

**KODAK EASYSHARE Software CD  
V2.X Troubleshooting Guide for  
WINDOWS-based Computers**

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## Getting Started

Use this information to solve problems you have installing KODAK EASYSHARE Software or getting KODAK EASYSHARE Software to function properly on your WINDOWS-based computer.

### **How Do I Know that the Software was Installed Successfully and is Functioning Properly**

When you install the KODAK EASYSHARE Software CD, you install a suite of applications. Together, these applications let you get the most out of your digital imaging experience. The applications installed from this CD via a Typical install include:

- KODAK Camera Connection Software
- KODAK Memory Albums
- KODAK Software Updater
- KODAK EASYSHARE Software
- APPLE QUICKTIME Software

If the software was installed successfully and is functioning properly, when you connect the camera to your computer and turn it on (or press the Connect button on the camera dock), you can:

- View the camera as a disk drive in My Computer
- Transfer pictures from your camera to the computer
- Print, email, enhance, and organize your pictures

### **If the Software was Not Installed Successfully or is Not Functioning Properly**

If any of the above functions does not work, perform these troubleshooting procedures sequentially to resolve the problem.

1. Verify that your computer meets minimum requirements
2. Verify that no problems occurred during software installation
3. Verify that the camera appears in Device Manager
4. Verify that KODAK Camera Connection Software is functioning properly
5. Verify that KODAK EASYSHARE Software is functioning properly

If you complete the relevant troubleshooting procedures and still cannot install the software successfully or get it to function properly, see [“6.0 Getting Additional Help” on page 19](#).

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## Before You Begin

If you are not experienced using a WINDOWS-based PC, review some PC basics at [www.kodak.com/go/pcbasics](http://www.kodak.com/go/pcbasics) before continuing.

# 1.0 Verify that Your Computer Meets Minimum System Requirements

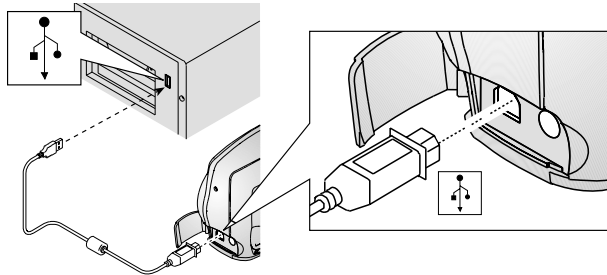
## 1.1 Check the Operating System

KODAK EASYSHARE Software is supported on these OSs:	WINDOWS 98, 98SE, Me, 2000, XP Home and XP Professional <i>IMPORTANT: If you have WINDOWS 2000 or WINDOWS XP Pro, you need Administrator privileges to install and run the software. On a personal computer, a default account called Administrator typically has these privileges. Refer to your PC user's guide for details. On a business computer, have your System Administrator give you administrative privileges so that you can install and run the software.</i>
KODAK EASYSHARE Software is not supported on these OSs:	WINDOWS 95, WINDOWS NT
To identify the operating system on your computer	For WINDOWS 98, Me, and 2000, right-click the My Computer icon, then select Properties. For WINDOWS XP, click Start, then right-click the My Computer icon, then select Properties.

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## 1.2 Check that the PC has a USB Port

Files are transferred to the PC via the camera USB port and a USB cable.



If your PC does not have a USB port:

- Install a USB host controller PCI card
- Use a computer with built-in USB ports

## 1.3 Check that the PC has Enough Random Access Memory (RAM)

If you have WINDOWS 98, 98SE, or Me	Required: 64 MB RAM Recommended: 128 MB RAM
If you have WINDOWS 2000 or XP	Required: 128 MB RAM Recommended: 256 MB RAM
To identify how much RAM you have	Right-click the My Computer icon, then select Properties. (On XP, click Start, right-click the My Computer icon, then select Properties.)
If you don't have enough RAM	Add memory (see your owner's manual for details) Use a computer that has enough RAM

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## 1.4 Check the Amount of Free Disk Space

