

# My Digital Studio Troubleshooting

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Use this document to check for common problems with My Digital Studio in your operating system.

## Contents

General Information for all Operating Systems:.....	2
<b>Windows XP Operating System .....</b>	<b>2</b>
I Cannot Install the Software .....	2
My Digital Studio is running too slow or closes after a few minutes of use.....	3
JVM could not be started error.....	5
Java nullpointer error.....	7
I cannot print from my home computer.....	7
Java.lang error.....	7
Other Possible Solutions .....	8
<b>MAC Operating System .....</b>	<b>8</b>
I Cannot Install the Software .....	8
My Digital Studio is running too slow or closes after a few minutes of use.....	9
JVM could not be started error.....	10
Java nullpointer error.....	10
Other Possible Solutions .....	11
<b>Windows Vista Operating System.....</b>	<b>11</b>
I Cannot Install the Software .....	11
My Digital Studio is running too slow or closes after a few minutes of use.....	11
JVM could not be started error.....	13
Java nullpointer error.....	16
I cannot print from my home computer.....	16
Java.lang error.....	16
Other Possible Solutions .....	17

## General Information for all Operating Systems:

Complete the following checklist to make sure you have the best chance of completing the My Digital Studio installation smoothly.

- I have checked the system requirements for My Digital Studio and meet or exceed what is needed.
- I am installing Disc 1 first.
- I have recently checked for system updates for my computer. (Restart your computer after running updates and continue checking for updates until there are no more updates to download.)
- I have installed the latest version of QuickTime on my computer. (My Digital Studio will check for this during installation and prompt for installation if needed.)
- I have installed the latest version of Java on my computer. (It may be necessary to uninstall Java then reinstall by going to [www.java.com](http://www.java.com) and following the prompts.)
- I have set my Internet browser as the default browser. (This will be important when you are ready to order professionally printed photo albums, calendars, or cards.)

## Windows XP Operating System

### I Cannot Install the Software

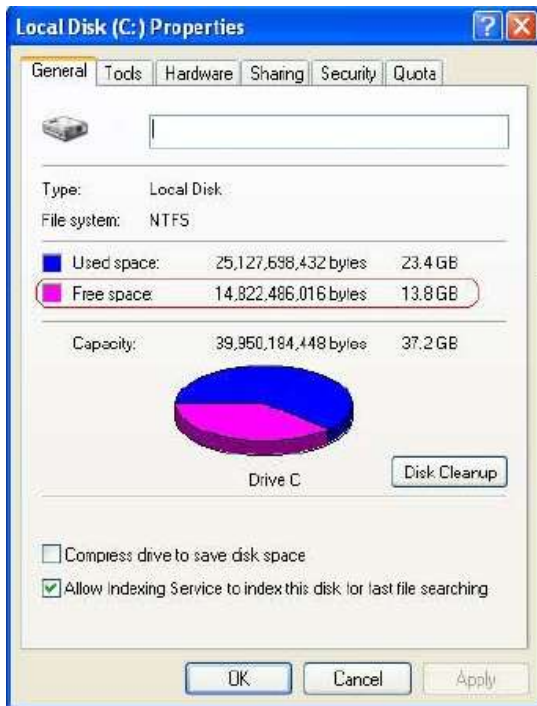
- Do you have a DVD-ROM drive?

To check, double-click on My Computer. Check to see if your disk drive is a CD or DVD Drive (the disk drive is often found as the D:/ drive). If the drive is labeled as "CD Drive", it is a CD drive and is not compatible.

If you have a CD drive, the software cannot be installed on your computer. My Digital Studio comes as two DVDs and cannot be installed with a CD drive.

- How much free disk space do you have on your hard drive?

(To determine this, click on the My Computer icon on your Desktop. Right click on the Local Disk (usually the C:\ drive) icon and select Properties. This will show your free space.)



