



# Adobe®

## Photoshop CS4 and Photoshop Extended CS4 Read Me

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Welcome to Adobe® Creative Suite® 4 Photoshop and Photoshop Extended. This document contains late-breaking product information, updates, and troubleshooting tips not covered in the Creative Suite 4 suite documentation.

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### Minimum system requirements

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#### Windows®

- 1.8GHz 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 32-bit and 64-bit Windows Vista)
- 512 MB RAM (1GB of RAM or more recommended)\*
- 1GB 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
- Some GPU-accelerated features require graphics support for Shader Model 3.0 and OpenGL 2.0
- QuickTime 7.2 required for multimedia features
- Broadband Internet connection required for online services

#### Mac OS

- PowerPC® G5 or multicore Intel® processor
- Mac OS X v10.4.11–10.5.4
- 512MB of RAM (1GB of RAM or more recommended)\*
- 2GB of available hard-disk space for installation; additional hard-disk space required during installation
- 1,024x768 display (1,280x800 recommended) with 16-bit or greater video card
- DVD-ROM drive
- Some GPU-accelerated features require graphics support for Shader Model 3.0 and OpenGL 2.0
- QuickTime 7.2 required for multimedia features
- Broadband Internet connection required for online services

**\*NOTE:** 3D features in Photoshop Extended require a minimum of 1GB RAM

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

PLEASE NOTE: THE UNINSTALL/INSTALL PROCESS HAS CHANGED IN THIS VERSION. BE SURE TO READ THE FOLLOWING INSTALLATION NOTES CAREFULLY.

You should be able to install Adobe Photoshop CS4 on the same machine as earlier versions like CS3 without any problems.

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. Depending on the installed operating system, 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, 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.

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, and then input your new and previous serial numbers in the serialization screen shown during launch.

NOTE: For additional CS4 installation help, go to [www.adobe.com/go/cs4install/](http://www.adobe.com/go/cs4install/).

## KNOWN INSTALLER ISSUES WITH PHOTOSHOP

### Vista Installation Issues

- Installer requires elevation to Run as Administrator. To launch as Administrator, right click on Setup.exe and select Run as Administrator. If you don't see the option Run as Administrator, turn on User Access Control (UAC) found in Control Panel/User Accounts. In the User Accounts tasks window, select Turn User Account Control On/Off.
- The first time you launch Photoshop, you must have administrative privileges, so that you are able to activate and use the application.
- Files that are saved in the Program Files folder, such as Sample files, Presets, etc., are virtualized, so they do not appear to other users and they are not seen by Windows Explorer as being in that location you saved them to. Those files are actually written to the folder name they were written to under Program Files (ex. Samples, Presets), but to access them, you need to go to this location: Users/[username]/AppData/Local/Virtual-Store/Program Files/Adobe/Adobe Photoshop CS4/[foldername].
- Droplets must be at the same User Account Control level as Photoshop to work. If Photoshop is elevated to Run as Administrator, a Droplet must be elevated as well. To elevate a droplet, right-click on the file, select Properties and enable the Run as Administrator option in the Compatibility tab within Properties on that Droplet folder.

### Windows 64-bit Installation Issues

If you are installing both the 64-bit and 32-bit applications on Windows XP 64-bit or Windows Vista 64-bit, DO NOT install Photoshop to a custom location. You will encounter problems. By default, we install both the 64-bit AND the 32-bit application on a 64-bit OS.

If you want to install ONLY the 64-bit application follow these steps:

1. Run the Photoshop CS4 installer.
2. Enter your serial number. Click Accept.
3. On the right side of the Options panel under the 64-bit heading, uncheck the box for Adobe Photoshop CS4 (leave the "Adobe Photoshop CS4 (64-bit)" option checked).
4. Finish installation.

NOTE: For 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

Adobe Photoshop CS4 incorporates a MAJOR change to the uninstall process compared to the previous releases. You can no longer uninstall the application using the installer/setup application of Photoshop. You MUST use the uninstaller for both Mac OS and Windows. Once the application has been installed, the installer will only support the reinstall (add) or uninstall (remove) workflow.

