



# Adobe®

## Illustrator® Read Me

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Welcome to Adobe® Illustrator® CS4. This document contains late-breaking product information, updates, and troubleshooting tips not covered in the Illustrator® CS4 documentation.

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### Minimum system requirements

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#### Windows®

- 2GHz or faster processor
- Microsoft® Windows® XP with Service Pack 2 (Service Pack 3 recommended) or Windows Vista® Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 (certified for 32-bit Windows XP and Windows Vista).
- 512MB of RAM (1GB recommended)
- 2GB of available hard-disk space for installation; additional free space required during installation (cannot install on flash-based storage devices)
- 1,024x768 display (1,280x800 recommended) with 16-bit or greater video card
- DVD-ROM drive
- Broadband Internet connection required for online services.

#### Mac OS

- PowerPC® G4 or G5 or Intel® processor
- Mac OS X v10.4.11–10.5.4
- 512MB of RAM (1GB recommended)
- 2GB 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 flash-based storage devices)
- 1,024x768 display (1,280x800 recommended) with 16-bit or greater video card
- DVD-ROM drive
- QuickTime 7 required for multimedia features
- Broadband Internet connection required for online services.

For updates to system requirements, visit [http://www.adobe.com/go/illustrator\\_systemreqs](http://www.adobe.com/go/illustrator_systemreqs)

This product may allow you to extend its functionality by accessing certain features that are hosted online (“online services”), provided you have a high-speed Internet connection. The online

services, and some features thereof, may not be available in all countries, languages, and/or currencies and may be discontinued in whole or in part without notice. Use of the online services is governed by separate terms of use and by the Adobe Online Privacy Policy, and access to these services may require user registration. Some online services may be subject to additional fees, including services that are initially offered at no charge. For more details and to review the terms of use and Online Privacy Policy, visit [www.adobe.com](http://www.adobe.com).

## Install your software

1. Before you install, close all applications currently running on your system—including other Adobe applications, Microsoft Office applications, and browser windows. It is also recommended to temporarily turn off virus protection during the installation process.
2. You must have administrative privileges or be able to validate as an administrator.
3. Do one of the following:

### Windows:

- Insert the DVD in your drive, and follow the on-screen instructions. If the installer does not launch automatically, navigate to the Adobe CS4 folder found at the root level on your disk and double-click Setup.exe to start the installation process.
- If you downloaded the software from the web, open the folder, navigate to the Adobe CS4 folder, double-click Setup.exe, and then follow the on-screen instructions.

### Mac:

- Insert the DVD in your drive, and follow the on-screen instructions. If the installer does not launch automatically, navigate to the application folder found at the root level on your disk and double-click Setup Mac OS® to start the installation process.
  - If you downloaded the software from the web, open the folder, navigate to the application folder, double-click Setup, and then follow the on-screen instructions.
4. 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.
  5. For additional CS4 installation help, go to [www.adobe.com/go/cs4install/](http://www.adobe.com/go/cs4install/).

## Known issues

- On Mac after installation, your system performance may seem slower. Rebooting your system after installation will resolve this. (#BG063142)
- When installing on Vista64, an incorrect default installation location appears. The application will be installed in the correct location: c:\program files(x86). (#BG064131)
- The “Total Size” displayed in the installer Options screen includes space required for components required for the installation but not shown in the component list, so the number may not equal the listed components size. (#BG059229)
- The installation may take 20 minutes to over 1 hour depending on the product and the number of components chosen to be installed. (#BG050030)

- For more detailed information about installing, go to <http://www.adobe.com/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

1. Before you uninstall, close all applications currently running on your system—including other Adobe applications, Microsoft Office applications, and browser windows.
2. 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, 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 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. Authenticate as an administrator, then select Remove Components and follow the on-screen instructions.

## Known issues

- **Windows Only:** When Illustrator has been installed as part of the creative suite, some files and folders will not be removed during uninstall. These folders are:  
\\Program files\\Adobe\\Adobe Illustrator CS4\\Plug-ins  
\\Program files\\Adobe\\Adobe Illustrator CS4\\Scripting
- **Windows Vista Only:** When CS4 has been installed on systems with current installs of CS3, the windows registry for CS3 can become corrupted if CS4 is uninstalled. When launching Ai CS3 after uninstalling Ai CS4 a message will appear saying that the Windows registry is not in the expected state and to run the installer to correct the problem. As a workaround, run Ai CS3 as an admin, which will resolve this problem.

## Purchase from a trial

Enter the serial number you received when purchasing the software in the serialization screen when launching the application. You can enter a serial number for the application itself or a serial number for any Creative Suite that contains the application. If the product you purchased is one of the Creative Suites, you can enter it 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 > Erase my serial number. 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 customers cannot purchase from a trial directly, however a volume licensing serial number can be entered in the trial product. 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>.