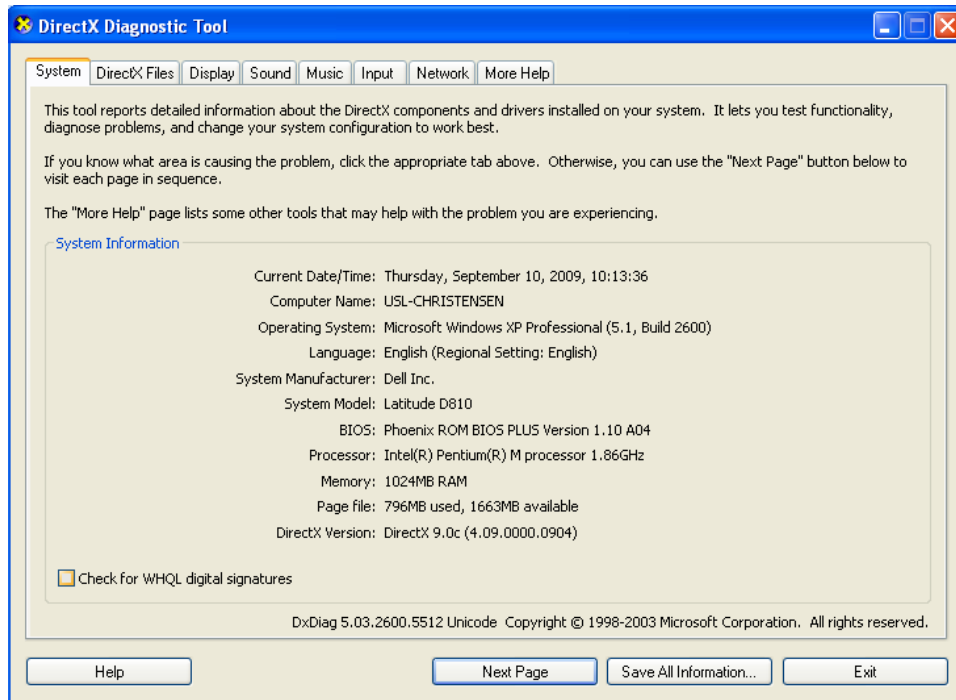
You must have at least 5.5 GB of hard disk space. However, it is not recommended to fill your hard drive to capacity. Filling your hard drive to capacity may cause performance problems.

### **My Digital Studio is running too slow or closes after a few minutes of use.**

- If are unable to run My Digital Studio or it is very slow, please note that excessive font types on your computer may slow the program down or cause it to crash.
  1. Check your fonts under your Control Panel.
  2. Click on the Fonts folder (you may need to switch to Classic View to see the Fonts folder).
  3. We recommend less than 1,000, but the more fonts you have the slower My Digital Studio may run.
  
- If you have only a few hundred fonts and My Digital Studio is still running slowly or crashing, please try these steps:
  1. We've also found Adobe-based fonts to have the biggest impact on the speed and stability of My Digital Studio. Removing Adobe fonts may help reduce problems with slow loading or crashing.
  2. We recommend copying the Adobe fonts to a new folder if you don't want to delete them. This will create a copy of the fonts.
  3. Try running My Digital Studio with the Adobe fonts removed from the Fonts folder in the Control Panel.
  
- Do you meet the minimum system requirements? My Digital Studio encounters performance issues or closes after temporary use if one of the minimum system requirements is not met.

Follow these steps to check your system requirements:

1. Click the Start button on the lower left hand corner of your screen.
2. Click Run.
3. Type **dxdiag** in this window and click OK.
4. A window will display that reads; "DirectX Diagnostic Tool". You can check most of your system information under the System tab. The Display tab will also have information on your Video RAM, which is an important component to run My Digital Studio.



- How Much RAM do you have?