Free disk space required	At least 200 MB
To check free disk space on your PC	<ol style="list-style-type: none"><li>1. Double-click My Computer.</li><li>2. Right-click the C drive icon and select Properties.</li></ol> <p>NOTE: The C drive is the default drive on which the software will be installed. If installing on another drive, find the free space on that drive.</p>
If you don't have enough free space	<p>Remove any files that you no longer use from your hard drive. To remove unneeded system or temp files:</p> <ol style="list-style-type: none"><li>1. Select Start&gt;Programs&gt;Accessories&gt;System Tools&gt;Disk Cleanup (on WINDOWS XP, select Start&gt;All Programs&gt;Accessories&gt;System Tools&gt;Disk Cleanup).</li><li>2. If you have more than one drive, select Drive_C, the default installation location.</li><li>3. Click the check boxes of the files to delete, then click OK.</li><li>4. Recheck the free disk space: Double-click My Computer, then right-click the C drive icon and select Properties.</li></ol>

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## 1.5 Check the Display Settings

Minimum requirements	Resolution: at least 800 x 600 pixels Colors: High Color (16 bit) or True Color (24 bit).
To check the display settings	<ol style="list-style-type: none"><li>1. Right-click a blank area of the desktop, then select Properties.</li><li>2. In the Display Properties window, click the Settings tab.</li></ol>
If the display settings don't meet the requirements	Make sure that the video card drivers are installed, then try to change them to meet the requirements.
If you cannot change the settings	Install a new video card Use a computer that has the minimum display requirements

## 1.6 Check the Processor Speed

Processor speed is measured in Mhz (Megahertz) or Ghz (Gigahertz).

Processor speed required	233 Mhz or more
To check the processor speed	Check your computer's User guide. The processor speed may also be displayed in the text that appears when the computer is starting up.

## 2.0 Verify that No Problems Occurred During the Software Installation

If the software installation went smoothly - you don't recall having any problems, and no error messages appeared - proceed to [“3.0 Verify that the Camera Appears in Device Manager” on page 7.](#)

If problems occurred during installation, at any time from when you inserted the CD until the process was complete and you removed the CD, complete the procedures in this section.

### 2.1 Verify that the Software Components Needed to Perform Basic Functions Were Installed

As part of installation, you choose either Typical or Custom. If you choose Typical, all the software components you need to transfer and use your pictures are installed on the PC. If you choose Custom, you select the software components to install, and in so doing, may inadvertently not install one of the software components as above.

Additionally, a problem may occur that prevents a required component from being installed. In this case, an error message may notify you that the component or components failed to be installed.

Software components needed to perform basic functions	<ul style="list-style-type: none"> <li>• KODAK Camera Connection Software</li> <li>• KODAK EASYSHARE Software</li> </ul>
To check that the basic software components were installed	<ol style="list-style-type: none"> <li>1. Select Start&gt;Settings&gt;Control Panel. (On XP, select Start&gt;Control Panel.)</li> <li>2. Double-click Add/Remove Programs.</li> <li>3. From the list on the left side of the window, select KODAK EASYSHARE.</li> <li>4. Click Add/Remove. (On XP&lt; click Change.) <i>Install Shield appears.</i></li> <li>5. Click Next.</li> <li>6. Select Modify, then click Next.</li> </ol>
Verify that there are no red “X” icons to the left of the Camera Connection Software or EASYSHARE Software components. A red “X” indicates that the software is not installed.	<p>If there are no red “X” icons, then click Cancel Then click Exit.</p> <p>If a red “X” exists:</p> <ol style="list-style-type: none"> <li>1. Click X</li> <li>2. Select This feature will be installed on local hard drive. Click Next, then click Install.</li> <li>3. Insert the EASYSHARE Software CD in the CD drive to complete the installation.</li> <li>4. After the installation is complete, retry the application.</li> </ol> <p>If you are still having problems, review the following sections.</p>

### 3.0 Verify that the Camera Appears in Device Manager

Before you begin, check that:

- The camera is turned on
- The camera (or camera dock) and computer are connected properly
- If you are not using a camera dock, verify that your camera batteries are fully charged. See your camera User's Guide for details.
- The camera (or camera dock) LED blinks green when connected. If it does not blink green, check the camera LCD for a possible date/time prompt. If using a dock, make sure the button has been pressed. Also check the cable connection. If the LED still doesn't blink green, see ["6.0 Getting Additional Help" on page 19](#).

