



# Adobe® Creative Suite® 5 Master Collection Read Me

Welcome to Adobe Creative Suite 5 Master Collection. This document contains late-breaking product information, updates, and troubleshooting tips not covered in the Master Collection documentation.

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## **Creative Suite 5 Master Collection components**

- Adobe® Photoshop® CS5 Extended
- Adobe® Illustrator® CS5
- Adobe® InDesign® CS5
- Adobe® Acrobat® 9.3 Professional
- Adobe® Flash® Catalyst™ CS5

- Adobe® Flash® Professional CS5
- Adobe® Flash® Builder™ 4 Standard
- Adobe® Dreamweaver® CS5
- Adobe® Fireworks® CS5
- Adobe® Contribute® CS5
- Adobe® Premiere® Pro CS5
- Adobe® After Effects® CS5
- Adobe® Soundbooth® CS5
- Adobe® OnLocation™ CS5
- Adobe® Encore® CS5
- Adobe® Bridge CS5
- Adobe® Device Central CS5
- Adobe® Media Encoder CS5
- Adobe® Extension Manager
- Integrates with Adobe® CS Live online services\*

\*Adobe CS Live services are complimentary for a limited time and include Adobe® BrowserLab, Adobe® CS Review, Acrobat.com, Adobe® Story and SiteCatalyst® NetAverages† [Learn more.](#)

## Minimum system requirements

### Windows®

- Intel® Pentium® 4 or AMD Athlon® 64 processor (Intel Core™2 Duo or AMD Phenom® II recommended); Intel Core 2 Duo or AMD Phenom II required for Adobe Premiere Pro
- Processor with 64-bit support required for Adobe Premiere Pro and After Effects
- Microsoft® Windows® XP with Service Pack 3; Windows Vista® Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 (Service Pack 2 recommended); or Windows 7
- 64-bit edition of Windows Vista or Windows 7 required for Adobe Premiere Pro and After Effects
- 2GB of RAM (4GB or more recommended)
- 24.3GB of available hard-disk space for installation; additional free space required during installation (cannot install on removable flash-based storage devices)
- 1280x900 display (1280x1024 recommended) with qualified hardware-accelerated OpenGL graphics card, 16-bit color, and 256MB of VRAM
- Adobe-certified GPU card for GPU-accelerated performance in Adobe Premiere Pro; visit [www.adobe.com/go/premiere\\_systemreqs](http://www.adobe.com/go/premiere_systemreqs) for the latest list of supported cards
- Some GPU-accelerated features in Adobe Photoshop require graphics support for Shader Model 3.0 and OpenGL 2.0
- Some features in Adobe Bridge rely on a DirectX 9-capable graphics card with at least 64MB of VRAM

- 7200 RPM hard drive for editing compressed video formats; RAID 0 for uncompressed
- Adobe-certified card for capture and export to tape for SD/HD workflows
- OHCI-compatible IEEE 1394 port for DV and HDV capture, export to tape, and transmit to DV device
- Sound card compatible with ASIO protocol or Microsoft Windows Driver Model
- DVD-ROM drive compatible with dual-layer DVDs (DVD+-R burner for DVD burning; Blu-ray burner for Blu-ray Disc media)
- Java™ Runtime Environment 1.6 (included)
- QuickTime 7.6.2 software required for QuickTime and multimedia features
- Adobe Flash® Player 10 software required to export SWF files and to play back DVD projects exported as SWF files
- Broadband Internet connection required for online services†

## Mac OS

- Multicore Intel® processor with 64-bit support
- Mac OS X v10.5.7 or v10.6.3; Mac OS X v10.6.3 required for GPU-accelerated performance in Adobe Premiere Pro
- 2GB of RAM (4GB or more recommended)
- 26.3GB of available hard-disk space for installation; additional free space required during installation (cannot install on a volume that uses a case-sensitive file system or on removable flash-based storage devices)
- 1280x900 display (1280x1024 recommended) with qualified hardware-accelerated OpenGL graphics card, 16-bit color, and 256MB of VRAM
- Adobe-certified GPU card for GPU-accelerated performance in Adobe Premiere Pro; visit [www.adobe.com/go/premiere\\_systemreqs](http://www.adobe.com/go/premiere_systemreqs) for the latest list of supported cards
- Some GPU-accelerated features in Adobe Photoshop require graphics support for Shader Model 3.0 and OpenGL 2.0
- 7200 RPM hard drive for editing compressed video formats; RAID 0 for uncompressed
- Core Audio-compatible sound card
- DVD-ROM drive compatible with dual-layer DVDs (SuperDrive for burning DVDs; external Blu-ray burner for Blu-ray Disc media)
- Java™ Runtime Environment 1.5 or 1.6
- QuickTime 7.6.2 software required for QuickTime and multimedia features
- Adobe Flash® Player 10 software required to export SWF files and to play back DVD projects exported as SWF files
- Broadband Internet connection required for online services†