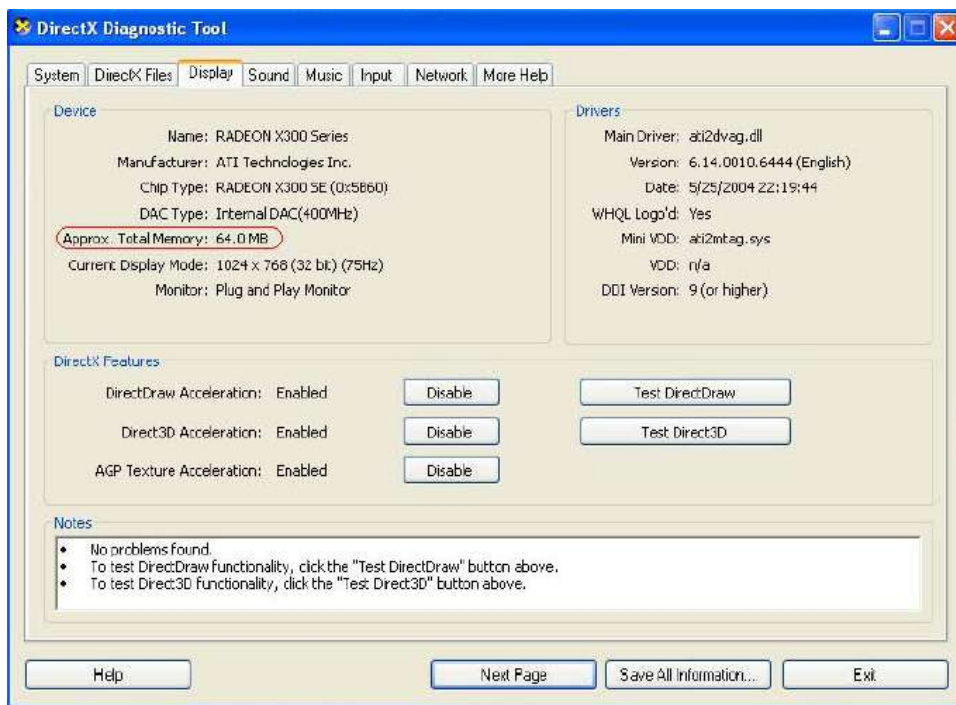
After following the steps above, check the "Memory" line on the system page. If you are running Windows XP, you must have at least 512 MB RAM. However, 1024MB RAM is recommended.

- What is your Processor (CPU) speed and type?

In the DirectX Diagnostic Tool, check the "Processor" line on the system page. You must have 1 GHz or better (1.6 GHz recommended) of the Pentium 4 or better series, or comparable AMD processor.

- How Much Video RAM do you have?

In the DirectX Diagnostic Tool click on the Display tab at the top. Check the "Approx. Total Memory" line. You must have 16MB Video RAM (64MB recommended). A screenshot of this step is found below:

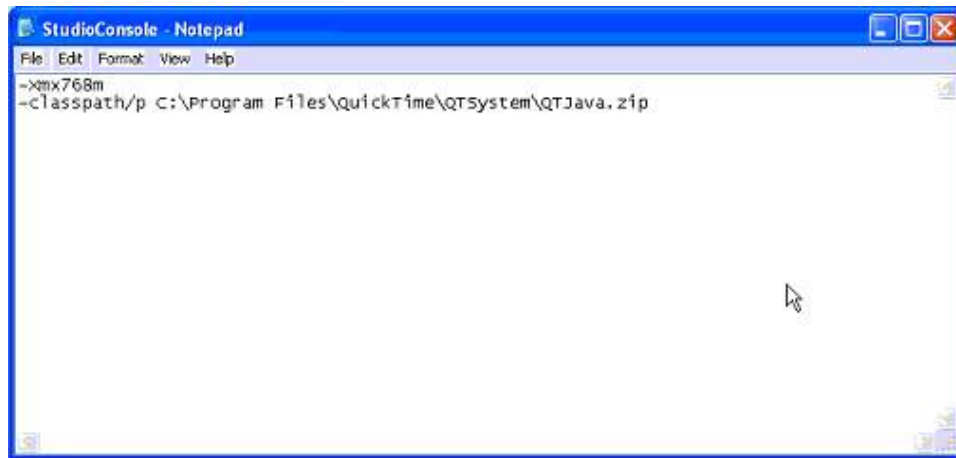


## JVM could not be started error



- ❑ If you have not yet installed the software, you may need to clean out your temp files. To do so, follow these steps:
  1. Right click on your hard drive (C:\) and select Properties.
  2. Click on "Disk Cleanup"
  3. After your computer determines where to run the disk cleanup, it will present a list of options. Scroll down and select Temporary Files as a folder to be cleaned.
  4. Try installing My Digital Studio again.
  