### Electronic licensing

This product is offered subject to your acceptance of the license agreement included with the media and to limited warranty terms. See the Adobe Software License Agreement for details. The software may automatically attempt to activate over the Internet. No personally identifiable information will be transmitted, except to the extent that IP addresses may be considered personally identifiable in some jurisdictions. To learn more, visit the Adobe web site at <http://www.adobe.com/go/activation>.

*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.*

### Registration information

When you install your software, be sure to register to get up-to-date product information, training, newsletters, and invitations to Adobe events and seminars.

### Font installation

All font related documentation is online. Visit <http://www.adobe.com/type/browser/landing/creativesuite/creativesuite4.html> to find our OpenType User Guide, OpenType ReadMe, links to font specific readmes, listings of fonts installed by the different CS4 products, and listings of fonts included on DVD for each of the CS4 products.

The Illustrator CS4 installer installs fonts into a default system font directory. Many of these fonts are newer versions of fonts installed by Creative Suite 3 or Illustrator CS3. If the installer finds older versions of these fonts in the default system font directory, it will de-install 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 of the 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.

## Additional Fonts

The following Pr6N fonts are not installed, but are included on the Illustrator CS4 product DVD (in the case of retail customers), or in the packaged download file (if you downloaded Illustrator CS4 from Adobe Store). For trial customers, this additional content will not be available until after purchase.

- Adobe® Kozuka Gothic Pr6N Bold
- Adobe® Kozuka Gothic Pr6N Extra Light
- Adobe® Kozuka Gothic Pr6N Heavy
- Adobe® Kozuka Gothic Pr6N Light
- Adobe® Kozuka Gothic Pr6N Medium
- Adobe® Kozuka Gothic Pr6N Regular
- Adobe® Kozuka Mincho® Pr6N Bold
- Adobe® Kozuka Mincho® Pr6N Extra Light
- Adobe® Kozuka Mincho® Pr6N Heavy
- Adobe® Kozuka Mincho® Pr6N Light
- Adobe® Kozuka Mincho® Pr6N Medium
- Adobe® Kozuka Mincho® Pr6N Regular

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

- When using one of the new Color Blindness proof setups, Overprint preview does not display in the same way that a color blind individual would see. So while the OPP mode is accurate as far as showing you how overprinting will work, it is not accurate for color blindness preview.
- Mac Only: PDF files created from any CS4 application, as well as .AI CS4 files, will crash on open when opened in Adobe® Illustrator® 10. Files saved out of CS4 as Illustrator® 10 (.ai or .eps) will open without problems. There is a way to manually edit the PDF files in Acrobat so they won't cause problems when opened in Illustrator® 10.
  1. Open the AI created PDF file in Acrobat®.
  2. Go to Advanced>PDF Optimizer
  3. Deselect all the settings options in the left hand side of the PDF Optimizer dialog
  4. Select "Discard User Data"
  5. Select the checkbox against " Discard document information and metadata" option.
  6. Save the file.
- Saving files as Adobe® Illustrator® CS3 and older (.ai and .eps) may result in some objects being rasterized if the objects contain gradients with new gradient attributes such as transparent gradient stops or elliptical gradients (aspect ratio other than zero). These objects will be rasterized according to the Document Raster Effects Setting in CS4 under the Effects menu. In some cases the objects will not be rasterized, and an opacity mask will be created instead. For more information about this topic go to: <http://www.adobe.com/support/illustrator/>.
- Some of the new Adobe® Photoshop® CS4 mask options can change appearance when the PSD is imported into as Adobe® Illustrator® CS4. When this happens the workaround is to use 'Flatten Layers to a single image' in the import dialog.
- Mac Only: If the application is installed in a 2-byte alphanumeric path, scripts accessed from File>Scripts> will not run.

Please refer to [Adobe Support](#) for late-breaking information and known issues for all Creative Suite 4 applications.

## **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)

## **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](#) for your region or country and click on Contact.

### **Support Plan Options and Technical Resources**

If you require technical assistance for your product, including information on complimentary and fee-based support plans and troubleshooting resources, more information is available at <http://www.adobe.com/go/support/>. Outside of North America, go to <http://www.adobe.com/go/intlsupport/> and click on Change beside the country name in order to select your own area.

Free troubleshooting resources include Adobe's support knowledgebase, Adobe user-to-user forums 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 4 applications, please try rebooting your system prior to contacting Support. For additional CS4 installation help, go to [www.adobe.com/go/cs4install/](http://www.adobe.com/go/cs4install/).

## **Other resources**

### **Documentation**

Order printed documentation at [www.adobe.com/go/buy\\_books](http://www.adobe.com/go/buy_books).

### **Online Resources**

For complete Help plus community-based instruction, inspiration, and support, go to [www.adobe.com/go/illustrator/community\\_help](http://www.adobe.com/go/illustrator/community_help).

[Illustrator Product Home](#)  
[Illustrator Getting Started](#)  
[Illustrator Top New Features](#)  
[Illustrator Seminars](#)

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