-D graphics filter (Dxfimp32.flt) supports all AutoCAD versions through Release 12, including AutoCAD for Windows.

The filter has the following limitations:

- Extrusions that are part of 3-D drawings are not supported.
- Control codes and special characters embedded in text shapes that require special characters are not supported.
- The .dxf files that require separate shape definition files are not supported.
- For multiple viewport .dxf files, the file is imported using the current viewport.

CDR

The CorelDRAW graphics filter (Cdrimp32.flt) supports .cdr, .cmt, .cmx, and .pat files from CorelDRAW 3.0, 4.0, 5.0, and 6.0 and has the following limitations:

- CorelDRAW Preferences, such as page size/orientation, units, grid, and guidelines, are not supported.
- Lenses and powerclips are not supported.
- Pages, layers, and groups are not supported.
- ▶ OLE objects are not supported.
- ▶ Rotated bitmaps are not supported.
- ▶ Object and PostScript texture fills are replaced with solid gray fills.
- ▶ Gradient fills are split into monocolored stripes.
- ▶ Vector fills are not supported.
- ▶ Multi area paragraph text is not supported.

EPS

The Encapsulated PostScript graphics filter (Epsimp32.flt) supports the Adobe Systems Encapsulated PostScript Specification versions 3.0 and earlier. The filter supports .eps images from tagged image file format (TIFF) and Windows Metafile (.wmf) embedded previews. Microsoft Picture It! will only import the rasterized thumbnails from these files; EPS files without thumbnails will appear blank within Picture It!

GIF

The Graphics Interchange Format filter (Gifimp32.flt) supports file format versions GIF87a (including interlacing) and GIF89a (including interlacing and transparency). The GIF filter works with the Portable Network Graphics filter (Png32.flt) to import GIF files into Microsoft Picture It!.

The GIF filter has the following limitation: Only the first image of a multiimage (animated) GIF is imported.

JPG, JPEG

The JPEG graphics filter (Jpegim32.flt) supports Version 6.0 of the JPEG File Interchange Format (JFIF).

The JPEG filter has the following limitations:

- ▶ The filter does not support JPEG Tagged Interchange Format (JTIF) files.
- ▶ The filter does not support cyan-magenta-yellow-black (CMYK) JPEG files.

PCD

The Photo CD graphics filter supports Kodak Photo CD Version 3.0.

DRW

The Micrografx Designer/Draw graphics filter (Drwimp32.flt) supports Micrografx Designer 3.x, Charisma 2.1, and Draw files. The filter imports the entire first page of the file as it would appear in Micrografx Designer because these files don't contain information about the size of the image. Once the image is imported, you can crop the bounding box to make it fit the size of the image.

The Micrografx Designer/Draw filter has the following limitations:

- ▶ Text arrays are not supported.
- ▶ Some Micrografx Designer 3.x fonts are not supported.
- ▶ Clip paths and tiled paths aren't supported.
- ▶ Gradient fills aren't supported.

PCX

The PC Paintbrush graphics filter (Pcximp32.flt) supports all versions of the .pcx file format through ZSoft version 3.0, with support for 256-color images.

PNG

The Portable Network Graphics filter (Png32.flt) supports files conforming to the Portable Network Graphics Tenth Specification (Version 1.0)

TIF

The Tagged Image File Format graphics filter (Tiffim32.flt) supports all image types and compressions that conform to TIFF Specification Revision 5.0 and 6.0, Part1: Baseline TIFF. These types include monochrome, grayscale, palette color, and RGB Full Color images. The filter correctly handles a single 8-bit alpha channel stored with an RGB Full Color image. The TIFF filter also supports the TIFF Extension for CMYK images.

The TIFF filter has the following limitations:

- ▶ Only the first image of a TIFF with multiple images (subfiles) is imported.

▶ The filter does not support multiple alpha channels (stored as subfiles) or alpha channels that don't have 8 bits per pixel.

TGA

The Targa graphics filter (Tgaimp32.flt) supports Truevision Targa images with up to 32 bits per pixel.

BMP DIB

The Windows Bitmap graphics filter (Bmpimp32.flt) supports Windows and OS/2 bitmaps, Run Length Encoded (RLE) bitmaps, and device-independent bitmaps (DIB).

WPG

The WordPerfect Graphics import filter (Wpgimp32.flt) supports WordPerfect Graphics versions 1.0, 1.0e, and 2.0, which correspond to WordPerfect version 6.x and earlier. For graphics stored in WordPerfect documents, the filter uses the size of the picture frame stored in the document to determine the size of the picture to import. For .wpg images created in DrawPerfect, the frame size is the size of the screen.

The WordPerfect Graphics import filter has the following limitations:

- ▶ PostScript information is lost in Encapsulated PostScript images embedded in WordPerfect Graphics files.
- ▶ WordPerfect Graphics files with large, embedded bitmaps may not appear properly on computers that use the Mach series video drivers from ATI. If you think you have this problem, try running Windows Setup and changing your video driver to the 8514/a drivers supplied with Windows.