- ❑ You may also need to reconfigure your "My Digital Studio.vmoptions" file, by completing the following:
  1. Browse to the following directory on your computer: C:\Program Files\My Digital Studio. Windows 64 bit users will want to browse to: C:\Program Files (x86)\My Digital Studio. Or, if you installed the software in another location, find the My Digital Studio at the location you selected.
  2. Double-click the "My Digital Studio.vmoptions" file. Windows will report that it cannot open the file. Choose the option to "Select the program from a list." Scroll through the list and select "Notepad." Click OK.

3. When the file opens in Notepad, change first line to read “-Xmx768m” Do not change the second line.
4. Click on the File menu and save the file and try opening My Digital Studio.
5. My Digital Studio does not open, then open up the “My Digital Studio.vmoptions” file again and modify the top line to read “-Xmx512m” Click on the File menu and save the file. Now try opening My Digital Studio.
6. If the My Digital Studio still won't open, then open up the “My Digital Studio.vmoptions” file again and modify the top line to read “-Xmx256m” Now try opening My Digital Studio.



- If the error still occurs, please delete your my Digital Studio preferences file.

To delete the MyDigitalStudio.prefs file:

1. In your local drive (c:\drive):
2. Open “Documents & Settings”
3. Click on your user folder
4. Delete the file (not a folder) named “mydigitalstudio.prefs”

- Relaunch My Digital Studio. If the error still occurs please update your Java.

To get the latest version of Java.

1. Go to [www.java.com](http://www.java.com).
2. Click, Free Java Download. Follow the instructions to update Java

- Relaunch My Digital Studio. If the error still occurs, it may be due to old versions of Java remaining on your computer and these versions need to be removed.

To uninstall Java from your system, use the Add/Remove Programs utility in the Microsoft Windows Control Panel.

1. Click Start
2. Select Settings
3. Select Control Panel

4. Double click the Add/Remove Programs control panel icon
5. Remove any Java software products that are on your computer.

Reinstall Java

1. Go to [www.java.com](http://www.java.com).
2. Click, Free Java Download. Follow the instructions to reinstall Java.

Restart your computer

Uninstall and Reinstall QuickTime.

Relaunch My Digital Studio. If the error still occurs you will need to uninstall and reinstall My Digital Studio.

To uninstall My Digital Studio:

1. Go to: Start\Control Panel\Add or Remove Programs
2. Select My Digital Studio from the programs list
3. Click “Change & Remove”
4. Follow prompts to finish uninstall

Delete the MyDigitalStudio folder:

1. In your local drive (will be the c:\ drive unless you chose to install to a different location):
2. Open Program files folder
3. Select the My Digital Studio folder and delete it – the whole folder

Reinstall My Digital Studio

## Java nullpointer error

Delete the MyDigitalStudio.prefs file:

1. In your local drive (c:\drive):
2. Open “Documents & Settings”
3. Click on your user folder
4. Delete the file (not a folder) named “mydigitalstudio.prefs”

A nullpointer error could also be from symbols that are not recognized by Java. For example, photos named, “photo#3” may cause this error because the # symbol is not recognized by Java.

## I cannot print from my home computer.

Sometimes it is necessary to reset printer drivers to default values. Close My Digital Studio and go to Control Panel > Printers.