To check Device Manager for the camera	Do as follows
If you have WINDOWS 98, 98SE or Me	<ol style="list-style-type: none"> <li>1. Right-click the My Computer icon, then select Properties.</li> <li>2. Click the Device Manager tab.</li> <li>3. On the Device Manager window, locate the "Imaging Devices" icon. Click the + sign to expand the group.</li> <li>4. Locate the camera name (for example, KODAK EASYSHARE CX4230 Zoom Digital Camera) or a generic name "KODAK Digital Camera." If the camera/generic name appears, proceed to <a href="#">"4.0 Verify that the Camera Connection Software is Functioning Properly" on page 10</a>.</li> </ol> <p>If the camera name or generic name does not appear, complete the steps in the following table.</p>
If you have WINDOWS 2000	<ol style="list-style-type: none"> <li>1. Right-click the My Computer icon, then select Properties.</li> <li>2. Click the Hardware tab, then the Device Manager button.</li> <li>3. On the Device Manager window, locate the "Imaging Devices" icon. Click the + sign to expand the group.</li> <li>4. Locate the camera name (for example, KODAK EASYSHARE CX4230 Zoom Digital Camera) or generic name "KODAK Digital Camera." If the camera/generic name appears, proceed to <a href="#">"4.0 Verify that the Camera Connection Software is Functioning Properly" on page 10</a>.</li> </ol> <p>If the camera name or generic camera name does not appear, complete the steps in the following table.</p>



<p>If you have WINDOWS XP</p>	<ol style="list-style-type: none"> <li>1. Click Start, right-click the My Computer icon, and then select Properties.</li> <li>2. Click the Hardware tab, then the Device Manager button.</li> <li>3. On the Device Manager window, locate the “Kodak Camera” icon. Click the + sign to expand the group.</li> <li>4. Locate the camera name (for example, KODAK CX4230 Zoom Digital Camera) or generic name “KODAK Digital Camera.” If the camera/generic name appears, proceed to <a href="#">“4.0 Verify that the Camera Connection Software is Functioning Properly”</a> on page 10. If the camera/generic name does not appear, complete the steps in the following table.</li> </ol>
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If the camera name or generic camera name does not appear in Device Manager, complete the following steps:

<p>1. Ensure that the PC is not running WINDOWS 95 or WINDOWS NT.</p>	<p>KODAK EASYSHARE Software is not supported on WINDOWS 95 or WINDOWS NT. For the list of supported operating systems, see <a href="#">“1.1 Check the Operating System”</a> on page 2.</p>
<p>2. Verify that the Universal Serial Bus Controllers group exists in Device Manager.</p>	<p>In Device Manager (see previous table), check that the USB Controllers Group exists. If the group exists, proceed to step 3.</p> <p>If no USB Controllers group exists, verify that the PC has at least one USB port. If the PC has at least one USB port, but no USB Controllers group exists, check the PC user’s manual or with your computer manufacturer on how to enable USB. This often involves a BIOS setting change.</p>
<p>3. If the camera is connected to a USB hub, connect the USB cable directly to the computer instead.</p>	<p>Recheck Device Manager (see previous table) for the camera/generic camera name.</p>
<p>4. If there are multiple USB ports, connect the camera to a different USB port.</p>	<p>Recheck Device Manager (see previous table) for the camera/generic camera name.</p>
<p>5. Disconnect all USB devices except keyboard and mouse.</p>	<p>Recheck Device Manager (see previous table) for the camera/generic camera name.</p>

<p>6. See if the Kodak camera icon appears in Device Manager as a group called “Other.”</p>	<p>If the camera icon appears:</p> <ol style="list-style-type: none"> <li>1. Highlight the camera, then right-click and select Remove (Uninstall on WINDOWS 2000 and XP).</li> <li>2. Confirm the removal.</li> <li>3. Disconnect then reconnect the camera.</li> <li>4. Recheck Device Manager (see previous table) for the camera/generic camera name.</li> </ol>
<p>7. Run the software install Repair utility.</p>	<ol style="list-style-type: none"> <li>1. Select Start&gt;Settings&gt;Control Panel (On XP, select Start&gt;Control Panel).</li> <li>2. Double-click Add/Remove Programs.</li> <li>3. From the list on the left side of the window, select KODAK EASYSHARE Software.</li> <li>4. Click Add/Remove... (On XP, click Change.) <i>Install Shield appears.</i></li> <li>5. Click Next.</li> <li>6. Select Repair, then click Next.</li> <li>7. Click Install. Follow the instructions to complete the repair.</li> <li>8. Recheck Device Manager (see previous table) for the Kodak camera/generic camera name.</li> </ol>
<p>8. Uninstall then reinstall the EASYSHARE Software.</p>	<p>See <a href="#">“7.0 WINDOWS Installation Instructions”</a> on page 20.</p>
<p>9. Contact your PC manufacturer for help getting the PC to recognize this USB camera.</p>	<p>Recheck Device Manager (see previous table) for the camera/generic camera name.</p>

If you complete the steps above and still cannot find the camera/generic camera name in Device Manager, see [“6.0 Getting Additional Help”](#) on page 19.

