If you see a *System Problem Code: −7* or *−8 when activating your serial number*, your system has a permission problem. This is more common with Lion and Mountain Lion than with earlier versions of OS X. See this [tech note](#) to learn how to fix this.

Questions about upgrading from an earlier version of Panorama
- Will my existing Panorama databases work with the latest version of Panorama?
- What is the price to upgrade to the latest version of Panorama?
- What is the quickest way to learn to use the new features in my new upgrade?
- How do I find my serial number so I can order an upgrade?
- Can I continue to use a previous version of Panorama as well as the new version?
- Why does a previous version of Panorama open when I double click on a database?
- I just upgraded from Panorama 4.0 to 5.5 or 6.0 on Windows, why can't I print?
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Questions about downloading
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Questions about installing and activating Panorama
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- How do I transfer Panorama to a different computer?
- My personal use license has expired — how do I renew it?
- Something happened to my computer and I forgot to/could not deactivate Panorama. How do I activate it again?
- Why do I have to click on the blue letters when I have already purchased the software?
- How do I uninstall Panorama?
- Why didn't Panorama ask me to enter the product code?
- I just downloaded and expanded the Panorama V installer. Why doesn't it open when I double click on it?

Mac OS X Issues
- Will Panorama 5.5 run on Snow Leopard (OS X 10.6)?
- I'm using Snow Leopard with Panorama 5.x, why don't the Panorama icons appear?
- Will Panorama 5.5 run on Panther (OS X 10.3)?
- Will Panorama 5.0 run on Tiger (10.4) and Leopard (10.5)?
- Why does Panorama refuse to open (or crash) when I open a database e-mailed from the Mac to the PC or the PC to the Mac?

Questions about upgrading from an earlier version of Panorama

Will my existing Panorama databases work with the latest version of Panorama?

Yes. The latest version of Panorama will open any Panorama databases created with any earlier version of Panorama (including 1.0) with all data, forms and

programming intact. However, databases created with Panorama 3 or earlier will not automatically open Panorama when you double click on them (you can always open them with the Open File dialog or by dragging the database on the Panorama icon). To convert Panorama 3 or earlier databases so that double clicking opens Panorama, follow these steps:

- Open Panorama by double clicking on the application icon.
- Open the Platform Converter Wizard (in the Utilities submenu of the Wizard menu).
- Drag the database (or databases) onto the *"Panorama 3 to V"* section of the wizard.

Once you've done this once the databases will automatically open the latest version of Panorama when you double click on them.

What is the price to upgrade to the latest version of Panorama?

Upgrade prices depend what version of Panorama you have now. Enter your serial number into this on-line order form to find out the exact price for your upgrade.

What is the quickest way to learn to use the new features in my new upgrade?

If you just upgraded to a newer version of Panorama, open the *Help* command in the *Panorama* menu) and double click on *Release Notes.pdf.* These notes give detailed information on all of the new features in each release, along with links to even more detailed information in the main Panorama Handbook. If you haven't upgraded yet you can view these notes online, see the Documentation page.

How do I find my serial number so I can order an upgrade?

If you don't know your serial number we can locate it for you (if you have registered the program or purchased it directly from ProVUE). Please visit the Registration Search page to locate this information.

Can I continue to use a previous version of Panorama as well as the new version?

If you are using a Windows system only one copy of Panorama can be installed at a time, but if you are using a MacOS system you may have multiple copies of Panorama installed (and even running) simultaneously, though we don't recommend this except in exceptional circumstances (for example if you are a Panorama consultant that is supporting customers with different versions of Panorama, or if you are trying a beta or preview version of Panorama and want to

be able to continue to use the previous release version as well as the beta version).

On OS 9 it is difficult to control which copy of Panorama will be launched. The only reliable option is to double click on the application and using the Open File dialog to select the databases you want to open.

On OS X you can select a database in the Finder and open the *Get Info* window. This window contains an *Open With* property that you can change (with a pop–up menu) to select which copy of Panorama will be launched when you double click on the database. Another option is to drag each copy of Panorama into the dock. You can then open a database with any version of Panorama by dragging the database onto the corresponding icon on the dock.

Why does a previous version of Panorama open when I double click on a database?

Usually the simplest solution to this problem is to remove the older version of Panorama from your system. If you are using OS X you can select a database in the Finder and open the *Get Info* window. This window contains an *Open With* property that you can change (with a pop–up menu) to select which copy of Panorama will be launched when you double click on the database. Another option is to drag each copy of Panorama into the dock. You can then open a database with any version of Panorama by dragging the database onto the corresponding icon on the dock.

