

Adobe® Version Cue™ 1.0.1 ReadMe File

System Requirements

Windows®

- Intel® Pentium® III or faster processor (800 MHz or higher recommended)
- Windows 2000 (Service Pack 3), Windows XP
- 128 MB of RAM, 256 MB recommended
- 150 MB available Hard Disk space
- CD-ROM drive

Macintosh®

- PowerPC® G4 processor or later
- Mac OS X, version 10.2.6 with updated Java Library 1.4.1 from Apple
- 128 MB of RAM, 256 MB recommended
- 150 MB available Hard Disk space
- CD-ROM drive
- HFS+ volumes (UFS volumes are not supported)

Note: For optimal performance, we recommend having 400 MB of available hard disk space because the operating system uses the disk space as virtual memory when running Adobe Version Cue. For the proper usage of the browser-based administration client, the Version Cue Workspace Administration, we recommend Internet Explorer versions 5.0 or Safari 1.0 or later.

Mac OS X 10.2.6 required when updating to Java 1.4.1 (Macintosh only)

Java 1.4.1 from Apple is required to run Version Cue. In the past, it was possible to update to this release of Java using Mac OS X 10.2.4. Due to changes in Mac OS X, updating to Java 1.4.1 Update 1 can only happen if you are using Mac OS X 10.2.6 or higher. Therefore, if you want to run Version Cue Workspace on your machine, you first have to update to OS 10.2.6 and then run the Java 1.4.1 update. The update is available via the Apple software update mechanism or as a download from the Apple web site at <http://www.apple.com>.

Adobe Version Cue uninstallation

Uninstalling the Adobe Version Cue Workspace

If you wish to preserve existing projects, please refer to the section "Preserving your existing projects when re-installing Version Cue Workspace" below before uninstalling.

Using the uninstaller to remove Version Cue from your computer (Macintosh only)

You cannot uninstall Version Cue by simply moving the Adobe Version Cue folder in the Applications folder into the Trash. If you have already trashed the Adobe Version Cue folder or components of it, please see the section "Removing Version Cue manually (Macintosh only, not recommended)" below.

You should always use the Adobe Creative Suite uninstaller, which is located in the Adobe Version Cue folder on the computer where the Version Cue Workspace was installed. The uninstaller removes all traces of the installation, including the Version Workspace preferences, and (optionally) the Workspace databases.

If you originally performed a custom installation that put the Adobe Version Cue folder in a place that causes the path length to it to exceed 255 characters, running the Version Cue uninstaller will fail. To work around this problem, move the uninstaller to your desktop before running it.

When starting the uninstaller, if prompted to select a language, avoid changing from Japanese to Roman languages and vice versa. If you do change languages, the user interface of the installer may not display all characters properly. Whenever possible, especially for Japanese, please set the primary system language to your preferred user interface language before running the uninstaller. The primary user interface language can be specified in the "Language" tab of the "International" pane of System Preferences, by dragging the primary language to the top of the language list.

Version Cue Preferences (Windows only)

To avoid leaving files behind on your system, please make sure the Control Panel window "Adobe Version Cue" is closed before you uninstall.

Version Cue legacy files (Windows only)

On very rare occasions, if you are trying to uninstall Version Cue, legacy files may not be completely removed from your hard drive. If this happens, re-install only the Version Cue component of Adobe Creative Suite from the original CDs, then run the uninstaller again.

Adobe Version Cue (re-)installation

Preserving your existing projects when re-installing Version Cue Workspace

To reuse your existing projects, if you want to uninstall Version Cue and then re-install it, please do the following:

1. When the Version Cue uninstaller asks, choose one of the following options: "Remove only the Version Cue software" (Macintosh) or "Keep my preferences" (Windows). This will keep the existing "data" and "backups" folders on your hard drive.
2. When you re-install Version Cue, do not start the Workspace. Following re-installation, the existing "data" and "backups" folders will have been renamed "data1" and "backups1" to avoid loss of data, and new "data" and "backups" folders will have been created.
3. Navigate to the "/Applications/Adobe Version Cue" folder. Delete the newly created "data" and "backups" folders.
4. Rename the "data1" and "backups1" folders to "data" and "backups".
5. Start the Version Cue Workspace.