For updates to system requirements and more detailed information about video hardware compatibility, visit [www.adobe.com/go/mastercollection\\_systemreqs](http://www.adobe.com/go/mastercollection_systemreqs)

For CS Live system requirements, visit [www.adobe.com/go/cslive\\_requirements](http://www.adobe.com/go/cslive_requirements)

† This product may allow you to extend its functionality by accessing certain features that are hosted online, including the Adobe CS Live online services ("Online Services"). The Online Services, and some features thereof, may not be available in all countries, languages, and/or

currencies and may be discontinued or modified in whole or in part without notice. Use of the Online Services is governed by separate terms of use and by the Online Privacy Policy, and access to some services may require user registration. Some Online Services may be subject to fees and require a subscription. Fees subject to change. For more details and to review the applicable terms of use and Online Privacy Policy, visit [www.adobe.com](http://www.adobe.com).

## Install your software

### Install a Creative Suite 5 edition from disc

The components of Adobe Creative Suite 5 Master Collection are located on multiple DVDs:

- Adobe Creative Suite 5 Application DVD set (multiple discs)
- Adobe Content DVD (a single disc, contains the 32-bit support package for Windows)
- Adobe Acrobat 9 Pro Application DVD (a single disc)

The product box also contains serial numbers for the following:

- Adobe Creative Suite 5 Master Collection
- 32-bit support for Production Premium CS5 and Master Collection CS5 (Adobe Premiere Pro CS4 and After Effects CS4) (Windows only)
- Adobe Acrobat 9 Pro
- Color Finesse CS5
- Color Finesse CS4

Locate all installation media and serial numbers before you begin the installation process.

#### Install Creative Suite 5 Master Collection

Before you begin, close all applications, including your web browser. Make sure you have administrative privileges or can validate as an administrator.

If you are installing as an upgrade, the installer will check your system to find the valid upgrade product. If it cannot find it, it will ask you to input the serial number of the product being upgraded. You can also install the software in trial, then input your new and previous serial numbers in the serialization screen shown during launch.

1. Insert the Adobe Creative Suite Application DVD 1 into your DVD drive.
2. Double-click Setup.exe (Windows) or Install.app (Mac OS) to begin the installation

**Note:** Depending on your Autoplay settings in Windows, the Set-up.exe file may launch automatically.

3. Follow the onscreen instructions to complete the installation.

4. When prompted to enter a serial number, enter your Adobe Creative Suite 5 serial number and complete the installation.

**Note:** You may be asked to close conflicting processes in order to complete the installation.

### **Install Acrobat 9 Pro**

If you already have Acrobat 9 Pro installed, either as part of a suite or as a standalone application, you do not need to reinstall it. Existing Acrobat 9 Pro users should download and install the most current updates. To check for updates, open Acrobat 9 Pro and choose Help > Check For Updates.

If you have Acrobat 8 or earlier installed on your computer, you must uninstall it before you install Acrobat 9 Pro.

1. To remove Acrobat, do one of the following:
  - (Windows XP) Open the Windows Control Panel and double-click Add or Remove Programs. Select the product that you want to uninstall, click Change/Remove, and then follow the onscreen instructions.
  - (Windows Vista and Windows 7) Open the Windows Control Panel and double-click Programs and Features. Select the product that you want to uninstall, click Uninstall/Change, and then follow the onscreen instructions.
  - (Mac OS) Run the uninstaller located in the Acrobat Professional folder.
2. Insert the Adobe Acrobat 9 Pro Application DVD disc into your DVD drive.
3. Do one of the following:
  - (Windows) Navigate to the root directory of your DVD drive and double-click the Setup.exe file to begin installation.
  - (Mac OS) Drag the Adobe Acrobat 9 Pro folder into your Applications folder. After the files are copied, launch Adobe Acrobat 9 Pro.
4. Follow the onscreen instructions to complete the installation.
5. When prompted to enter a serial number, enter your Adobe Acrobat 9 Pro serial number and complete the installation.