I just upgraded from Panorama 4.0 to 5.5 or 6.0 on Windows, why can't I print?

Most commonly this is caused by an incompatibility in the page setup from the previous version. To fix this, open the view you want to print (data sheet or form), then choose *Reset Page Setup* from the Setup menu. Then use the Page Setup command to set up the printing options (or just Print). You may need to use *Reset Page Setup* once for each form you need to print, but if you save your database after using this command you shouldn't need to use it twice for a given form.

Why doesn't my form print after I've upgraded to Panorama V on OS X?

The most common printing problem involves the Page Setup dialog. Due to a bug in Apple's OS X code, sometimes the page setup scaling information does not convert properly from OS 9 to OS X. When you open the Page Setup dialog you'll see the page setup scale set to a very large number like 576% or 1440%. To correct the problem, set the Page Setup to 100% and try printing again. Fortunately this only has to be done once (however it must be done for each form that has a problem).

A less frequent problem is caused by an out–of–date or corrupted print driver. This seems to happen most frequently with HP printers, but it can happen with any

brand of printer. A good way to isolate the problem is to print to another printer (if available) or to a PDF file. If either of these works then the problem is not in Panorama. Usually the solution is to locate and install the most up-to-date driver for your printer (unfortunately locating this is sometimes easier said than done), but in some situations re-installing OS X has been necessary.

If you are printing a form with variable height objects (using the expand or expand/shrink option) you may see large gaps in your report. If this happens open the Form Preferences dialog (in the Graphics Mode Setup menu) and check the 72 dpi printing option.

Questions about downloading

How do I download Panorama?

Simply go to the download page, pick the version you want, and download the software. You can download the software at any time. If you lose your copy of the software, no special permission is needed to download it again — it is always available as long as your version of Panorama is still supported.

Which download should I choose?

There is a choice of three different Panorama downloads:

• Best: Deluxe Download with Complete PDF Documentation
• Better: Deluxe Download without PDF Documentation
• Good: Minimal Download (no Examples or Documentation)

In each case **the software itself is exactly the same** — the difference is the extra files that are included. If you plan to design and create Panorama databases go for the *Best: Deluxe* option, which includes all of the example files and complete documentation. If you already have the documentation and just need a program update, the *Better: DeluxeNoPDF* option is about one quarter the size of the *Best: Deluxe* option and still gives you the updated software, programming refereference wizard, and all of the example files.

If someone else has already designed the database you are going to use and you don't plan to do any database design or maintenance yourself, download the *Good: Minimal Download* option. This includes only the software, with nothing extra. (If you later decide you need more you can always go back and download one of the deluxe versions later.)

Questions about installing and activating Panorama Sheets

How do I install Panorama Sheets (Mac OS X)?

First, download Panorama Sheets from this web site.

Next, drag the Panorama Sheets application into your Application folder. (Do not run Panorama Sheets from the DMG disk it was downloaded from.) Once this is done you can eject the Panorama Sheets DMG.

Open the Application folder and double click on *Panorama Sheets.app*. The first time you run Panorama Sheets it will open the Registration window so you can enter your serial number or start your free trial.

That's it! Panorama Sheets is now ready to use.

Can I use a personal use license with Panorama Sheets?

No, a personal use license can only be purchased for Panorama or Panorama Direct. If it was purchased directly from ProVUE, Panorama Sheets may be installed on up to three computers for your personal use. If more than one person is using Panorama Sheets then a separate copy should be purchased for each person.

Questions about installing and activating Panorama

How do I install Panorama (Mac OS X)?

Start by going on the Download page on this web site. Choose the *Panorama 6.0 for Mac OS X* option, then press the **Goto Step 2** button.

Now you have a choice of three different downloads (see Which download should I choose? above). Click on the download option of your choice. Your browser will download Panorama to your system, then automatically open a new window that contains the Panorama installer. Double click on the *Install Panorama* icon to start the actual installation process. This opens the installer window. In this window, choose the packages you want to install (the most common options are pre-selected) and press the **Install** button.

When the installation is complete the software will show you a report listing exactly what was installed. You can save this report if you like. Otherwise, just press **Exit Installer**.

(Note: If you haven't yet activated your Panorama 6.0 serial number, the installer will automatically display the Registration window when you press the Exit Installer button. See How do I activate my serial number? for more information.)

Once the installation is complete you can eject the Panorama Installer drive.

How do I install Panorama (Windows)?

Start by going on the [Download](#) page on this web site. Choose the *Panorama 6.0 for Windows XP, Vista and Windows 7* option, then press the **Goto Step 2** button.