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## 4.0 Verify that the Camera Connection Software is Functioning Properly

The KODAK Camera Connection Software is functioning properly if the camera appears as a letter drive in My Computer (or WINDOWS Explorer), and you can copy pictures from the camera drive to the computer.

Before you begin, make sure that:

- The camera power is on.
- The USB cable is properly connected to your camera (or dock) and computer.
- If you're not using a dock, your camera batteries are fully charged (see camera's User's Guide for details).
- The camera (or dock) LED blinks green when connected. If it does not, check the camera LCD for a possible date/time prompt. If using a dock, make sure the button has been pressed. Also check the cable connection. If the LED still doesn't blink green, see ["6.0 Getting Additional Help" on page 19](#).
- The camera name appears in Device Manager (see ["3.0 Verify that the Camera Appears in Device Manager" on page 7](#)).

### 4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer

1. Double-click the My Computer icon.
2. On the window that opens, see if the camera appears as a letter drive (for example, F: CX4230 Zoom Digital Camera).

NOTE: In some cases, the camera appears as an additional letter drive but is not labeled with the camera name (for example, F: local disk).

3. Select View>Refresh in the My Computer window to make sure the window is refreshed.
4. If the camera appears as a drive, proceed to step 5. If the camera does not appear as a drive, proceed to ["4.1.1 No Drive Appears" on page 11](#).
5. Double-click the camera icon, then see if there are subfolders within the camera drive where pictures are located (for example, Picture Card/DCIM/100K4230).
6. If you can find subfolders within the drive where pictures are located, proceed to step 7. If you cannot find any subfolders, proceed to ["4.1.2 Cannot Navigate to a Folder" on page 12](#).
7. Drag and drop (or copy and paste) the pictures from the subfolder on the camera drive to a folder on your C: or other drive.

If you can drag and drop (or copy and paste) the pictures onto your hard drive, proceed to ["5.0 Verify that KODAK EASYSHARE Software Starts Up Properly" on page 17](#).

If you cannot drag and drop (or copy and paste) the pictures, proceed to ["4.1.3 Can't Copy Pictures" on page 15](#)

### 4.1.1 No Drive Appears

If no drive appears, complete the following steps.

<p>1. Determine if a process called dcfssvc is running.</p>	<p>1. Press and hold the Ctrl and Alt keys, then momentarily press the Delete key.</p> <ul style="list-style-type: none"><li>• On WINDOWS 98, 98SE, and Me, a window appears with a list of processes running.</li><li>• On WINDOWS 2000, when a dialog appears, click Task Manager, then click the Processes tab to view a list of processes running.</li><li>• On WINDOWS XP, when a dialog appears, click the Processes tab to view a list of processes running.</li></ul> <p>2. Scroll through the list (use the vertical scroll bars if necessary) to see if dcfssvc is listed.</p> <p>If dcfssvc is not listed, restart the PC with the camera connected, then check again to see if it is listed. If dcfssvc is listed, proceed to step 2.</p>
<p>2. Reload the USB camera drivers.</p>	<p>1. Access Device Manager (see table in previous section), select the Kodak camera, then click Remove (Uninstall on WINDOWS 2000 and XP).</p> <p>2. Disconnect and then reconnect the camera.</p> <p>3. Check that the camera appears as a letter drive on the computer.</p> <p>If the camera appears, start with Step 5 in <a href="#">“4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer”</a> on page 10.</p> <p>If the camera does not appear, proceed to step 3.</p>
<p>3. Obtain and install the most recent software and/or firmware for your camera.</p>	<p>Check the link for your camera on the Kodak web site - <a href="http://www.kodak.com/global/en/service/software/digCamDrivers.jhtml">http://www.kodak.com/global/en/service/software/digCamDrivers.jhtml</a> for updated software or firmware. Download any updates.</p> <p>Install any firmware updates.</p> <p>Follow the installation instructions provided on the Web site.</p> <p>If no software updates are available on the Web, uninstall then reinstall the EASYSHARE Software using the instructions in <a href="#">“7.0 WINDOWS Installation Instructions”</a> on page 20.</p> <p>Recheck that the camera appears as a letter drive on the computer.</p> <p>If the camera appears, start with Step 5 in <a href="#">“4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer”</a> on page 10.</p> <p>If the camera does not appear, proceed to step 4.</p>