### **Adobe Premiere Pro CS5 and Adobe After Effects CS5 32-bit vs. 64-bit support**

Windows versions of Adobe Premiere Pro CS5 and Adobe After Effects CS5 require a 64-bit edition of Windows Vista or Windows 7. This applies to both the standalone versions of the applications as well as the components of Master Collection CS5.

You cannot install or run Adobe Premiere Pro CS5 or After Effects CS5 on any of following operating systems:

- 32-bit and 64-bit editions of Windows XP Home or Professional
- 32-bit editions of Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise
- 32-bit editions of Windows 7 Starter, Home Premium, Professional, or Ultimate

## 32-bit vs. 64-bit support in Creative Suite 5

If you are using a 32-bit operating system, Adobe recommends that you upgrade to either:

- 64-bit edition of Windows Vista Home Premium, Business, Ultimate, or Enterprise
- 64-bit edition of Windows 7 Home Premium, Professional, or Ultimate

To ease the transition to a 64-bit operating system, Master Collection CS5 includes a support package that contains 32-bit versions of Adobe Premiere Pro CS4 and After Effects CS4.

Until you upgrade to a compatible 64-bit operating system, you can install and use the 32-bit support package included with your purchase. After you upgrade to a qualified 64-bit operating system, you can install and use Adobe Premiere Pro CS5 and After Effects CS5.

**Important:** If you are upgrading from Production Premium CS4 or Master Collection CS4 you can continue to use your existing installations of After Effects CS4 and Adobe Premiere Pro CS4, including OnLocation and Encore. You do not need to install the 32-bit support package.

If you are upgrading from a standalone version of Adobe Premiere Pro CS4 or After Effects CS4, you must uninstall it before you can install the 32-bit support package. This is because standalone versions of Adobe Premiere Pro CS4 and After Effects CS4 do not include Dynamic Link. To benefit from the workflow enhancements of Dynamic Link you must install the 32-bit Support package included with your purchase.

1. To uninstall Adobe Premiere Pro CS4 or After Effects CS4:
  - (Windows XP) Open the Windows Control Panel and double-click Add or Remove Programs. Select the product that you want to uninstall, click Change/Remove, and then follow the onscreen instructions.
  - (Windows Vista and Windows 7) Open the Windows Control Panel and double-click Programs and Features. Select the product that you want to uninstall, click Uninstall/Change, and then follow the onscreen instructions.
2. Insert the Adobe Creative Suite 5 Content Disc into your machine and open the Adobe After Effects CS4 and Premiere Pro CS4 for Windows 32 bit folder and then the Adobe CS4 folder.
3. Double-click Setup.exe.
4. Follow the onscreen instructions to install the 32-bit support package.
5. When prompted to enter a serial number, enter your 32-bit support for CS5 Production Premium and Master Collection serial number to complete the installation.

## Install a Creative Suite 5 edition from an electronic download

The components of Adobe Creative Suite 5 Master Collection are contained in multiple downloadable packages:

- Adobe Creative Suite 5 Application package
- 32-bit support for Production Premium CS5 and Master Collection CS5 (Windows only)

- Adobe Acrobat 9 Pro Application

Each Windows package contains two files: a .7z file and an .exe file. Each Mac OS package contains one DMG file.

Your purchase also includes serial numbers for the following products:

- Adobe Creative Suite 5 Master Collection
- 32-bit support for Production Premium CS5 and Master Collection CS5 (Adobe Premiere Pro CS4 and After Effects CS4) (Windows only)
- Adobe Acrobat 9 Pro
- Color Finesse CS5
- Color Finesse CS4

Download all installation files and locate your serial numbers before you begin the installation process.

### **Install Creative Suite 5 Master Collection**

Before you begin, close all applications, including your web browser. Make sure you have administrative privileges or can validate as an administrator.

If you are installing as an upgrade, the installer will check your system to find the valid upgrade product. If it cannot find it, it will ask you to input the serial number of the product being upgraded. You can also install the software in trial, then input your new and previous serial numbers in the serialization screen shown during launch.