Removing Version Cue manually (Macintosh only, not recommended)

If you have accidentally removed parts of the Version Cue installation manually or if the uninstaller fails, you have to remove the remaining installed Version Cue components manually:

1. Navigate to the "/Library/PreferencePanels" folder on your Mac OS X Startup Drive. Delete the "VersionCue.prefPane" folder.
2. Navigate to the "/Library/Preferences" folder on your Mac OS X Startup Drive. Delete "com.adobe.versioncue.plist"
3. Navigate to the "/Library/StartupItems" folder on your Mac OS X Startup Drive. Delete the "AdobeVersionCue" folder.
4. Navigate to the "/Applications" folder on your Mac OS X Startup Drive. Delete your "Adobe Version Cue" folder.

Administering the Adobe Version Cue Workspace

Version Cue Workspace maintenance

For the best performance, restart the Version Cue Workspace once a week. Please refer to the Version Cue Help for information about how to turn the Version Cue Workspace off and on again.

If you experience unexpected behavior, try turning the Version Cue Workspace off and on. Restarting the computer should not be necessary.

When you create many versions, disk space can be used up rapidly, if projects or files are large. If you start to run out of available hard drive space, you can delete files. Please refer to the section "Deleting files permanently" below.

Supporting remote Volumes

The folders "data" and "backups" (and their specific functionality) are not supported on network or remote volumes. These folders must always be available locally.

Version Cue recovery

The Version Cue Workspace monitors the integrity of its data and on startup will self-repair most problems. You may, however, experience an extremely rare data consistency problem that Version Cue discovers when it is being turned on.

1. If this problem occurs when starting Version Cue, you will be notified and told to check the logs for further information.
2. A second dialog will then ask if a recovery process should begin to attempt to fix the problem.
3. If yes, click "Continue" to start the recovery process.
4. If the problem is fixed, you will be notified and the Version Cue Workspace will start up.
5. If the problem was not repairable, you will be given the option to export your existing projects.
6. A dialog will appear and ask you to select a folder to save your projects. Select folder and press OK. When your projects were safely exported, you will be notified.
7. After that, re-install the Version Cue software from the Adobe Creative Suite CD.
8. Import the previously exported projects. (For more information refer to the "Importing Projects" section in the Version Cue Help.)

Default login name and password

In Adobe Version Cue 1.0.1, the pop-up window for changing the default login name and password for the system user has been omitted. If you wish to change the default user name and password, please log in to the Version Cue Workspace

Administration using the default login name “system” and default password “system”, then continue to make the desired changes in the “Edit users...” section.

Additional explanatory text has been added to the homepage of the Version Cue Workspace Administration.

Entering Japanese text in the Version Cue Workspace Administration

You can enter Japanese text into Version Cue Workspace Administration pages. However, there are restrictions: some fields constrain the characters permitted.

In the pop-up window that is used at first start to let you change the default system user name and password, the fields “Password” and “Verify Password” must not contain any characters other than the ASCII characters ‘a’ through ‘z’, ‘A’ through ‘Z’, ‘0’ through ‘9’, ‘-’ or ‘_’. The same is true for these fields and the field “E-Mail” on the “Edit user” page.

All other fields accept double-byte characters. This means that you may use their regular Japanese input methods to include hiragana, full-width katakana, half-width katakana (on systems that encode half-width katakana as double-byte characters) and full-width alphanumeric characters (including numerals) in the following fields:

- “User Name”, on all pages where it occurs
- “Login Name”, on all pages where it occurs
- “Telephone Number”, on “Edit User” page
- “Comments”, on all pages where it occurs
- “Project Name”, on “New Project” page
- “Backup Name”, on “Backup Project” page
- “New Project Name” (when duplicating an existing project)
- “Workspace Name”, on the Preferences page
- “Name”, on the second page in the “Export Users” procedure in which you give a name to the list of users you are exporting.

