Adobe™ Acrobat™ Reader for DOS
Read Me Notes for Version 1.0

This Read Me file contains last-minute information for the Acrobat Reader for DOS program. The Getting Started Card, Quick Reference Card, and the On-line Guide (HELPREAD.PDF) also provide essential information to help you begin using Acrobat Reader for DOS.

Technical Support

A complete description of the Adobe Acrobat Reader support options is found in the file Support.pdf.

If you are having installation problems you can obtain support via one of the following mechanisms:

- Adobe US Automated Technical Support — A computer-driven diagnostic system with answers to the most commonly asked technical questions. Call +1-408-986-6560, 24 hours a day, 7 days a week
- Adobe US electronic bulletin board — Dial +1-408-562-6839
- Adobe US Fax Request Line — An easy way to request technical notes by fax. Dial +1-408-986-6587, 24 hours a day, 7 days a week
- CompuServe Q & A — GO ADOBE
- 900 Number — Each minute is $2.00. Call 900-555-ADOBE (900-555-2362)
- Credit Card — Via Visa, Mastercard, or American Express, each support call is $25. Call 800-87-ADOBE (800-872-3623).
- Adobe's European Customer Support Center has different phone lines where native speaking support engineers are ready to help you. Please call one of the following numbers to receive support or to obtain additional information:

    French   +31-55-384252
    Spanish +31-55-384251
    German +31-55-384246
    Dutch   +31-55-384245
    English +31-55-384249
    Swedish +31-55-384254
    Italian   +31-55-384250
    Fax   +31-55-434455

For more information and pricing on any Adobe support or training program, in the US and Canada please call 800-87-ADOBE (800-872-3623); in Europe please call Adobe's European Customer Support Center at the numbers listed above.

VESA Video Modes

Acrobat Reader supports the following VESA (Video Electronic Standard Association) video modes:

    640x480,   256 colors
    800x600,   16 colors
    800x600,   256 colors
    1024x768,   16 colors
    1024x768,   256 colors

Acrobat Reader detects what VESA video modes your video card supports. Unsupported modes are disabled in the Preferences dialog. VESA modes are disabled in the Preferences dialog if:
- Your VESA driver is not version 1.2 or later.
- Or you do not have a VESA driver loaded, or the VESA driver built into your BIOS is not enabled.

If a valid VESA driver is not available the VGA video mode 640x480, 16 colors is used.

VESA Driver Included with Acrobat Reader

Adobe has licensed and included the Universal VESA VBE video driver with Acrobat Reader for DOS. This driver provides VESA version 1.2 compatibility for many popular video cards. This program is fully copyrighted; Copryright (C) 1993 SciTech Software. Some video boards, such as the Diamond Computer Systems Viper VLB board, come with their own VESA driver that you should use instead of the Universal driver.

The Installer copies the driver, UNIVESA.EXE, and its documentation into the VESA directory within the Acrobat Reader program directory. For instance, if you install Acrobat Reader to C:\ACRODOS, the VESA driver is copied to C:\ACRODOS\VESA. You can add UNIVESA.EXE to your AUTOEXEC.BAT file to ensure that the driver is loaded when you run Acrobat Reader.

Please refer to the file UNIVESA.TXT in the VESA directory for more information on this driver.

VESA Drivers on CompuServe

CompuServe contains VESA video drivers from several different manufacturers. Many of these drivers are located in the IBMPRO forum, VESA library. To reach this library on CompuServe, do the following**:**

    Log onto CompuServe
    Enter: GO IBMPRO
    Select: (3) LIBRARIES
    Select: VESA library

Getting Information About your Video Board

If you try to use a mode that is supported and it does not work properly, run the VESAINFO.EXE utility that is installed in the Acrobat Reader program directory in the following way:

    VESAINFO >VESAINFO.TXT

This creates a file, VESAINFO.TXT, that lists the video modes that your video card supports. Adobe Technical Support can use this information to help you determine the cause of the problem.

Due to a limitation in the Acrobat Reader video drivers, a VESA mode is disabled if its bytes-per-scanline value doesn't match the value in the following table. The VESAINFO utility lists the bytes-per-scanline value for each mode.