1. On the Your Downloads page, click the Akamai Download Manager link for Adobe Creative Suite 5 and wait for the file or files to completely download.
2. (Mac OS) When the DMG file has finished downloading, a dialog box appears asking if you would like to launch the DMG file. Click OK. If the dialog box does not appear, navigate to the location where you saved the downloaded DMG file and double-click it to open the file. After the DMG file finishes verifying, a window will open containing the installer.
3. Do one of the following:
  - (Mac OS) Double-click the Install.app file.
  - (Windows) Navigate to the directory where you saved the installation files and double-click the .exe file associated with your product to extract the installation files. The filename is based on the product you purchased, such as DesignPremium\_CS5\_LSx.exe.
4. After the files finish extracting, the installer should launch automatically. If it doesn't, go to the folder that contains the extracted files. Open the folder named for the product that you purchased, then open the Adobe CS5 folder, and double-click Set-up.exe to begin installation.
5. Follow the onscreen instructions to complete the installation.

6. When prompted to enter a serial number, enter your Adobe Creative Suite 5 serial number and complete the installation.

**Note:** You may be asked to close conflicting process in order to complete the installation process.

## **Install Adobe Acrobat 9**

If you already have Acrobat 9 Pro installed, either as part of a suite or as a standalone application, you do not need to reinstall it. Existing Acrobat 9 Pro users should download and install the most current updates. To check for updates, open Acrobat 9 Pro and choose Help > Check For Updates.

If you have Acrobat 8 or earlier installed on your computer, you must uninstall it before you install Acrobat 9 Pro.

1. To remove Acrobat, do one of the following:
  - (Windows XP) Open the Windows Control Panel and double-click Add or Remove Programs. Select the product that you want to uninstall, click Change/Remove, and then follow the onscreen instructions.
  - (Windows Vista and Windows 7) Open the Windows Control Panel and double-click Programs and Features. Select the product that you want to uninstall, click Uninstall/Change, and then follow the onscreen instructions.
  - (Mac OS) Run the uninstaller located in the Acrobat Professional folder.
2. On the Your Downloads page, click the Akamai Download Manager link for Adobe Acrobat 9 Pro and wait for the file or files to download.
3. Do one of the following:
  - (Windows) Navigate to the directory where you saved the installation files and double-click APRO0930\_Win\_ESD1\_xxxx.exe to extract the installation files.
  - (Mac OS) When the DMG file has finished downloading, a dialog box appears asking if you would like to launch the DMG file. Click OK. If the dialog box does not appear, navigate to the location where you saved the downloaded DMG file and double-click it to open the file. After the DMG file finishes verifying, a new window will open containing the Acrobat 9 Pro folder.
4. Do one of the following:
  - (Windows) After the files finish extracting, the installer should launch automatically. If it doesn't, locate the folder that contains the extracted files. Open the Adobe Acrobat 9 folder, then open the Acrobat9 folder, and double-click Setup.exe to begin installation.
  - (Mac OS) Drag the Adobe Acrobat 9 Pro folder into your Applications folder. After the files are copied, launch Adobe Acrobat 9 Pro
5. Follow the onscreen instructions to complete the installation.
6. When prompted to enter a serial number, enter your Adobe Acrobat 9 Pro serial number to complete the installation.

## **Adobe Premiere Pro CS5 and Adobe After Effects CS5 32-bit vs. 64-bit support**



Windows versions of Adobe Premiere Pro CS5 and Adobe After Effects CS5 require a 64-bit edition of Windows Vista or Windows 7. This applies to both the standalone versions of the applications as well as the components of Master Collection CS5.

You cannot install or run Adobe Premiere Pro CS5 or After Effects CS5 on any of following operating systems:

- 32-bit and 64-bit editions of Windows XP Home or Professional
- 32-bit editions of Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise
- 32-bit editions of Windows 7 Starter, Home Premium, Professional, or Ultimate

### **32-bit vs. 64-bit support in Creative Suite 5**

If you are using a 32-bit operating system, Adobe recommends that you upgrade to either:

- 64-bit edition of Windows Vista Home Premium, Business, Ultimate, or Enterprise
- 64-bit edition of Windows 7 Home Premium, Professional, or Ultimate

To ease the transition to a 64-bit operating system, Master Collection CS5 includes a support package that contains 32-bit versions of Adobe Premiere Pro CS4 and After Effects CS4.

Until you upgrade to a compatible 64-bit operating system, you can install and use the 32-bit support package included with your purchase. After you upgrade to a qualified 64-bit operating system, you can install and use Adobe Premiere Pro CS5 and After Effects CS5.

**Important:** If you are upgrading from Production Premium CS4 or Master Collection CS4 you can continue to use your existing installations of After Effects CS4 and Adobe Premiere Pro CS4, including OnLocation and Encore. You do not need to install the 32-bit support package.

