# Table of Contents

- Getting Started Document .................................................................................................................. 1
- Supported Versions .................................................................................................................................. 4
- Getting Started with 'Adobe Design to Print' ....................................................................................... 4
- Uninstallation Steps for Windows ........................................................................................................... 7
  - If installed using installer ...................................................................................................................... 7
  - If installed manually .............................................................................................................................. 7
- Uninstallation Steps for Mac .................................................................................................................... 8
  - If installed using installer ...................................................................................................................... 8
  - If installed manually .............................................................................................................................. 8
- Known issues & resolutions ...................................................................................................................... 9
- Features not supported ............................................................................................................................ 9
- Notes .......................................................................................................................................................... 9
- Contact Us ............................................................................................................................................... 9
Supported Versions

1. Photoshop CC 2018 (Mac and Windows)
2. Photoshop CC 2019 (Mac and Windows)

*Please note that latest version of MAC OS, Catalina (10.15), is currently not supported. It is recommended to install the plug-in on MAC OS 10.14 or below.*

Getting Started with ‘Adobe Design to Print’

**Note:** If you have installed any previous version of the Plug-in via pre-release or beta program, kindly follow [Uninstallation steps](#) before getting started with the new version.

1. Install the extension from Adobe Exchange.
2. Launch any of the supported versions of Adobe Photoshop.
3. Navigate to **Window > Extensions > Adobe Design to Print** to open the extension.
   A new dialog windows opens. Click **Create New Design to Print Project**.
4. Select any product from the Product Catalog and click Create or double-click on the product.

5. Apply and edit your artwork. Work on one or more artboards while previewing your design.

6. Publish your design for sale and production.
Uninstallation Steps for Windows

If installed using installer

1. Close Adobe Photoshop, if running
2. Go to Add or Remove Programs
3. Search for ‘Adobe Design to Print’. Click Uninstall

If installed manually

If you followed manual installation steps, and placed files at respective locations, then the files should be removed manually too.

1. Close Adobe Photoshop, if running
2. Delete Extension
   Go to C:\Program Files (x86)\Common Files\Adobe\CEP\extensions and delete ‘com.adobe.designtoPrint’
   or
   Go to C:\Users\<username>\AppData\Roaming\Adobe\CEP\extensions and delete ‘com.adobe.designtoPrint’
3. Delete Plug-in and Generator folder
   Go to C:\Program Files\Adobe\Adobe Photoshop CC 2019\Plug-ins and Delete ‘Generator’ folder and AdobeDesigntoPrint.8li
   [Perform same steps for other Adobe Photoshop CC versions]
4. Delete FBS folder
   Go to %AppData%\Adobe\Adobe Design to Print (usually points to: \Users\<username>\AppData\Roaming\Adobe\Adobe Design to Print) and delete FBS folder
Uninstallation Steps for Mac

If installed using installer

1. Close Adobe Photoshop, if running
2. Locate the installer or mounted drive and open it
3. Click on ‘UninstallAdobeDesignToPrint.pkg’ and Ok

If installed manually

If you followed manual installation steps, and placed files at respective locations, then the files should be removed manually too-

1. Close Adobe Photoshop, if running
2. Delete **Extension**
   - Go to `/Library/Application Support/Adobe/CEP/extensions/` and delete ‘com.adobe.designtoPrint’ folder
   - Or
   - Go to `/Users/<username>/Library/Application Support/Adobe/CEP/extensions/` and delete ‘com.adobe.designtoPrint’ folder
3. Delete **Plug-in** and **Generator** folder
   - Go to `/Applications/Adobe Photoshop CC 2019/Plug-ins/` and delete ‘Generator’ folder and AdobeDesignToPrint.plugin
   - Perform same steps for other Adobe Photoshop CC versions
4. Delete **FBS** folder
   - Go to `/Users/<username>/Library/Application Support/Adobe/Adobe Design to Print` and delete ‘FBS’ folder
Known issues & resolutions

1. **Problem:** Design to Print Extension cannot be opened from Photoshop’s home page  
   **Resolution:** It is mandatory to open an existing Photoshop document/image and then navigate to Window > Extension > Adobe Design to Print

2. **Problem:** User cannot reach blank state by using Undo or Step Backward  
   **Resolution:** To reach the initial blank state on the art-board, user should click on the snapshot in History Panel

3. **Problem:** Sometimes, for product such as Postcard, preview does not get updated immediately  
   **Resolution:** Draw anything on the art-board, preview gets updated

4. **Problem:** After new document creation, art-board appears black  
   **Resolution**  
   **WIN:** Navigate to Edit > Preferences > Performance  
   **MAC:** Navigate to Photoshop CC > Preferences > Performance  
   Ensure that ‘Use Graphics Processor’ is checked

5. **Problem:** [Intermittent] Using Undo/Eraser/Brush tool in quick succession, does not get updated the preview as expected  
   **Resolution:** Draw anything on the art-board or re-open the extension window, preview gets update

6. **Problem:** Incorrect Preview gets generated with combination of Curve and Feather tools  
   **Resolution:** This is an intermittent issue, re-opening the extension window may solve the problem

Features not supported

1. Changing Image Mode (other than RGB), is not supported
2. Any changes to artboard will distort the document and preview will not get updated -  
   - Image > Image Rotation  
   - Change Dimensions value (W or H)  
   - Change Position value (X or Y)

Notes

1. Preview image is a low-resolution image, but it will not impact the print quality of the design
2. User might see a difference in categorization of the products in the plugin when compared to Zazzle website

Contact Us

For any issues or questions about Adobe Design to Print, please contact us at support-adobe-dtp@adobe.com