Using Adobe Version Cue

Names of files on Version Cue projects are case sensitive

It is important to understand how capitalization in the names of Version Cue files may affect access to files. Normally, on Macintosh and Windows computers, capitalization in file names is not used to distinguish the files from each other. For example, it is not permissible to have two files named “Test.indd” and “tesT.indd” in the same folder because the names are seen as the same.

However, the Version Cue Workspace does differentiate between files that have the same names but different capitalization. This means that in any given folder in the Workspace, you may have multiple files whose names vary only by capitalization, and in the Version Cue “Open” (or “Save”) dialog you will see all of them listed individually. When you edit a file managed by Version Cue, a working copy is saved on your own hard drive. This working copy is not physically located in the Version Cue Workspace and the file capitalization “rules” of the computer (as opposed to the Version Cue Workspace) may result in some workflow anomalies. While you may have multiple copies of files with different capitalization in a Workspace project folder, you can have only one of them present for editing as a working copy at a time. In such an instance, you cannot access the other files (with different capitalization) until you have finished with, synchronized or “Save a Version” of the one which has been edited first, and then manually removed the working copy that is marked “Ready for Use” in the Version Cue “Open” (or “Save”) dialog.

One way to identify whether a file you are viewing in the “Open” (or “Save”) dialog is a working copy is through its status. Files marked “Ready for Use” or “In Use by Me” have working copies. These are the ones that must be synchronized or versioned, and then deleted before you will be able to access a different file with the same name but different capitalization.

In order to recover from situations where you accidentally create files with names whose vary only in case, follow these steps: (i) use the “Reveal in Finder/Explorer” command in the Version Cue “Open”/“Save” dialog to show the local disk folders where your working copies are stored; (ii) navigate to the folder where you accidentally created multiple files; (iii) find any affected file that you already have present on your local disk; (iv) double-click to open it; (v) choose “File”/“Save a Version” to make sure you have no unsaved local changes in that file; (vi) close the file; and (vii) use the Finder/Explorer to delete the local copy of the file. Having removed any local copy, you can use the Version Cue user interface to rename one or more of the affected files in the project so that their names contain at least one difference in spelling (regardless of case).

Refresh and Synchronize

It is recommended that you use the “Refresh” command when it appears that an action has not taken place. The “Refresh” command is available in the “Open” dialog under the “Project Tools” menu in Illustrator® CS, InDesign® CS, and Photoshop® CS. In GoLive CS, click the “Refresh View” button in the toolbar.

In Illustrator CS, InDesign CS, and Photoshop CS, use the “Synchronize” command to keep the status of the master project files in the Version Cue Workspace synchronized with your working files. In GoLive® CS, there is an explicit synchronization dialog which allows users to synchronize on a per-asset basis. Please refer to the GoLive CS Help for more information.

Renaming Projects

When a Version Cue project is renamed, the working project folder name (containing the user’s working copies of project files) is not automatically renamed. This folder retains the original project name. To maintain consistency, you may choose to rename the working project folder using the Explorer (Windows) or Finder (Mac OS). However, this is not required.

Renaming or moving a Version Cue working folder

When you first access the files in a Version Cue project, a folder named for the project is created in a Version Cue folder (on Windows located in “My Documents”, on Mac OS X in “<username>/Documents”). This newly-created folder holds working copies of the Version Cue files you are editing. Once created, Version Cue will never automatically rename these folders (even if the project itself is renamed). However, you may manually rename these folders if required without breaking their connection to their projects.

As you continue to use Version Cue, you may wish to move the entire Version Cue working folder to a different location on your hard drive, or to a different partition or hard drive on your computer that has more space available. After such a move, the Version Cue-enabled Creative Suite applications will automatically find the Version Cue working folder in its new location. This may take several minutes if you have many partitions or if some of your hard drives are very large.