If you are upgrading from a standalone version of Adobe Premiere Pro CS4 or After Effects CS4, you must uninstall it before you can install the 32-bit support package. This is because standalone versions of Adobe Premiere Pro CS4 and After Effects CS4 do not include Dynamic Link. To benefit from the workflow enhancements of Dynamic Link you must install the 32-bit Support package included with your purchase.

1. To uninstall Adobe Premiere Pro CS4 or After Effects CS4:
  - (Windows XP) Open the Windows Control Panel and double-click Add or Remove Programs. Select the product that you want to uninstall, click Change/Remove, and then follow the onscreen instructions.
  - (Windows Vista and Windows 7) Open the Windows Control Panel and double-click Programs and Features. Select the product that you want to uninstall, click Uninstall/Change, and then follow the onscreen instructions.
2. On the Your Downloads page, click the Akamai Download Manager link for 32-bit support for CS5 Production Premium and Master Collection and wait for the files to completely download.

3. Navigate to the location where you saved the downloaded files.
4. Double-click AfterEffects\_PremierePro\_CS4\_ALL.exe to extract the installation files. After the files finish extracting, the installer should launch automatically. If the installer does not start automatically, locate the folder that contains the extracted files. Open the Adobe Premiere Pro and After Effects CS4, 32-bit support for CS5 folder, open the Adobe CS4 folder, and double-click Setup.exe.
5. Follow the onscreen instructions to install the 32-bit support package.
6. When prompted to enter a serial number, enter your 32-bit support for CS5 Production Premium and Master Collection serial number to complete the installation.

For additional CS5 installation help, go to [www.adobe.com/go/cs5install/](http://www.adobe.com/go/cs5install/)

### **Known issues**

- You cannot install to the root drive. (#2316924)
- Flash Catalyst and Flash Builder cannot be selected for install when the user name includes 4-byte characters. (#BG095682)
- Some products will not launch when the user name includes 4-byte or special characters, particularly the yen (¥) character. Affects Adobe Media Player, After Effects, Contribute, Dreamweaver, Flash Professional. (#BG081099, BG095671, BG094597, BG094587, BG095729, BG089964)
- Flash Professional CS4 cannot be installed if CS5 is already installed. (#BG092750)
- Adobe Premiere Pro CS5 and After Effects CS5 will install on Windows XP 64-bit, however they will not launch properly. Adobe Premiere Pro CS5 and After Effects CS5 require a 64-bit edition of Windows Vista or Windows 7. (BG097289)
- After serializing a trial of Premiere Pro CS5, it may take several minutes to start the installation of the additional protected content. Re-launching Premiere Pro after serializing will install the protected content immediately.

For more detailed information about troubleshooting your installation, go to [www.adobe.com/go/support\\_loganalyzer](http://www.adobe.com/go/support_loganalyzer).

*Note: In order to install additional components or reinstall your software after your original installation, you will need access to the original installer (CD, DVD or the download from the web). Repair is not an available option.*

## **Uninstall your software**

Before you uninstall, close all applications currently running on your system—including other Adobe applications, Microsoft Office applications, and browser windows.

Do one of the following:

- In Windows XP, open the Windows Control Panel and double-click Add or Remove Programs. Select the product that you want to uninstall, click Change/Remove, and then follow the on-screen instructions.
- In Windows Vista and Windows 7, open the Windows Control Panel and double-click Programs and Features. Select the product that you want to uninstall, click Uninstall, and then follow the on-screen instructions.
- **IMPORTANT:** Mac OS has new uninstall functionality. **DO NOT** drag applications to the trash to uninstall them. To safely uninstall on Mac OS X, double-click the product installer in Applications/Utilities/Adobe Installers or double-click on the Uninstall alias located in the Application folder. Select Remove Preferences, then Authenticate as an Administrator and follow the on-screen instructions.

### **Known issues**

- Products will not appear in the Deactivation screen until they have been launched. (#BG091275)
- On Windows, uninstalling a CS4 product after installing a CS5 product may affect registry entries for CS5. (#BG081801)

*Note: If you want to install the product on a different computer, you must first deactivate the software on your computer. To deactivate, choose Help > Deactivate.*

## **Trial software**

### **Entering a serial number**

Enter the serial number for the software you purchased in the serialization screen. The serialization screen will load the first time you launch the application. You can enter a serial number for the application itself or a serial number for any Creative Suite edition that contains the application. If the product you purchased is a Creative Suite, you can enter the serial number in any of the applications contained in the Creative Suite. Other applications installed as part of the same Creative Suite will recognize the new serial number the next time the applications are launched.