## Java.lang error.

Delete the MyDigitalStudio.prefs file:

1. In your local drive (c:\drive):
2. Open “Documents & Settings”
3. Click on your user folder
4. Delete the file (not a folder) named “mydigitalstudio.prefs”

### Other Possible Solutions

- Run regular Windows updates

## MAC Operating System

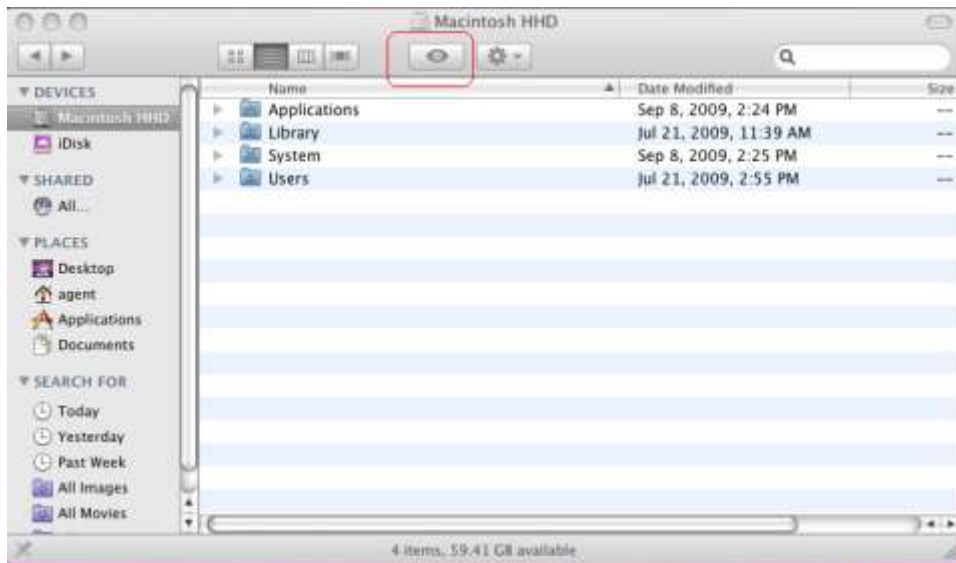
### I Cannot Install the Software

- Do you have a DVD-ROM drive?

If not, the software cannot be installed on your computer. My Digital Studio comes as two DVDs and cannot be installed with a CD drive.

- How much free disk space do you have on your hard drive?

To view your available hard drive space, double-click on the HDD drive on your Desktop. Click on the “eye” icon shown in the screenshot below:





- You must have at least 5.5 GB of hard disk space. However, it is not recommended to fill your hard drive to capacity. Filling your hard drive to capacity may cause performance problems.

### **My Digital Studio is running too slow or closes after a few minutes of use.**

We've found Adobe and web-based fonts have the biggest impact on the speed and stability of My Digital Studio. Disabling Adobe and web-based fonts may help reduce problems with slow loading or crashing.

1. Go to your hard drive.
2. Go to Applications.
3. Go to Font Book.
4. Click on PDF on the left-hand side and then click on the arrow next to the gear symbol at the top of the window.
5. Select "Disable PDF"
6. Click on Web on the left-hand side and then click on the arrow next to the gear symbol at the top of the window.
7. Select "Disable Web."
8. Try running My Digital Studio with the Adobe and Web fonts disabled.

- Do you meet the minimum system requirements? My Digital Studio encounters performance issues or closes after temporary use if one of the minimum system requirements is not met.

Follow these steps to check your system requirements:

1. Click on the Apple symbol at the top-left corner.
2. Click on "About this Mac" to display your system specifications.

- How Much RAM do you have?

After following the steps above, check the “Memory” line on the ‘About this Mac’ window. You must have at least 512 MB RAM. However, 1024MB RAM is recommended.

- What is your Processor (CPU) speed and type?

In the ‘About this Mac’ window, check the “Processor” line. You must have 1 GHz or better (1.6 GHz recommended) of the Pentium 4 or better series, or comparable AMD processor.

- How Much Video RAM do you have?

In the ‘About this Mac’ window, click on the “More Info...” button. Click on Graphic/Displays on the left side. Check the “VRAM (total)” line. You must have 16MB Video RAM (64MB recommended).

## JVM could not be started error



- This error may occur when opening My Digital Studio. Follow these steps:
  1. Run Apple Software Updates until completely up-to-date. (After restarting from the first update, try to run updates again until it says there are no more updates)
  2. Repair Permissions using Disk Utility on hard drive and Restart.
  3. -Go to your HDD, then to Applications. Select Utilities and then Disk Utility. Select your hard drive and select Repair Disk Permissions (this is under the First Aid tab).
  4. Restart your computer.
  5. Try program again.
- If the error still occurs, you may need to delete you’re My Digital Studio preferences file.