Associating a file type so Picture It! will be the default application to open it

Microsoft Picture It! will set itself to be the default application to open an image file if the file type doesn't already have a program associated with it. If you have a file type that Microsoft Picture It! can open, and you wish to set Picture It! as the default program to open it, do the following:

- 1 In My Computer or the Explorer, click the View menu, and then click Options.
- 2 Click the File Types tab.
- 3 In the list of file types, click the one you want to change.
The settings for that file type are shown in the File Type Details box
- 4 Click Edit
- 5 In the Actions box, click Open.
- 6 Click Edit, and then use the browse button to select the Microsoft Picture It! icon.
Microsoft Picture It! can be found in the "Microsoft Picture It!" directory under Program Files.

Note: Microsoft Picture It! can only open certain types of image files. There are several third-party or custom image files formats that Picture It! cannot open. Check the manuals of the software that created those files for more information on how to convert them to a form that Picture It! can read.

Associating a file type so another program will be the default application to open it

Microsoft Picture It! will set itself to be the default application to open an image file if the file type doesn't already have a program associated with it. If you have a file type that Microsoft Picture It! has set itself to open, and you wish to set another program to open it instead, do the following:

- 1 In My Computer or the Explorer, click the View menu, and then click Options.
- 2 Click the File Types tab.
- 3 In the list of file types, click the one you want to change. The settings for that file type are shown in the File Type Details box
- 4 Click Edit
- 5 In the Actions box, click Open.
- 6 Click Edit, and then use the browse button to select the program you want to use to open that type of file.

NT Users who use the Wang Image Viewer to view .TIF fax files should re-associate the .TIF extension with the Wang Image Viewer, as Picture It! will only show the first image (and hence, the first page) of such a faxed file.

General scanner and camera information

In order to use a camera or scanner within Picture It!, the device must support the TWAIN interface. Be sure to check with your camera or scanner documentation to be sure it supports this interface.

Many digital cameras do not install TWAIN drivers software by default. If your camera does not show up in the list in the Digital Camera task, check to be sure the camera's TWAIN software is installed. Many camera manufacturers have TWAIN drivers you can download from their web sites.

Many camera and scanner problems can be corrected by updating the software that comes with the camera or scanner.

If you are encountering scanning or camera problems, be sure to check with the manufacturer of the device or their Web page to see if later versions of the software (or "drivers") are available. If so, install that software and retry the operation within Picture It!

Agfa StudioScan

FotoLook software To scan pictures into Picture It! Windows 95 users must use FotoLook version 2.08 or later.

PNR SCSI card drivers If you are using a SCSI card that came with your Agfa scanner (for example, the PNR SCSI card), you may not be able to scan using the 32-bit driver. The solution is to use the 16-bit driver. In the Scan task, two scanner drivers should be listed: “

FotoLook 16 V2.08 - TWAIN” and “FotoLook 95 V2.08 - TWAIN.” Select the former of these two. If you would like to use the 32-bit driver, you will need to get an Adaptec-compatible SCSI card. You can contact Agfa for technical support information at <http://www.agfahome.com>.

Canon scanners

If you use a Canon scanner and have problems with the Picture It! Smart Task Scan feature, you may need to get the latest version of their scanning software. You should be using ScanCraft 3.1 or later.

You can contact Canon for software update information at the following telephone numbers and home page addresses:

Worldwide:	http://www.canon.com
In the United States:	Canon Computer Systems, Inc. (USA) 800-423-2366 http://www.ccsi.canon.com
In Canada:	Canon Canada, Inc. 800-263-1121

Envisions scanners

Scan quality If you use an Envisions scanner and DynaScan software, the Picture It! Smart Task Scan feature may produce images that are mostly black and white and of poor quality due to improper settings in the DynaScan Auto Pilot feature.

To correct the problem, try the following steps:

- 1 Click *Get Picture*, and then click *Scan Picture*.
- 2 In the *Select a scanner* box, select the Envisions scanner.
- 3 Near the bottom of the task pane click *Custom Scan*, and then click *Scan*.
- 4 In the DynaScan window, click the *Settings* menu, and select *Reset Settings*.
- 5 Verify the change in step 4 by clicking the *R*, *G*, and *B* buttons located in the lower-left part of the window. The *Shadow* setting of each button should be approximately zero.
- 6 Make sure that the *Auto Pilot* feature is turned off (the check box should be empty).
- 7 Save the settings by pressing the *Scan* button. This step is essential—exiting DynaScan without scanning the picture will cause you to lose the new settings.
- 8 Scan again with *Smart Task Scan*.

Cropping and rotation problems If you use Envisions DynaScan software you might have trouble getting properly cropped images when you use the Picture It! Smart Task Scan feature. This problem occurs when you use the Picture It! Custom Scan feature and then select image rotation in the DynaScan software. Symptoms of this problem include a properly cropped image in the preview scan but a rotated and improperly cropped image in the final scan.