Only applications running as a trial will recognize the new serial number. If any of the applications have already been serialized with a different serial number, it will continue to use that serial number until you remove the older serial number using the Help > Deactivate > Deactivate Permanently. Then on the next launch of the application, it will recognize the new serial number.

The serial number you purchased is for the use of the software in a specific language, and will only be accepted by a product installed in that language.

### **Volume licensing**

Volume licensing customers cannot purchase from a trial directly. However, a volume licensing serial number can be used to serialize all Creative Suite applications, except the Acrobat 9 trial or retail versions that ship with a Creative Suite edition. Acrobat 9 volume licensing software must be purchased from an authorized Adobe licensing center. Please contact your reseller or authorized Adobe licensing center to place an order for a volume license. To find a reseller in your area, go to <http://partners.adobe.com/resellerfinder/na/reseller.jsp>.

### **Acrobat trial software**

Windows: Your Acrobat and Creative Suite applications are located on two different DVDs or download files. You must install Acrobat and Creative Suite applications separately. If you wish to purchase these applications, you will need to provide separate serial numbers for Acrobat and the Creative Suite edition.

Macintosh: Acrobat is not available for trial on Macintosh. If you wish to purchase a Creative Suite product, a Macintosh compatible version of Acrobat will be provided. To find a reseller in your area, go to <http://partners.adobe.com/resellerfinder/na/reseller.jsp>.

For additional information, visit [www.adobe.com/go/a9\\_installation](http://www.adobe.com/go/a9_installation)

### **Master Collection trial software**

Adobe Encore CS5 is not available as a trial. It will be installed as part of the trial DVD set for Creative Suite 5 Production Premium and Master Collection but will not be available for use until you purchase. The trial versions of Adobe After Effects CS5, Flash Professional CS5, Adobe Premiere Pro CS5, and Soundbooth CS5 do not include some features that depend on software licensed from parties other than Adobe. For example, some codecs for encoding MPEG formats are available only with the full version of these products. HDV, XDCAM, and AVCHD formats and sequence presets are not supported in the trial for both Mac OS and Windows. Adobe Media Encoder export does not include MPEG-4, MPEG-2, MPEG-2 DVD, or MPEG-2 Blu-ray as export formats in the trial. The file importer does not recognize file types that are not included in trial mode (such as MPEG and XDCAM files). HDV is not included as a capture format in the Mac OS version of the trial.

### **Adobe Premiere Pro CS5 and Adobe After Effects CS5 trial**

Adobe Premiere Pro CS5 and Adobe After Effects CS5 require a 64-bit edition of Windows Vista or Windows 7. If you purchase the full version of Master Collection, complimentary versions of Adobe Premiere Pro CS4 and After Effects CS4 will be included.

For additional information, visit [www.adobe.com/go/32bit\\_installation](http://www.adobe.com/go/32bit_installation)

## **Electronic licensing**

You must accept the license agreement and warranty terms to use this product. See [www.adobe.com/go/eulas](http://www.adobe.com/go/eulas) for details. This product may automatically attempt to activate over the Internet. See [www.adobe.com/go/activation](http://www.adobe.com/go/activation) for details.

## Registration information

Creating an Adobe ID registers your software and sets up access to Adobe CS Live online services. In order to take advantage of your complimentary access to CS Live online services, and get up-to-date product information, training, newsletters, and invitations to Adobe events and seminars, you must register your product.

To learn more about CS Live online services, visit [www.adobe.com/go/cs\\_live\\_ps](http://www.adobe.com/go/cs_live_ps).

## Font installation

All font related documentation is online. Visit <http://www.adobe.com/type/browser/landing/creativesuite/creativesuite5.html> to find our OpenType User Guide, OpenType ReadMe, links to font specific readmes, listings of fonts installed by the different CS5 products, and listings of fonts included on DVD for each of the CS5 products.