<p>4. Obtain and install the latest updates for your computer (forexample, drivers, BIOS).</p>	<p>Check with your PC manufacturer. If you do not have the most recent updates, obtain and install them.</p> <p>Check that the camera appears as a letter drive on the computer.</p> <p>If it does, start with Step 5 in <a href="#">“4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer”</a> on page 10.</p> <p>If no drive appears, see <a href="#">“6.0 Getting Additional Help”</a> on page 19.</p>
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### 4.1.2 Cannot Navigate to a Folder

Complete the following steps if you cannot navigate to a folder.

<p>1. Refresh the window.</p>	<ol style="list-style-type: none"> <li>In My Computer window, select the Kodak camera, then Click View&gt;Refresh.</li> <li>Double-click the camera icon again to see if you can find subfolders within the drive to navigate to. If you can, return to Step 7 in <a href="#">“4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer”</a> on page 10.</li> </ol> <p>If you can't find subfolders, continue to step 2.</p>
<p>2. For cameras with no internal memory, verify that a memory card is in the camera.</p>	<ol style="list-style-type: none"> <li>Make sure that a memory card is in the camera. If not, insert a card, then check again to see if you can find a folder. If you can, return to Step 7 in <a href="#">“4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer”</a> on page 10. If not, proceed to the next step.</li> <li>Double-click the camera icon again to see if you can find subfolders within the drive to navigate to. If you can, return to Step 7 in <a href="#">“4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer”</a> on page 10. If you can't find subfolders, continue to step 3.</li> </ol>
<p>3. For cameras with no internal memory, make sure images exist on the camera.</p>	<p>If you're not sure, take pictures with the camera, then check again to see if you can find subfolders. If you can, return to Step 7 in <a href="#">“4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer”</a> on page 10.</p> <p>If you can't find subfolders, continue to step 4.</p>

<p>4. Disconnect then reconnect the camera (or dock) and USB cable.</p>	<p>Double-click the camera icon again to see if you can find subfolders within the drive to navigate to.</p> <p>If you can, return to Step 7 in <a href="#">Checking That the Camera Appears as a Letter Drive and That You Can Copy Pictures</a>.</p> <p>If you can't find subfolders, continue to step 5.</p>
<p>5. If the camera is connected to a USB hub</p>	<p>Connect the USB cable directly to the computer's USB port. Try one port at a time; each time, double-click the camera icon again to see if you can find subfolders within the drive to navigate to.</p> <p>If you can, return to Step 7 in <a href="#">"4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer"</a> on page 10.</p> <p>If you can't find subfolders, continue to step 6.</p>
<p>6. Reload the USB camera drivers.</p>	<ol style="list-style-type: none"> <li>1. Access Device Manager (see the table in previous section).</li> <li>2. Select the Kodak camera, then click Remove (Uninstall on WINDOWS 2000 and XP).</li> <li>3. Disconnect and then reconnect the camera.</li> <li>4. Double-click the camera icon again to see if you can find subfolders within the drive to navigate to.</li> </ol> <p>If you can, return to Step 7 in <a href="#">"4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer"</a> on page 10.</p> <p>If you can't find subfolders, continue to step 7.</p>
<p>7. Disconnect other USB devices except keyboard and mouse from the computer.</p>	<p>Double-click the camera icon again to see if you can find subfolders within the drive to navigate to.</p> <p>If you can, return to Step 7 in <a href="#">"4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer"</a> on page 10.</p> <p>If you can't find subfolders, continue to step 8.</p>
<p>8. Close other open applications.</p>	<ol style="list-style-type: none"> <li>1. Make sure no other applications are running (running applications appear as rectangle icons in the taskbar typically located at the bottom of your WINDOWS Desktop): right-click each icon, then click Close.</li> <li>2. Double-click the camera icon again to see if you can find subfolders within the drive to navigate to.</li> </ol> <p>If you can, return to Step 7 in <a href="#">"4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer"</a> on page 10.</p> <p>If you can't find subfolders, continue to step 9.</p>