This problem occurs when the DynaScan software rotates the image but does not communicate the rotation to the Smart Task Scan part of the Picture It! software. Correct this problem by following this procedure:

- 1 Click *Get Picture*, and then click *Scan Picture*.
- 2 In the *Select a scanner* box, select the Envisions scanner.
- 3 Near the bottom of the task pane, click *Custom Scan*.
- 4 Click *Scan*. The DynaScan window appears.
- 5 In the DynaScan window look for a button labeled with a capital *R* surrounded by four arrows. Click this button until the *R* is in the upright position (not rotated).
- 6 Save the settings by pressing the *Scan* button. This step is essential—exiting DynaScan without scanning the picture will cause you to lose the new settings.

7 Scan again with Smart Task Scan.

Epson scanners

If you use an Epson ActionScanner II scanner, please be aware that you cannot use the Picture It! Custom Scan feature when you use the 16-bit Epson driver.

If you have a recent model Epson scanner, you'll see both 16-bit and 32-bit drivers listed in the SCAN PICTURE task pane. Be sure to choose the 32-bit driver - look for "EPSON Scanners (32 bit)."

If your scanner doesn't have a 32-bit driver, you will see only the 16-bit driver - "EPSON Scanners (16 bit)" - listed in the SCAN PICTURE task pane. To use Custom Scan, download the latest 32-bit drivers by contacting Epson at <http://www.epson.com>.

Microtek scanners

“Picture is too large”

You may encounter problems scanning with Microtek scanners and the ScanWizard scanner software if you set the scaling factor above 100% in ScanWizard. The most common symptom occurs when attempting a Smart Task Scan; you will receive an error message saying "Picture Is Too Large". This problem has been found in ScanWizard versions 2.38 and earlier. It has been fixed in version 2.39, or you can try the following steps:

- 1 Launch Picture It!
- 2 Start the Scan task.
- 3 Select the Microtek scanner.
- 4 Select the "Your scanner software" radio button.
- 5 Click the Scan button.
- 6 When the ScanWizard application comes up, set the scaling to 100% and turn off the Auto Contrast checkbox. Refer to your Microtek scanner manual for details.
- 7 Close the ScanWizard software.

You should be able to properly scan now.

Scanner turned off

Picture It! may terminate abnormally if you attempt to perform a scan with your Microtek scanner turned off. The solution is to make sure that the scanner is turned on. This problem exists on ScanWizard version 2.38 and earlier. It may be fixed in future versions of ScanWizard.

Mustek scanners

The Picture It! Smart Task Scan feature may not work with Mustek scanners, due to a driver error. Mustek may have fixed the problem in an update to their scanning software. Contact Mustek at <http://www.mustek.com> for software update information.

If updating the scanning software does not fix the problem, you will need to scan using the Custom Scan feature.

Spot technologies

The ScanTek-2c scanner may lock up during scanning if you are using a driver older than V 1.16.
The updated driver is available on their web page at www.spotinc.com.

Storm EasyPhoto Reader

To scan pictures into Picture It! with a Storm EasyPhoto Reader, you must use EasyPhoto version 2.112 or later. If your scanner uses version 2.0, contact Storm for software update information at <http://www.easyphoto.com/storm/index.html>.

Casio digital cameras

Canceling downloads fails in Casio digital cameras.

You may encounter problems canceling image downloads from Casio digital cameras. This problem does not cause Picture It! to terminate abnormally, nor does it cause any other serious problems. It may be fixed in a later version of the Casio software.

Sony cameras

If you are using version 1.0 of the Sony DSC-F1 digital camera software, you may notice that you are unable to download more than one picture at a time. Attempting to download multiple pictures may cause Picture It! to terminate abnormally. This is a known issue, and has been fixed in a later version of the digital camera software. You can download an updated version of this software from Sony's web site.

Contacting scanner and camera manufacturers

The following list includes the home page addresses of manufacturers that make scanners that you can use with Picture It!

Note: Microsoft is not responsible for the content of these web sites. References to these sites should not be considered an endorsement of the products sold within them.

Agfa:	http://www.agfahome.com
Canon Computer Systems, Inc. (USA):	http://www.ccsi.canon.com
Casio	http://www.casio.com
Envisions:	http://www.envisions.com
Epson:	http://www.epson.com
HP:	http://www.hp.com
Kodak:	http://www.kodak.com
Logitech:	http://www.logitech.com
Microtek:	http://www.microtekusa.com
Mustek:	http://www.mustek.com
Plustek:	http://www.plustek.com
Polaroid:	http://www.polaroid.com
Relisys:	http://www.relisys.com
Ricoh:	http://www.ricoh.com
Sony:	http://www.sony.com
Spot Technologies	http://www.spotinc.com
Storm Software:	http://www.easyphoto.com/storm/index.html
Tamarack Technologies:	http://www.tamarack.net
UMAX:	http://www.umax.com