If you want to uninstall Adobe Photoshop CS4:

1. Deactivate the application—Go to Help > Deactivate. Please be sure to ERASE your serial number (click the check box for "Erase my serial number from this computer after deactivation completes").

2. Close all applications currently running on your system—including other Adobe applications, Microsoft Office applications, and browser windows.
3. 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.
  - In Mac OS 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.

**IMPORTANT:** In Mac OS there is a new uninstall functionality – please read uninstall instructions carefully before uninstalling.

### 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 the suite 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 > 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>.

**IMPORTANT:** 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.

## Performance and Optimization

### Changing the Plug-ins Folder or Scratch Disk Preferences at Launch Time

If you hold down the Control+Shift (Windows), Command+Shift (Mac) keys at launch time, the Additional Plug-Ins Folder dialog will appear. You can choose an additional folder from which Photoshop will load plug-ins. If you hold down the Control+Alt (Windows), Command+Option (Mac) keys at launch time the Scratch Disk Preferences dialog will appear. You can choose to change your scratch disk preferences using this dialog.

### Resetting Preferences at Launch Time

If you would like to reset all of your Photoshop preferences, simultaneously hold down the Control+Alt+Shift (Windows), Command+Option+Shift (Mac) keys as you launch the application.

### Adobe Save for Web Preferences

Photoshop retains its Save for Web settings in the Adobe Save for Web 11.0 Preferences file. You can find it at:

Windows: C:\Documents and Settings\[username]\Application Data\Adobe\Save For Web\11.0\  
Mac OS X: Library/Preferences folder in your home directory

To restore Save for Web to its default settings, quit Photoshop, rename the file or move it to the Trash, and restart Photoshop.

NOTE: For up a detailed document on optimizing Photoshop performance, refer to the "Optimize performance in Photoshop CS4" documents found online at:

Mac OS: <http://www.adobe.com/go/kb404440>

Windows XP and Vista: <http://www.adobe.com/go/kb404439>

## Known issues

Please refer to [Adobe Support](#) for late-breaking information and known issues for all Creative Suite 4 applications. Including, but not limited to information on the following areas:

### 64-bit

64-bit support is only available on Microsoft Vista 64-bit. Photoshop 64-bit can be installed on Microsoft Windows XP 64-bit machines; however, full certification and testing has not been performed. There will be no 64-bit version of Photoshop CS4 for the Mac OS.

The Photoshop Team has plans to add 64-bit support on Apple platforms after moving to Apple's Cocoa technology. Only then can 64-bit native support be added.

NOTE: For more information on 64-bit support, refer to the "64-bit Operating System benefits and limitations in Photoshop CS4" document located online at: <http://www.adobe.com/go/kb404901>

### Bridge

Bridge CS3 will not launch if Photoshop CS4 is open on Microsoft Windows XP.

## Curves

We have made significant improvements to the way we handle curves as it now lives in a dynamic and non-modal adjustments panel. This means that if you are adjusting your image with curves, the currently selected tool does not automatically change to Eyedropper tool as it does with legacy behaviour (Image > Adjustments > Curves). To get legacy behavior, you must select the On-Image Adjustment button/tool located in the Curves Adjustment Panel. With this tool selected, all legacy shortcuts work with the exception of one new improvement where hovering the cursor over the image will allow you to preview that point on the curve (prior to CS4 this required a click and drag).

NOTE: For a detailed technical document on changes to Curves Adjustments in CS4, go to Photoshop Support Knowledge Base at <http://www.adobe.com/support/photoshop>

## Droplets

On Microsoft Windows Vista 32- and 64-bit, there are two ways to use droplets. You only need do run either of the steps once (even if you change your log-in settings).

1. If you have administrative access, right-click on the droplet and choose run as administrator. Then restart Photoshop.
2. The alternate way requires you to turn off User Access Control (UAC) found in Control Panel/User Accounts. If you are a non-Administrator user, restart the OS and use an administrator account and execute/run the droplet once and then log back in as a standard user (droplets should now function regardless of access level). After you have successful run droplets once, you can turn UAC back on and droplets will function correctly.