<p>9. Restart the computer.</p>	<p>The computer may be in a state where USB doesn't function properly. Restarting can clear up this problem.</p> <ol style="list-style-type: none"> <li>1. Select Start&gt;Shutdown. Then select Restart.</li> <li>2. Double-click My Computer. Then double-click the camera icon again to see if you can find subfolders within the drive to navigate to.</li> </ol> <p>If you can, return to Step 7 in <a href="#">"4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer"</a> on page 10.</p> <p>If you can't find subfolders, continue to step 10.</p>
<p>10. Obtain and install the most recent software or firmware for your camera.</p>	<p>Check the link for your camera on the Kodak web site - <a href="http://www.kodak.com/global/en/service/software/digCamDrivers.jhtml">http://www.kodak.com/global/en/service/software/digCamDrivers.jhtml</a> for updated software or firmware.</p> <p>Download any updates.</p> <p>Install any firmware updates, then install the updated software.</p> <p>Follow the installation instructions provided on the Web site.</p> <p>If no software updates exist, uninstall then reinstall the EASYSHARE Software using the instructions in <a href="#">"7.0 WINDOWS Installation Instructions"</a> on page 20.</p> <p>Double-click the camera icon again. Locate the subfolders within the drive.</p> <p>If you can locate the subfolders, return to Step 7 in <a href="#">"4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer"</a> on page 10.</p> <p>If you cannot locate subfolders, continue to step 11.</p>
<p>11. Obtain and install the latest updates for your computer (for example, drivers, BIOS).</p>	<p>Check with your PC manufacturer. If you don't have the most recent updates, obtain and install them.</p> <p>Double-click the camera icon again to see if you can find subfolders within the drive to navigate to.</p> <p>If you can, return to Step 7 in <a href="#">"4.1 Checking that the Camera Appears as a Letter Drive and that you can Copy Pictures to the Computer"</a> on page 10.</p> <p>If you cannot navigate to a folder, see <a href="#">"6.0 Getting Additional Help"</a> on page 19.</p>

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### 4.1.3 Can't Copy Pictures

Complete the following steps if you can't drag and drop (or copy and paste) pictures to a folder on your hard drive.

1. If the camera is connected to a USB hub	<ol style="list-style-type: none"><li>1. Connect the USB cable directly to the computer's USB port.</li><li>2. Try again to copy pictures. If you can, proceed to <a href="#">“5.0 Verify that KODAK EASYSHARE Software Starts Up Properly” on page 17</a>. If you cannot, proceed to step 2.</li></ol>
2. Connect the camera to a different USB port on the computer.	<ol style="list-style-type: none"><li>1. Try one port at a time.</li><li>2. For each port, try again to copy pictures. If you can, proceed to <a href="#">“5.0 Verify that KODAK EASYSHARE Software Starts Up Properly” on page 17</a>. If you cannot, proceed to step 3.</li></ol>
3. Disconnect all other USB devices except the keyboard and mouse.	<p>Try again to copy pictures.</p> <p>If you can, proceed to <a href="#">“5.0 Verify that KODAK EASYSHARE Software Starts Up Properly” on page 17</a>. If you cannot, proceed to step 4.</p>
4. Close other open applications.	<ol style="list-style-type: none"><li>1. Make sure no other applications are running (running applications appear as rectangle icons in the taskbar typically located at the bottom of your WINDOWS Desktop): right-click each icon, then click Close.</li><li>2. Try again to copy pictures. If you can, proceed to <a href="#">“5.0 Verify that KODAK EASYSHARE Software Starts Up Properly” on page 17</a>. If you cannot, proceed to step 5.</li></ol>
5. Obtain and install the latest firmware and software updates for your camera.	<p>Check the link for your camera on the Kodak web site - <a href="http://www.kodak.com/global/en/service/software/digCamDrivers.jhtml">http://www.kodak.com/global/en/service/software/digCamDrivers.jhtml</a> for updated software or firmware. Download any updates.</p> <p>Install any firmware updates, then install updated software Follow the installation instructions provided on the Web site.</p> <p>If no software updates exist on the Web, uninstall and reinstall the KODAK EASYSHARE Software using instructions in <a href="#">“7.0 WINDOWS Installation Instructions” on page 20</a></p> <p>Try again to copy pictures.</p> <p>If you can, proceed to <a href="#">“5.0 Verify that KODAK EASYSHARE Software Starts Up Properly” on page 17</a>. If you cannot, proceed to step 6.</p>