To delete the “mydigitalstudio.prefs” file:

1. In your local drive (HDD):
2. Open Users
3. Open the User name you used to install My Digital Studio
4. Open Library
5. Open Preferences
6. Delete the file named “mydigitalstudio.prefs”

## Java nullpointer error

- Delete the “mydigitalstudio.prefs” file:
  1. In your local drive (HD):
  2. Open Users

3. Open the User name you used to install My Digital Studio
4. Open Library
5. Open Preferences
6. Delete the file named “mydigitalstudio.prefs”

### Other Possible Solutions

- Uninstall and Reinstall QuickTime.

## Windows Vista Operating System

### I Cannot Install the Software

- Do you have a DVD-ROM drive?

To check, double-click on My Computer. Check to see if your disk drive is a CD or DVD Drive (the disk drive is often found as the D:/ drive). If the drive is labeled as “CD Drive”, it is a CD drive and is not compatible.

If you have a CD drive, the software cannot be installed on your computer. My Digital Studio comes as two DVDs and cannot be installed with a CD drive.

- How much free disk space do you have on your hard drive?

To determine your free disk space:

1. Right-click on the Computer icon on your in the start menu (the start menu is accessed by clicking on the Windows orb at the bottom-right).
2. Select properties.
3. You must have at least 5.5 GB of hard disk space. However, it is not recommended to fill your hard drive to capacity. Filling your hard drive to capacity may cause performance problems.

### My Digital Studio is running too slow or closes after a few minutes of use.

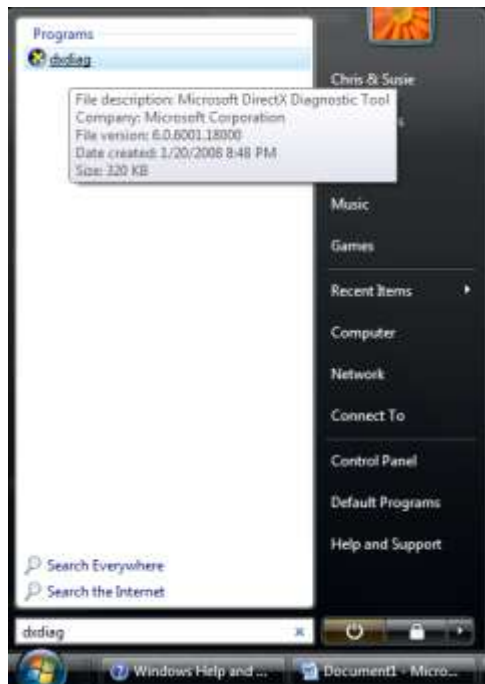
If you still are unable to run My Digital Studio, please note that excessive font types on your computer may slow the program down or cause it to crash.