Now you have a choice of three different downloads (see [Which download should I choose?](#) above). Click on the download option of your choice. Your browser will ask you if you want to *run or save* this file. To install Panorama on the current machine press the **Run** button.

When the download is complete your browser will ask you to confirm that you want to run the newly downloaded software (it may also tell you that the publisher could not be verified). Press the **Run** button.

A new window appears named something like *WinZip Self Extractor – PanWin553Basic.exe* (the exact name will depend on the option you chose to download). Press the **Setup** button.

You'll see a progress bar as the downloaded software is uncompressed. When this is complete the Panorama Installer window will appear.

Choose the packages you want to install (the most common options are pre-selected) and press the **Install** button.

When the installation is complete the software will show you a report listing exactly what was installed. You can save this report if you like. Otherwise, just press **Exit Installer**.

(Note: If you haven't yet activated your Panorama 6.0 serial number, the installer will automatically display the Registration window when you press the Exit Installer button. See [How do I activate my serial number?](#) for more information.)

Why did an error message appear when I installed Panorama?

The most common problem is that the previous version of Panorama is still running. You must quit all running versions of Panorama before you install a new version.

Another possible problem, especially with OS X, is that the permissions of your previous copy of Panorama are incorrect. The simplest way to fix this is to do a clean install (see the next question for instructions).

If you are installing on an OS X system, you must install directly from the DMG disk image. Do not drag the installer application from the DMG to another location on your hard drive.

If you see a *System Problem Code: -7* or *-8*, your system has a permission problem. This is more common with Lion than with earlier versions of OS X. See this [tech note](#) to learn how to fix this.

On Windows systems, sometimes a *Registry Error* appears near the end of the installation process. If this occurs, rebooting the computer and re-installing will resolve the issue.

How do I do a clean install of Panorama?

The information below assumes that the previous copy of Panorama was installed in the default location.

Macintosh OS X

In the Finder, open the *Applications* folder. Find the *Panorama* folder, drag it to the trash and empty the trash. Then re-install Panorama.

WIndows XP

Using the Windows Explorer, open the *C:\Program Files* folder. Find the *Panorama* folder, drag the folder to the recycle bin, then re-install Panorama.

Windows Vista/Windows 7

First, delete the *C:\Program Files\Panorama* folder as described above for Windows XP.

Next, find this folder (replace *{USER NAME}* with your user name on this computer)

C:\Users\{USER NAME}\AppData\Local\Panorama

Drag the folder the recycle bin, then re-install Panorama.

How do I activate a new copy of Panorama?

When you purchase Panorama our server will automatically send you an e-mail with your serial number and product code(s). When the Panorama installer is complete it will automatically open the activation window and prompt you to enter the serial number. If your computer is connected to the Internet just enter the serial number and press Submit — Panorama will take care of the rest of the process in a few seconds. If the computer is not connected to the Internet simply follow the on-screen instructions (you'll either need internet access on another computer or a [telephone](#) during ProVUE's business hours.

How do I transfer Panorama to a different computer?

To transfer your Panorama license to a different computer, first deactivate Panorama from the computer it is currently installed on.

- Open the Registration window (from the File or Setup menu).
- Scroll down to the bottom of the window and press the *De-Activate Software* button.
- Panorama will ask you to confirm that you really want to de-activate Panorama on this machine. Press the *Deactivate Now* button to continue.
- If your computer is connected to the Internet the process will be completed after a final confirmation. If the computer is not connected to the Internet you must submit the deactivation code that is displayed to the Deactivation page on this web site.

Once the deactivation process is complete you can install and activate Panorama normally on your new computer (see above).

My personal use license has expired — how do I renew it?

The first step is to apply for renewal. To do this, go to the Personal Use License page, fill in the form and submit it. You'll receive an e-mail from ProVUE once the application is processed. When you receive this e-mail you'll need to follow these steps to update the license on each of your personal machines:

1) Open Panorama
2) Open Panorama > Registration
3) De-activate the serial number
4) Re-activate the serial number
5) You'll be asked for the last four digits of the credit card used when you applied for renewal.

Once these steps are done your personal license is ready to use on this computer for the next several years. You will need to repeat these steps for each of your personal machines.

Something happened to my computer and I forgot to/could not deactivate Panorama. How do I activate it again?

Follow the instructions above for activating a new copy of Panorama. When you submit the serial number, Panorama will ask you to explain the circumstances that caused Panorama to need re-activation. Once this explanation is submitted the system will normally allow you to complete the activation process immediately. The explanation provided will be reviewed later by a member of ProVUE's staff, who will contact you to discuss the situation further if necessary.

Why do I have to click on the blue letters when I have already purchased the software?