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<p>6. Obtain and install the latest updates for your computer (for example, drivers, BIOS).</p>	<ol style="list-style-type: none"><li>1. Check with your PC manufacturer. If you don't have the most recent updates, obtain and update them.</li><li>2. Try again to copy pictures. If you can, proceed to <a href="#">"5.0 Verify that KODAK EASYSHARE Software Starts Up Properly"</a> on page 17.</li><li>3. If you still cannot drag and drop (or copy and paste) to a folder on your hard drive, see <a href="#">"6.0 Getting Additional Help"</a> on page 19.</li></ol>
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## 5.0 Verify that KODAK EASYSHARE Software Starts Up Properly

You can start up the KODAK EASYSHARE Software:

- By double-clicking the EASYSHARE icon - the main EASYSHARE software screen appears.
- By connecting a KODAK digital camera or card reader to your computer - the EASYSHARE transfer pictures window appears.

If EASYSHARE Software is starting up properly, the main EASYSHARE Software screen appears when you double-click the icon for the KODAK EASYSHARE Software or after your pictures are transferred. From the main screen, you can print, email, or enhance your images.

If the EASYSHARE software does not start up properly, follow the instructions in this section. If the EASYSHARE Software starts up properly, but you have problems or need assistance, consider these options:

- Read the EASYSHARE Readme file.
- Use the Help menu or Help button within the EASYSHARE application.
- See [“6.0 Getting Additional Help” on page 19](#).

Before you begin, make sure that:

- The camera power is on.
- The USB cable is properly connected to your camera (or dock) and computer.
- If you are not using a dock, your camera batteries are fully charged (see your camera’s User’s Guide for details).
- The camera (or dock) LED blinks green when connected. If it does not, check the camera LCD for a possible date/time prompt. If using a dock, make sure the button has been pressed. Also check the cable connection. If the LED still doesn’t blink green, see [“6.0 Getting Additional Help” on page 19](#).
- The camera appears as a letter drive in My Computer (or WINDOWS Explorer) and you can copy pictures from the drive to the computer (see [“4.0 Verify that the Camera Connection Software is Functioning Properly” on page 10](#)).

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## 5.1 The EASYSHARE Transfer Pictures Window Does Not Appear When You Connect a KODAK Digital Camera

<p>1. Check that KODAK EASYSHARE Software is installed.</p>	<p>Locate the KODAK EASYSHARE icon on your desktop. If the icon is there, continue to step 2.</p> <p>If it is not there, check to see if KODAK EASYSHARE appears in your program listing. Click Start&gt;Programs&gt;KODAK&gt;KODAK EASYSHARE. (On XP, click Start&gt;All Programs&gt;KODAK&gt;KODAK EASYSHARE.)</p> <p>If the program listing exists, continue to step 2.</p> <p>If it does not exist, install EASYSHARE Software from the software CD.</p>
<p>2. Verify that EASYSHARE Software is running.</p>	<p>Locate the Kodak icon in the PC system tray (typically in the lower right of the desktop). Or, press and hold the CTRL and ALT keys, then momentarily press the DELETE key.</p> <ul style="list-style-type: none"><li>• On WINDOWS 98, 98SE, and ME, a window opens with a list of running processes.</li><li>• On WINDOWS 2000, a dialog opens. Click Task Manager, then click the Processes tab to display a list of running processes.</li><li>• On WINDOWS XP, a dialog opens. Click the Processes tab to display a list of running processes.</li></ul> <p>Scroll through the list (use the vertical scroll bar, if necessary) to locate EASYSHARE. If EASYSHARE is not listed, continue to step 3. If EASYSHARE is listed, see <a href="#">“6.0 Getting Additional Help” on page 19.</a></p>
<p>3. Start the EASYSHARE application.</p>	<p>Double-click the KODAK EASYSHARE icon on your desktop. Or, click Start&gt;Programs&gt;KODAK&gt;KODAK EASYSHARE&gt;KODAK EASYSHARE. (On XP, click Start, All Programs&gt;KODAK&gt;KODAK EASYSHARE&gt;KODAK EASYSHARE.)</p>

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## 5.2 You Cannot Start the KODAK EASYSHARE Software

