
FAQ's for Known Issues

Fotolia add-in for Microsoft Word 2007

- If your system does not have [Microsoft .NET Framework 3.5 Service Pack 1](http://go.microsoft.com/fwlink/?linkid=118076) (<http://go.microsoft.com/fwlink/?linkid=118076>) installed and you try installing the **Fotolia add-in for Microsoft Word 2007**, you will encounter the following error window as shown in Figure 19.

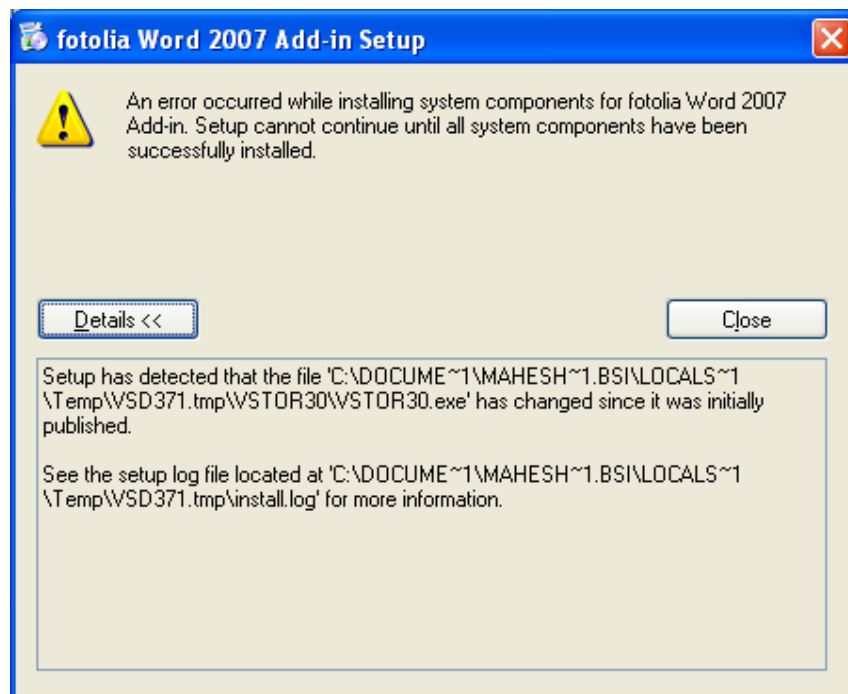


Figure 19: Missing .NET Framework 3.5 SP1

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- If your system does not have [Microsoft Office 2007](http://office.microsoft.com) (<http://office.microsoft.com>) installed and you try installing the **Fotolia add-in for Microsoft Word 2007**, you will encounter the following error windows as shown in Figures 20.



Figure 20: Missing Office 2007

- **Slow Launch Issue**
When "Fotolia" is first launched, it might take some time to become visible. This should only happen once.
- **Missing Fotolia Tab**
After downloading the Fotolia Ribbon, you must restart Microsoft PowerPoint 2007 in order for it to appear.