Version Cue-enabled Creative Suite applications will also automatically find any folders for individual projects that you move out of your Version Cue folder. It is not advised that you move individual folders to different partitions or hard drives, however, as this makes the search much more difficult. Should Version Cue fail to find such a moved folder, the project it is connected to will no longer show in the Version Cue dialog. In order to try to recover from such a failure: first, move the project folder back inside the Version Cue folder; second, make sure it has the current name of its associated project; and finally go into the Version Cue dialog and reaccess the project by opening its containing workspace. Version Cue will attempt to reconnect the project with your local folder at that time.

Offline Status

The project’s “Offline” state refers to a situation where the Version Cue Workspace holding that project cannot be contacted. One possibility causing this is that the computer running Version Cue Workspace has gone to sleep, ‘hibernation’, or shutdown. Another possibility is that the person trying to contact the Version Cue Workspace has moved the computer into another subnet within the intranet (see the subnet note below).

The “Offline” state is also used to refer to projects that are no longer available such as projects that have been deleted or are no longer being shared.

Projects that have become offline, but later become available again, may still show as “Offline” in the User Interface. Such projects can still be contacted via normal methods, and after doing so, the status will be updated to no longer show “Offline”.

Creating a new project on an offline server will return an un-descriptive error message. Create a new project when the server becomes available.

File size limitations

Only single files and file transfers less than 2 GB are currently supported in the Version Cue Workspace.

Using Version Cue in mixed language environments

The Adobe Creative Suite component applications as well as Adobe Version Cue are designed to work in a single language environment where the language of the OS and the components are the same. Mixing the language of the OS and the Creative Suite components may cause certain characters to be displayed improperly.

Restrictions on the names of projects, folders and files for the Version Cue

File, folder and comments that contain accents and/or diacritical characters are not fully supported in the Japanese version of Creative Suite.

In order to facilitate cross platform usage and to prevent errors, Version Cue enforces restrictions on the name of projects, folders and files. If you attempt to name or rename a project, folder or file so that it contains any of the following characters:

“ * / : ; < = > ? \ | [control characters U+0000 through U+001F]

then these characters are replaced with a hyphen (“-”) character. In addition, any trailing periods or spaces are removed.

Connection Issues

Version Cue Workspace is not accessible after updating to Windows XP Service Pack 2

Windows XP Service Pack 2 enables the internal firewall by default and therefore the Workspace detection is blocked. This can be changed by adding 2 new rules to the internal firewall.

To add the rules:

1. Click the "Windows Security Alerts" tray application to open the "Security Center". In the "Security Center", scroll down.
2. Click "Windows Firewall" to open the "Windows Firewall" section.
3. Click the "Exceptions" tab to get the list of programs and services.
4. Click the "Add Port..." button.
5. In the subsequent "Add a port" dialog, enter the port number 3703, choose TCP, and enter a name like "Version Cue".
6. Click the "OK" button to add this rule.
7. Go back to the Windows Firewall's Exception tab.
8. Click the "Add Port..." button.
9. In the upcoming "Add a port" dialog, enter the port number 427, choose UDP, and enter a name like "SLP/UDP".
10. Click the "OK" button to add this rule.

After following these steps, the firewall should no longer be blocking the Workspace detection.

Users cannot see a project shared by others

Check that the computer sharing the project is on and connected to the network. It may be the case that the project is on a computer that has gone to sleep (Mac OS), or is hibernating or in standby mode (Windows).

In the Control Panel (Windows) or System Preferences (Mac OS) of the computer sharing the project, check that Version Cue is turned on and that Version Cue Workspace access is set to be visible by others.

Make sure the project is set to "Shared" in the project's properties. You can access a project's properties in the Version Cue Workspace Administration or by selecting the project in the "Open" dialog box in Photoshop CS, Illustrator CD, or InDesign CS, and then choosing "Edit Properties" from the "Tools" menu. See the Version Cue Help for complete documentation.

Version Cue Workspace accessing a network

If your Version Cue Workspace is installed on a computer that can access the network in more than one way (e.g. through an Ethernet or a wireless network connection), please make sure to use one connection exclusively. If your computer uses more than one active network connection, it may cause problems for people who want to access a project installed on that machine.