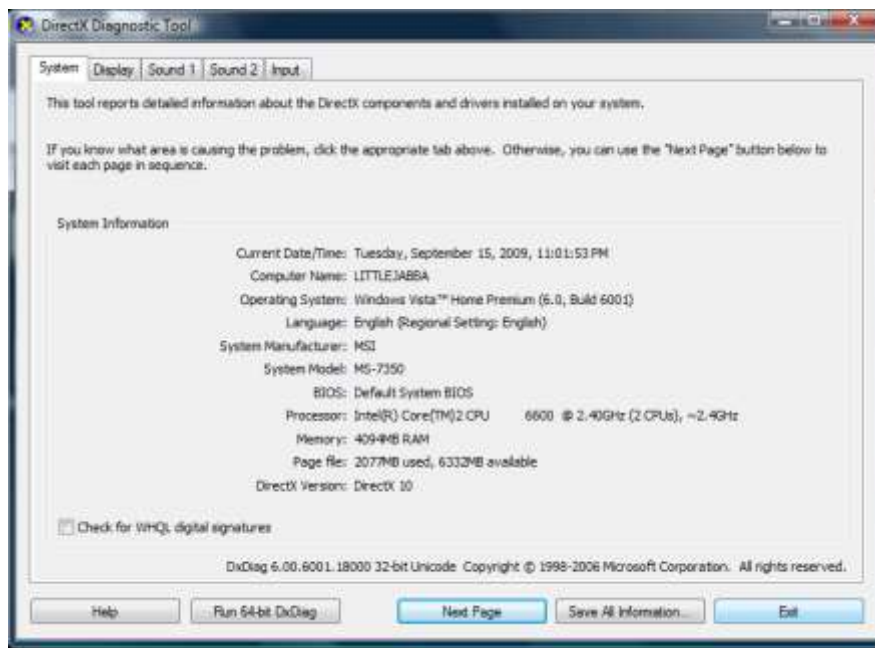
1. Check your fonts under your Control Panel.
  2. Click on the Fonts folder (you may need to switch to Classic View to see the Fonts folder).
  3. We recommend less than 1,000, but the more fonts you have the slower My Digital Studio may run.
- If you have only a few hundred fonts and My Digital Studio is still running slowly or crashing, please try these steps:
    1. We’ve also found Adobe-based fonts to have the biggest impact on the speed and stability of My Digital Studio. Removing Adobe fonts may help reduce problems with slow loading or crashing.

2. We recommend copying the Adobe fonts to a new folder if you don't want to delete them. This will create a copy of the fonts.
  3. Launch My Digital Studio with the Adobe fonts removed from the Fonts folder in the Control Panel.
- Do you meet the minimum system requirements? My Digital Studio encounters performance issues or closes after temporary use if one of the minimum system requirements is not met.

Follow these steps to check your system requirements:

1. Click on the Windows orb button on the lower left hand corner of your screen.
2. A small search bar will appear. Type "dxdiag" in to this window and click OK. A window will appear that reads; "DirectX Diagnostic Tool". You can check most of your system information under the System tab. The Display tab will also have information on your Video RAM, which is an important component to run My Digital Studio.





- ❑ How Much RAM do you have?

After following the steps above, check the “Memory” line on the system page. If you are running Windows Vista, you must have at least 1024 MB RAM. However, 1.5GB RAM is recommended.

- ❑ What is your Processor (CPU) speed and type?

In the DirectX Diagnostic Tool, check the “Processor” line on the system page. You must have 1 GHz or better (1.6 GHz recommended) of the Pentium 4 or better series, or comparable AMD processor.

- ❑ How Much Video RAM do you have?

In the DirectX Diagnostic Tool click on the Display tab at the top. Check the “Approx. Total Memory” line. You must have 16MB Video RAM (64MB recommended).

## JVM could not be started error



- ❑ If you have not yet installed the software, you may need to clean out your temp files. To do so, follow these steps:
  1. Right click on your hard drive (C:\) and select Properties.
  2. Click on “Disk Cleanup”

3. After your computer determines where to run the disk cleanup, it will present a list of options. Scroll down and select Temporary Files as a folder to be cleaned.
4. Try installing My Digital Studio again.

☐ If you have installed My Digital Studio and you are getting the JVM error, you may need to configure the software's "My Digital Studio.vmoptions" file by completing the following:

1. Access your local C: drive by clicking on Start (orb in lower left hand corner) followed by "Computer." Click on (C:). Select "Program Files" followed by the "My Digital Studios" folder. Windows 64 bit users will want to browse to: C:\Program Files (x86)\My Digital Studio. Or, if you installed the software in another location, find the My Digital Studio at the location you selected.
2. Double-click the "My Digital Studio.vmoptions" file. Windows will report that it cannot open the file. Choose the option to "Select the program from a list of installed programs." Scroll through the list and select "Notepad." Click OK.
3. When the file opens in Notepad, change first line to read "-Xmx768m" Do not change the second line.