VESA Mode	Bytes-per-scanline Value
640x480, 256 colors	640
800x600, 16 colors	100
800x600, 256 colors	800
1024x768, 16 colors	128
1024x768, 256 colors	1024

Unreadable Display

If you try a VESA mode and the screen is unreadable, switch back to a 16-color mode at 640 video mode (you can edit ACROBAT.INI with any editor). You may be running a video mode that your monitor does not support or you may need to obtain a newer VESA driver from your video card manufacturer.

To run in 640x480, 16-color mode, your ACROBAT.INI file should contain the following entries:

```
[Video]
Driver=VGA

[Preferences]
VideoMode=640
Colors=16
```

Note: The valid VideoMode settings are 640, 800, or 1024.

8514 Video Support

Acrobat Reader supports the 8514 video adapter in the following resolutions:

640x480,   16 colors
640x480, 256 colors
1024x768, 16 colors
1024x768, 256 colors

Acrobat Reader's 8514 driver does not use the 8514 AI interface; it writes directly to 8514 hardware. Thus, if your 8514 video card is not 100% IBM 8514 hardware compatible, this driver will not work properly.

To use an 8514 video mode, your ACROBAT.INI file should contain the following entries:

```
[Video]
Driver=8514

[Preferences]
VideoMode=640
Colors=16
```

Note: The valid VideoMode settings are 640 or 1024; the valid Colors settings are 16 or 256.

Novell's TCP/IP Network Driver

If you are running Novell Lan WorkPlace for DOS, version 4.0.1 on your PC, Acrobat Reader crashes with the error "Unexpected Interrupt" may be due to a buggy Novell TCP/IP driver.

Novell has a patch to fix this problem. You may either contact Novell directly or download the patch from CompuServe. In CompuServe, type GO NOVLIB and search for the file "LD401A.EXE" that is in the Mac/NFS/MHS/NMS/LWP section. Here is Novell's description of this patch: "This is a 'super patch' for Lan WorkPlace for DOS 4.01 which corrects numerous problems. This includes updates for TCP/IP, TelAPI, TNVT220, WLIBSOCK, and RFCNBIOS."

After Dark for DOS

You need to disable After Dark for DOS when Acrobat Reader is running. To do this, run the program ADSETUP.EXE in the After Dark directory to tell After Dark to do nothing when "ACROBAT" or "ACROMAIN" is running. Refer to the After Dark documentation for instructions on how to do this.

After Dark for Windows

The DOS screen blanker included with After Dark for Windows (AD-DOS.COM) is incompatible with protected-mode programs, and can cause your system to lock up when running Acrobat Reader. There is no way to configure the DOS screen blanker to disable itself when a certain program is running; the full After Dark for DOS

program does have this feature. Because of this, Adobe recommends that you not run the After Dark DOS screen blanker with Acrobat. You should remove AD-DOS from your AUTOEXEC.BAT.

Security Software and the Installer
If you are running a security program, such as Fischer International's Watchdog, or any other security software you should disable the option to restrict access to the start up files and disable the option to enable integrity check prior to running the installer if you want to allow the installer to modify your CONFIG.SYS and AUTOEXEC.BAT.

Files Left by the Installer
If you terminate an install before it completes, the Installer may leave the directory C:\ADMALTOI with the files INSTALIT.EXE and NORCIMO.ATE on your hard disk.You can delete these files and remove this directory.

LaserTools Printer Control Panel (PCPanel)
If you are using the PCPanel utility program, you need to configure it to "Postscript only" mode.

PostScript Printing
If you encounter problems, such as a "VMerror," printing to PostScript Level 1 or 2 printers it may be because the printer has little available memory (for example, a non-upgraded LaserWriter, LaserWriter Plus, LaserWriter II NT or NTX). There are two potential solutions to this problem:
1. In the Preferences dialog (select from the Edit menu) you may choose to use Serif only or Sans only for font substitution. This frees up additional memory in the printer and chances are your document will print successfully.
2. The other option is to purchase more memory for your printer.

If you are using an Apple Personal LaserWriter NT printer that has not been upgraded to a Personal LaserWriter NTR, Acrobat Reader won't be able to print substitute fonts. Contact your Apple dealer for information on upgrading your printer.

DeskJet Color Printers
Acrobat Reader printer driver supports the Hewlett Packard DeskJet 500c and 550c in black and white mode only.