1. Make sure you are logged onto an account with administrative privileges.	Applies only to WINDOWS 2000 and XP. You need administrative privileges to run KODAK EASYSHARE Software on a system that has an NTFS file system.
2. Check that KODAK EASYSHARE Software is installed.	Locate the KODAK EASYSHARE icon on your desktop. If the icon is there, continue to step 3. If it is not there, check to see if KODAK EASYSHARE appears in your program listing. Click Start>Programs>KODAK>KODAK EASYSHARE. (On XP, click Start>All Programs>KODAK>KODAK EASYSHARE.) If the program listing exists, continue to step 3. If it does not exist, install EASYSHARE Software from the software CD.
3. Close other running applications	Make sure no other applications are running. Running applications are visible as rectangular icons in the WINDOWS taskbar, typically located at the lower middle portion of your desktop. To close these applications, right-click on the rectangular taskbar icon, then click Close. Retry running KODAK EASYSHARE Software. If problems still exist, see <a href="#">“6.0 Getting Additional Help”</a> on page 19.

## 6.0 Getting Additional Help

Kodak provides online product support for its digital cameras at <http://www.kodak.com/go/camerasupport> with links. Under Support By Product, choose your camera model.

Kodak also provides additional support for EASYSHARE Software at <http://www.kodak.com/go/support>. From the Product menu, select Software, then EASYSHARE Software.

Review the contents of the page and bookmark it for future use; Web pages are continually updated with the latest information.

See your camera User's Guide for Support numbers.

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## 7.0 WINDOWS Installation Instructions

### 7.1 Before You Begin

**IMPORTANT:** *Do not install the KODAK EASYSHARE Software with the camera connected to the computer or in the dock. Doing so may cause the software to be loaded incorrectly. If the camera is connected, disconnect it before starting the installation procedure.*

Make sure no other applications are running. Running applications are visible as rectangle icons in the WINDOWS taskbar typically located at the lower middle part of your desktop. To close these applications, right-click the rectangular taskbar icon and click Close.

### 7.2 Uninstall KODAK Picture Software

Uninstall previous versions of KODAK Picture Software, if they exist. Click Start>Settings>Control Panel. (On XP, click Start>Control Panel.) Double-click Add/Remove programs. Look for the following applications in the application list on the left pane of the Add/Remove window:

- KODAK Camera Connection Software
- KODAK Picture Transfer Software
- KODAK Picture Software

Highlight each of these applications, then click Add/Remove. A wizard guides you through the process. When the process is complete, restart your computer.

### 7.3 Remove KODAK EASYSHARE Software

Remove KODAK EASYSHARE Software if it is installed. Click Start>Settings>Control Panel. (On XP, click Start>Control Panel.) Double-click Add/Remove programs. Look for KODAK EASYSHARE Software in the application list on the left pane of the Add/Remove window. Highlight the application, then click Add/Remove. A wizard guides you through the process.

**NOTE:** If any applications were removed, make sure you restart the computer before proceeding to the next section.

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## 7.4 Optional: Disabling Background Applications

Sometimes background applications, such as virus utilities, interfere with the software installation. To prevent this from happening, shut down these applications before installing the software.

**IMPORTANT:** *Disable the background applications only if you are having continued problems installing or operating the Kodak software. You cannot disable the background applications on WINDOWS 2000.*

1. Select Start > Run..., then type: msconfig in the Open field and click OK.  
*The System Configuration Utility appears.*
2. Select Selective Startup and clear Load startup group items and click OK.
3. Click Yes to restart the computer.

When you complete the installation, re-enable the background applications. See [“7.6 Re-enabling Background Applications”](#) on page 21.

## 7.5 Installing the Software

If installing from the KODAK EASYSHARE Software CD, complete the steps below.

If installing from the Web, follow the instructions included with that software.

1. Load the KODAK EASYSHARE Software CD into the CD-ROM drive.
2. If the first install window does not appear, select Start > Run... then type the drive letter that contains the CD followed by:\setup.exe. For example D:\setup.exe.
3. Follow the on-screen instructions to complete the installation.
4. If you disabled the background applications, proceed to [“7.6 Re-enabling Background Applications”](#) on page 21. Otherwise, go to step 5.
5. If prompted, restart the computer.

*Your Kodak software should be installed and ready for use.*

## 7.6 Re-enabling Background Applications

If you ran msconfig to prevent the background applications from running, you must reset the settings when installation is complete.

1. Select Start>Run..., then type msconfig in the Open field and click OK.  
*The System Configuration Utility appears.*
2. Select Normal Startup, then click OK.
3. Click Yes to restart the computer.

*Your Kodak software should be installed and ready for use.*