4. Click on the File menu and save the file and try opening My Digital Studio.
5. If My Digital Studio does not open, then open up the "My Digital Studio.vmoptions" file again and modify the top line to read "-Xmx512m" Click on the File menu and save the file. Now try opening My Digital Studio.
6. If My Digital Studio still won't open, then open up the "My Digital Studio.vmoptions" file again and modify the top line to read "-Xmx256m" Now try opening My Digital Studio.

**Note:** If you are unable to edit the vmoptions file due to a permission issue, you will need to change your User Account Control (UAC) settings.

1. Click Start, and then click Control Panel.
2. In Control Panel, click User Accounts.
3. In the User Accounts window, click User Accounts.
4. In the User Accounts tasks window, click Turn User Account Control on or off.

5. Clear the Use User Account Control (UAC) to help protect your computer check box, and then click OK.
6. Click Restart Now to apply the change right away.

- If the error still occurs after editing the .vmoptions file, please delete your My Digital Studio preferences file.

To delete the MyDigitalStudio.prefs file:

1. Open your local C: drive by clicking on Start (orb in lower left hand corner) followed by "Computer." Click on "(C:)."
2. Open "Users" folder.
3. Click on user folder (This will be the folder with your name or the name of person who installed the program).
4. Delete the file (not a folder) named "mydigitalstudio.prefs" by right clicking on the file and clicking Delete.

- Relaunch My Digital Studio. If the error still occurs, please update your Java.

To update Java

1. Go to [www.java.com](http://www.java.com).
2. Click, Free Java Download. Follow the instructions to update Java.

- Relaunch My Digital Studio. If the error still occurs, it may be due to old versions of Java remaining on your computer and these versions need to be removed.

To uninstall Java from your system, use the Programs and features utility in the Microsoft Windows Control Panel.

1. Click Start (orb in lower left hand corner).
2. Click on Control Panel.
3. Double click on the Programs and Features control panel icon.
4. Remove any Java software products that are on your computer by selecting the Java file from the program list and following prompts to uninstall.

- Reinstall Java

1. Go to [www.java.com](http://www.java.com).
2. Click, Free Java Download. Follow the instructions to reinstall Java.

- Restart your computer.

- Relaunch My Digital Studio. If the error still occurs, please update your QuickTime program.

- Uninstall and Reinstall Quicktime.

- ❑ Relaunch My Digital Studio. If the error still occurs you will need to uninstall and reinstall My Digital Studio.

To uninstall My Digital Studio:

1. Click on Start (orb in lower left hand corner)\Control Panel\Programs and Features.
2. Select My Digital Studio from the programs list and double click on the program.
3. Follow prompts to finish uninstall.

- ❑ Delete the MyDigitalStudio folder:

1. Open your local C: drive by clicking on Start (orb in lower left hand corner) followed by “Computer.” Click on “(C:).”
2. Open “Program Files” folder.
3. Right click on My Digital Studio folder and delete it – the whole folder.

- ❑ Reinstall My Digital Studio.

## Java nullpointer error

Delete the MyDigitalStudio.prefs file:

1. Open your local C: drive by clicking on Start (orb in lower left hand corner) followed by “Computer.” Click on “(C:).”
2. Open “Users” folder.
3. Click on user folder (This will be the folder with your name or the name of person who installed the program).
4. Delete the file (not a folder) named “mydigitalstudio.prefs” by right clicking on the file and clicking Delete.
5. Restart your computer.

A nullpointer error could also be from symbols that are not recognized by Java. For example, photos named, “photo#3” may cause this error because the # symbol is not recognized by Java.

## I cannot print from my home computer

Sometimes it is necessary to reset printer drivers to default values. Close My Digital Studio and go to Control Panel > Printers.

## Java.lang error

Delete the MyDigitalStudio.prefs file:

1. Open your local C: drive by clicking on Start (orb in lower left hand corner) followed by “Computer.” Click on “(C:).”
2. Open “Users” folder.
3. Click on user folder (This will be the folder with your name or the name of person who installed the program).

4. Delete the file (not a folder) named “mydigitalstudio.prefs” by right clicking on the file and clicking Delete.
5. Restart the computer.

### **Other Possible Solutions**

- Run regular Windows updates