If you are using a personal use license it could mean that your personal use license has expired. To check, open the *Registration* window (in the File or Setup menu). The window will indicate if your license has expired. If so you can renew your personal use license for only $9.95 for several years.

If the problem is not an expired personal use license then either the software was not ever activated correctly or the activation has been damaged. (For example, some versions of Tech Tool Pro and Carbon Copy Cloner have been known to damage Panorama's activation.) In either case the solution is the same, you must reactivate the software from scratch following the instructions above. If you've lost your serial number please see How do I find my serial number.

How do I uninstall Panorama?

There is no special uninstall tool necessary to remove Panorama from your system, you can simply move it to the Trash (Mac) or Recycle Bin (Windows). (If this computer has a copy of Panorama with an activated serial number, be sure to de–activate the serial number before removing the software.)

On a Mac, Panorama is normally installed in a folder named *Panorama* inside the *Applications* folder. To remove Panorama, drag this folder to the trash and empty the trash.

On Windows systems, Panorama is normally installed in a folder named *Panorama* inside the *C:\Program Files* folder. To remove Panorama, simply move this folder to the recycle bin.

If you are using Vista, Windows 7 or later, Panorama 5.5 or later also has an additional folder you need to delete Panorama folder inside your Application data folder, which you'll find at:

C:\Users\YOURNAME\AppData\Local\Panorama

Why didn't Panorama ask me to enter the product code?

When you order Panorama we send you an e-mail with both a serial number and a product code. However, if your computer has an internet connection Panorama will look up the product code automatically from our server after you enter the serial number, saving you some typing. You'll only need the product code if you need to install without an Internet connection.

I just downloaded and expanded the Panorama V installer. Why doesn't it open when I double click on it?

You probably have [Stuffit Deluxe](#) installed on your system. If you have Stuffit Deluxe installed on your system, don't use it to expand the Panorama installer. This installer contains invisible files that Stuffit Deluxe doesn't expand properly. To expand the installer, either let your browser expand it automatically or drop it on [Stuffit Expander](#).

This problem does not occur with Panorama 5.5 or later, since we no longer distribute Panorama using the Stuffit (.sit) format (Panorama 5.5 and later is distributed using the .dmg format).

Mac OS X Issues

Will Panorama 5.5 run on Snow Leopard (OS X 10.6)?

Panorama 5.5 will run on OS X, but it is not Intel native and is not 100% compatible with Snow Leopard. We recommend Panorama 6 for Snow Leopard.

If you do want to use Panorama 5.5 on Snow Leopard it does require that Rosetta be installed before it can be run. This can be either be done when you install Snow Leopard or later. In fact, if Rosetta is not installed when you launch Panorama the operating system will offer to automatically install it for you. Many Panorama users have reported problems with Panorama's database and/or application icons when running under Snow Leopard. This is due to a bug in the Snow Leopard Finder. Panorama 6 bypasses this bug and there are no problems with icons between Panorama 6 and Snow Leopard.

I'm using Snow Leopard with Panorama 5.x, why don't the Panorama icons appear?

The short answer is that due to a change in the way OS X 10.6 Snow Leopard handles icons, the icons Panorama 5.5 and earlier versions are not compatible. The only solution is to upgrade to Panorama 6 or later. (Panorama 6 will also run 5 times faster than Panorama 5.x on Snow Leopard, and there are other compatibility benefits as well. We highly recommend Panorama 6 for all OS X 10.6 Snow Leopard users.)

Will Panorama 5.5 run on Panther (OS X 10.3)?

Panorama 5.5 will run on OS X 10.3.9, but the DMG format used to download Panorama will not mount on OS X 10.3 systems. If you have a 10.4 or newer system you can install Panorama on that and then copy the Panorama folder (inside the Application folder) to your OS X 10.3 system, otherwise, there is no way to install

Panorama 5.5 on Panther.

Will Panorama 5.0 run on Tiger (10.4) and Leopard (10.5)?

Panorama 5.0 will run on these systems, but there are some reported problems with procedures and printing. We recommend using Panorama 6.0 on Tiger, Leopard and Snow Leopard.

Why does Panorama refuse to open (or crash) when I open a database e-mailed from the Mac to the PC or the PC to the Mac?

Unfortunately, many e-mail programs don't transfer attachments exactly, and Panorama is very picky about the exact content and length database files. If you are having difficulty opening a database originally saved on a different platform then the file was probably modified slightly by the e-mail program at one end or the other. We've found that the best solution is to compress the database with Stuffit, Winzip or a similar program and then uncompress at the other end. Another solution is to use a different method for transferring the file, for example a CD-ROM, USB drive, or network transfer.