Simultaneous access to intranet and internet through a proxy server

Version Cue does not support "Bypass proxy server for local addresses", a feature available on Microsoft Windows via the "Internet Options", "Connections settings". Version Cue will use the proxy server in all cases. If that proxy does not allow access to the intranet (possibly the case with older proxy configurations), you will not see remote Version Cue Workspaces. In these cases, please contact your internet service provider to determine how to simultaneously support intranet and internet access through the proxy server.

Connecting to Version Cue projects via a VPN (Virtual Private Network) connection

Version Cue projects that are accessed via VPN may appear to be offline but are actually available. Simply double-click on the project and attempt to access the files.

Issues related to Adobe GoLive® CS

Removing Version Cue legacy files before re-installing the Version Cue Workspace

Please note: The cleanup is especially recommended when you plan to install a new Version Cue Workspace.

- On Mac OS, go to "Users/<username>/Library/Preferences/Adobe", and delete the "Workflow" folder.
- On Windows, go to "Documents and Settings/<username>/Application Data/Adobe", and delete the "Workflow" folder.

Potential Connection Problems

If connection problems occur repeatedly, please be sure to check the proxy settings for your OS.

Publishing

Dragging & dropping from the local "Files" tab to the "Publish Server" tab is currently not supported.

Renaming of sites

If a site has been renamed on the server be sure to close the open site within GoLive, then re-open it for updating.

Renaming of additional folders

Renaming of folders, which are included within the web-data folder should only be renamed in the GoLive Site window, under the "Extras" tab.

"User Activity" tab

The "User Activity" tab only shows files that are checked out on the current machine. Files checked out by the same user on a different machine do not appear in this tab.

Reference parsing for QuickTime

Reference parsing and link updating in QuickTime movies is not supported with Version Cue projects. However, it is supported in GoLive CS sites that are not Version Cue projects.

Other issues

On Mac, your CS application might crash if an unusually large amount of text is pasted into the comment field. Note that this does not occur when typing text into it.

Temporarily stopping the Adobe Web Workgroup Server (AWWS)

In case you have the AWWS installed on your machine and don't want to uninstall, here is how to stop the server temporarily and avoid its automatic start after the computer is restarted:

Windows XP:

1. Go to: "Start/Control Panel/Administrative Tools/Services" (on Windows 2000: Go to "Start/Settings/Control Panel/Administrative Tools/Services")
2. Locate the entry "AdobeWebWorkgroupServer"
3. Right-click the entry and choose "Properties"
4. Change the Startup type behavior to "Manual" or "Disabled".

Mac OS:

1. Go to the folder "/Library/StartupItems" of your Startup Drive
2. Locate the folder "Adobe Web Workgroup Server"
3. Put this folder in any other place outside the folder "/Library/StartupItems".

Importing an Adobe Web Workgroup Server (AWWS) site backup into Version Cue

When importing a site backup from an Adobe Web Workgroup Server, you may encounter problems if special characters appear in the directory path to it. This is caused by the attempt to import, in addition to the site/project files themselves, a list of users that are working on the site/project. Please deactivate the option to import that user list in the Version Cue Workspace Administration. Then try to import the AWWS backup again.

You may also encounter problems importing site backups from AWWS, if the data folder was not originally installed at the default location. If that is the case in your environment, please do the following:

- In the "wgdata/sitebackup" folder, locate the corresponding .smd file of the backup you want to use.
- Open the *.smd file of the backup you want to import with any kind of text editor and delete the whole second line: "<!DOCTYPE sitemetadata SYSTEM "sitemetadata.dtd".

WebDAV server connectivity

When creating a new Version Cue project by importing from a WebDAV server, if you request a file from an IIS 6.0 Web server that has an extension which is not a defined MIME type on the Web server, you receive the following error message: "HTTP Error 404 - File or directory not found". This is a known Microsoft issue, please check the Microsoft web site for more details.

Acrobat® 6 can not connect to the Version Cue Workspace as a WebDAV Server.

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