

Common Installation Issues

The following outlines some common issues that may occur when using the Adobe Extension Manager to install extensions.

Fixing common issues

If installing an extension is taking longer than you would expect, or if you are finding that Dreamweaver is not functioning as expected after installing, you may be able to fix this by deleting the WinFileCache.dat or MacFileCache.dat file.

Follow these instructions for Windows or Mac users to delete this file.

For Windows users

1. Close Dreamweaver.
2. Open a Windows Explorer window.
3. In the Address bar enter **%appdata%** and click Enter.
4. Open the **Adobe** directory.
5. Open the **Dreamweaver** folder for the version of Dreamweaver you are using.
6. *Dreamweaver CS4 users only* – open the **en_US** directory.
7. Open the **Configuration** directory.
8. Locate the **WinFileCache.dat** file.
There may be some other numbers appended to this filename.
9. Press **Delete** to delete this file.
10. Open Dreamweaver.

Note: If the problem persists, you may need to uninstall your extensions, reinstall them, then delete the WinFileCache.dat file and open Dreamweaver.

For Mac OS X users

1. Close Dreamweaver.
2. Open your **OS X Finder**.
3. Navigate to the following directory.

Dreamweaver CS4

/users/[username]/Library/Application Support/Adobe/Dreamweaver CS4/en_US/Configuration/

Dreamweaver CS3

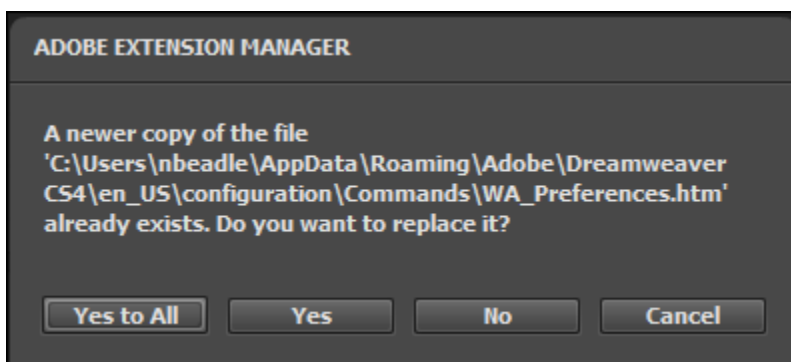
/users/[username]/Library/Application Support/Adobe/Dreamweaver 9 /Configuration/

4. Locate the MacFileCache.dat file.
There may be some other numbers appended to this filename.
5. Press **Delete** to delete this file.
6. Open Dreamweaver.

Note: If the problem persists, you may need to uninstall your extensions, reinstall them, then delete the MacFileCache.dat file and open Dreamweaver.

Common Alerts

During the installation process, there are three alerts that may appear.



- The same version of a file exists
- A newer copy of a file exists
- An older version of a file exists

When any of these alerts display, you can choose Yes to All to proceed with the installation. This should not cause any problems.