The Creative Suite 5 installer installs fonts into a default system font directory. Many of these fonts are newer versions of fonts installed by Creative Suite 4. If the installer finds older versions of these fonts in the default system font directory, it will uninstall the older versions, and save them to a new directory. The default system font directory is:

Apple Macintosh: <System Disk>/Library/Fonts

Windows: <System Disk>:\Windows\Fonts

The older fonts will be saved in the new directory:

Apple Macintosh: <System Disk>/Library/Application Support/Adobe/SavedFonts/current

Windows: <System Disk>:\Program Files\Common Files\Adobe\SavedFonts\current

This new directory will also contain a file named "Read Me.html" which lists the saved fonts, and the version numbers of the new and old font files.

You can re-install the older fonts by deleting the new font files from the default system font directory, and moving the old files back into that directory.

There are additional fonts on the content disc. For information on installing these fonts, see [http://www.adobe.com/go/learn\\_fontinstall\\_en](http://www.adobe.com/go/learn_fontinstall_en).

## Known issues

Please refer to [Adobe Support](#) for late-breaking information and known issues for all Creative Suite 5 applications.

### Adobe Premiere Pro CS5/After Effects CS5:

- When importing an Adobe Premiere Pro project in After Effects for the first time, it may take 20-25 seconds for the sequence to appear. Subsequent imports will take less time. (BG086785)
- (Windows 64-bit only) If Production Premium CS4 was installed at a non-default location, and Production Premium CS5 is installed on the same system, Dynamic Link CS4 will not work. (#2559127)
  - Workaround: Install Production Premium CS4 at a default location. Or follow the below steps:
    1. Go to \Program Files (x86)\Common Files\Adobe\dynamiclink\. There are 2 shortcuts “AfterFx” and “Premiere,” and they are displayed in generic icon, indicating that the shortcuts are invalid.
    2. Create new shortcuts for AE and PPro from the installed AE CS4 and PPro CS4.
    3. Rename them to “AfterFx” and “Premiere” to match the existing shortcuts, and place them at \Program Files (x86)\Common Files\Adobe\dynamiclink\, replacing the existing shortcuts installed by CS5. The new shortcuts should be displayed in product icon rather than generic icon.

### GB18030 support for Windows XP

In order to support the display of all characters of the Chinese standard GB18030 on Windows XP systems, Adobe recommends the installation of the Microsoft GB18030 Support Package. This support package will update an XP system with, among other things, fonts and input-method-editors (IMEs) to correctly support GB18030. The support package is available as a download from the Microsoft website. (#BG061690)

### For InDesign CS5:

*SetNewUIfont and ClearNewUIfont for GB18030-2000 standard support*

*On Microsoft® Windows® XP, set the registry to enable 4-byte GB18030-2000 characters in the UI by running the registry script file "SetNewUIfont.reg". This will only affect UI in InDesign and not your OS. The registry script is an optional procedure and doesn't need to be run unless there is a need to display 4-byte characters in the UI.*

Note: This workaround will not work for the dialogs managed by the operating system (i.e. Open, Save...etc).

To set the UI font to enable 4-byte GB18030-2000 characters:

1. Make sure the Adobe InDesign application is not currently running.
2. Copy the file "SetNewUIfont.reg" to your desktop. This file may be found on either the CS5 Content DVD or the InDesignFamily\_7\_Content\_LS1 as part of an electronic software download package. Locate it in the 简体中文 > 实用组件 > Adobe InDesign CS5 folder.
3. Double click the "SetNewUIfont.reg" to set the UI font for InDesign.
4. Launch InDesign again, the UI should be enabled to view 4-byte GB18030-2000 characters in all dialogs managed by InDesign.

To revert the UI font to original settings:

1. Make sure the Adobe InDesign application is not currently running.
2. Copy the file "ClearNewUIFont.reg" to your desktop. This file may be found on either the CS5 Content DVD or the InDesignFamily\_7\_Content\_LS1 as part of an electronic software download package. Locate it in the 简体中文 > 实用组件 > Adobe InDesign CS5 folder.
3. Double-click the "ClearNewUIFont.reg" to clear the new UI font for InDesign.
4. Launch InDesign again, the UI should be reset to InDesign standard UI font.

NOTE: The registry script is created to display GB18030 standard 4-byte characters in InDesign UI, and should be run on native Simplified Chinese Win XP.

### **For Illustrator CS5:**

*SetNewUIfont and ClearNewUIFont for GB18030-2000 standard support*

*On Microsoft® Windows® XP, set the registry to enable 4-byte GB18030-2000 characters in the UI by running the registry script file "EnableGB18030.reg". This will only affect UI in Illustrator and not your OS. The registry script is an optional procedure and doesn't need to be run unless there is a need to display 4-byte characters in the UI.*

Note: This workaround will not work for the dialogs managed by the operating system (i.e. Open, Save...etc).

