

PaintShop Pro - Restoring to factory defaults

• PaintShop Pro

In certain circumstances, if PaintShop Pro fails to operate normally, there may be a possibility of either workspace or database corruption. Here are some ways to fix corruption in either one of those areas.

Resetting Workspace

Resetting the Workspace in PaintShop Pro is handy when certain tools or features are missing which need to be retrieved. The following steps will show you how to do this.

Option 1

Hold down the SHIFT button on the keyboard Still holding down the SHIFT button, use the mouse and double left-click on the PaintShop Pro desktop icon. A dialogue box will appear asking if you want to restore Paint Shop Pro Photo to its default state -- Click on Yes.

Option 2

Open PaintShop Pro Click on the File menu Click on Preferences in the drop-down list Click on Reset Preferences Add a checkmark to these options Reset Workspace to Default Configuration Delete all cache files (Active caches rebuilt on restart) Click the OK button

If you are still experiencing the same issue, we suggest cleaning all the unnecessary temporary files.

Delete your temporary files.

- 1. Press the Windows logo and 'R' on your keyboard to bring up the Run window.
- 2. Type into the search box: %temp%
- 3. Hit Enter and the Temp directory will open.
- 4. Hit Ctrl+A on the keyboard to Select All.
- 5. Hit the Delete key and then press OK or hit Enter to the message asking if you are sure you wish to delete.

6. Skip all files that cannot be deleted (there will usually be about 3 to 5 temp files in use by windows at any given time which cannot be deleted).

7. Close the temp directory.

Resetting Database

Resetting the database folder for PaintShop Pro may become necessary in some instances if ever the cache becomes corrupted. The following steps will help reset the database folder in order to resolve any usability problems that may occur.

Option 1

Click on the START button Click on All Programs Navigate to and open the Corel PaintShop Pro folder Left click on Restore Database

Option 2

Press and hold down both the Windows key (to the left and right of the ALT keys) and the R key When the Run box appears, type the word - %localappdata% - and click the OK button A new window will appear.

Locate and open the Corel PaintShop Pro folder Right-click and rename the folder to OLD Press the Return key on the keyboard

Option 3

Open PaintShop Pro Click on the File menu Click on Preferences in the drop-down list Click on Reset Preferences Add a checkmark to this option Delete all cache files (Active caches rebuilt on restart)

Please also install the latest updates available for the software

https://www.paintshoppro.com/en/support/updates/

© 1985-2024 Corel. All rights reserved.