To set the UI font to enable 4-byte GB18030-2000 characters:

1. Make sure the Adobe Illustrator application is not currently running.
2. Copy the file “EnableGB18030.reg” to your desktop. This file may be found on either the CS5 Content DVD or the Illustrator\_15\_Content\_LS3 as part of an electronic software download package. Locate it in the 简体中文 > 实用组件 > Adobe Illustrator CS5 folder.
3. Double click the “EnableGB18030.reg” to set the UI font for Illustrator.
4. Launch Illustrator again, the UI should be enabled to view 4-byte GB18030-2000 characters in all dialogs managed by Illustrator.

To revert the UI font to original settings:

1. Make sure that Adobe Illustrator application is not currently running.
2. Copy the file “DisableGB18030.reg” to your desktop. This file may be found on either the CS5 Content DVD or the Illustrator\_15\_Content\_LS3 as part of an electronic software download package. Locate it in the 简体中文 > 实用组件 > Adobe Illustrator CS5 folder.
3. Double-click the “DisableGB18030.reg” to clear the new UI font for Illustrator.
4. Launch Illustrator again, the UI should be reset to Illustrator standard UI font.

NOTE: The registry script is created to display GB18030 standard 4-byte characters in Illustrator UI, and should be run on native Simplified Chinese Win XP.

### **For Photoshop CS5:**

Files and instructions on how to set the UI font to enable 4-byte GB18030-2000 characters are located in the GB18030 folder on the CS5 Content DVD, in the 简体中文 > 实用组件 > Adobe Photoshop CS5 folder.

### **For Fireworks CS5:**

On Windows XP (Simplified Chinese), because the application’s default Chinese font is SimSun, 4-byte GB18030 characters aren’t displayed correctly. As a workaround, use the two scripts provided with Fireworks CS4 installer (SetNewUIFont and ClearNewUIFont) for GB18030 standard support. These two scripts are installed at the following location: [drive:]\\Program Files\\Adobe\\Adobe Fireworks CS4\\Simplified Chinese\\.

To set the UI font to enable 4-byte GB18030 characters:

1. Make sure that Adobe Fireworks CS4 is not currently running.
2. Double click the “SetNewUIFont.reg” to set the UI font for Fireworks.
3. Launch Fireworks again, the UI should be enabled to view 4-byte GB18030 characters in all dialogs managed by Fireworks.

To revert the UI font to original settings:

1. Make sure that Adobe Fireworks CS4 is not currently running.



2. Double-click the “ClearNewUIFont.reg” to clear the new UI font for Fireworks.
3. Launch Fireworks again, the UI should be reset to Fireworks standard UI font.

Note: You must restart Windows after running these scripts.

- Fireworks CS4 does not display 4-byte characters in the document tab’s title on Windows XP. As a workaround, name the titles with ASCII or 2-byte Chinese characters.
- On Windows XP and Windows Vista, some 2-byte and all 4-byte characters might not be correctly pasted to Illustrator when you use the Copy Path Outlines feature in Fireworks.
- On Windows XP and Windows Vista, some 2-byte and all 4-byte characters might not be displayed correctly in the Create Slideshow dialog when they are typed in from the keyboard.
- On Windows XP, some 2-byte and all 4-byte characters might not be displayed correctly in the HTML Slice on the canvas.

## Customer care

### Customer Service

Adobe Customer Service provides assistance with product information, sales, registration, and other non-technical issues. To find out how to contact Adobe Customer Service, please visit [Adobe.com](http://adobe.com) for your region or country and click on Contact.

### Support Plan Options and Technical Resources

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Free troubleshooting resources include [Adobe’s support knowledgebase](#), [Adobe user-to-user forums](#), [Adobe Support Advisor](#) and more. We are continually making additional tools and information available online in order to provide you with flexible options for resolving issues as fast as possible.

If you are having any issues with installing or uninstalling any of your Creative Suite 5 applications, please try rebooting your system prior to contacting Support. For additional CS5 installation help, go to [www.adobe.com/go/cs5install/](http://www.adobe.com/go/cs5install/).

## Other resources

## **Online Resources**

For complete Help plus community-based instruction, inspiration and support, go to [www.adobe.com/go/learn\\_cs\\_en](http://www.adobe.com/go/learn_cs_en).

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