## Flash Panels

Developers can now add their own Flash panels by copying any SWF (and/or JSX file) to the Plug-ins\Panels folder (restart Photoshop required). After copying, you must restart Photoshop. You can download the Flash panel SDK from our developer prerelease site. Users can only have maximum of 10 Flash panels opened in Photoshop. Opening the File Info with the Kuler panel open may result in a crash on a Mac PPC (Rosetta) system.

## GPU and OpenGL Support

Photoshop now includes support for graphics card acceleration by using the graphics card's Graphics Processing Unit. On Windows XP, this support is turned off by default. This means that features that rely on GPU support will not be available. For a list of features relying on this support, refer to the GPU guidance doc noted below. You can turn this option on in the Performance section of Photoshop Preferences. The following are known issues related to turning on GPU support on Windows XP:

- No support for dual monitors
- Redraw issues when dragging floating images
- Brush cursors are clipped when larger than 64 pixels

NOTE: For a detailed GPU support document, go to the "GPU and OpenGL Features and Limitations in Photoshop CS4" document located online at: <http://www.adobe.com/go/kb404898>.

## 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 (IME) to correctly support GB18030. The support package is available as a download from the Microsoft website.

## **Kodak PhotoCD**

Kodak no longer develops or provides support for the PhotoCD format. The Kodak PhotoCD import plug-in is no longer included in the Photoshop CS4 install package. We recommend that you convert your PhotoCD files to another format (such as DNG or PSD).

## **Plug-ins and Presets removed from Photoshop CS4**

Picture Package/Contact Sheet, PDF Presentation and Web Photo Gallery can now be found in Bridge CS4 in the Adobe Output Model (AOM). These plug-ins along with Extract, Pattern Maker, PhotomergeUI are not installed in Photoshop CS4. Further, the Textures and Layouts presets are also not installed.

NOTE: Refer to the OptionalPluginsReadMe.pdf located on your Installer DVD for information on where to find these plug-ins and presets and how to manually install them into Photoshop CS4.

## **Printing Issues**

- Running older printer drivers on Mac OS 10.5 may result in color matching issues particularly when printing documents that are not in the sRGB color space. Also, using custom paper sizes and/or landscape previews may result in printing issues.
- Canon inkjets may result with clipped previews where actual printing of the document is accurate. The effect is varied based on document size, image size and resolution. For these cases, we recommend that set this to “Photoshop manages color” with the correct media/printer profile applied.
- Colors may be incorrect when printing with a Canon printer if Settings are set to “Printer manages color”. For these cases, we recommend that set this to “Photoshop manages color” with the correct media/printer profile applied.
- We highly recommend that you always use the driver provided by the manufacturer of the printer. There are issues with color-matching on printers using GIMP print drivers on a Mac OS.
- We now have the ability to print large documents (up to 32K pixels width/height). For older drivers, big prints (~20-32K) may cause printing to fail.
- We have removed the Print pop-up preview in CS4. Our users have noticed a performance hit due to this feature and previews drawn weren’t always accurate. Please use Page Setup to get an accurate preview.

NOTE: For a detailed document on Printing, refer to the document “Printing issues, troubleshooting, and best practices in Photoshop CS4” found online at <http://www.adobe.com/go/kb404899>.

## **Scripting**

We no longer support Visual Basic Script (VBS) and Apple Script (AS) for new Photoshop CS4 features. However, we do maintain backwards compatibility and legacy support for both in Photoshop CS4. We do support Javascript (JS) for both new features and legacy features.

## **Spaces (Macintosh only)**

We do not officially support the Apple OS X Leopard “Spaces” feature. If you are experiencing problems when using Photoshop CS4 and Spaces, please contact Apple Support.

## **Stock Photos**

We no longer support Adobe Stock Photos. For more information refer to the online FAQ: <http://www.adobe.com/products/creativesuite/stockphotos/faq/>

## **TWAIN**

The TWAIN plug-in for Macintosh has been removed. If you would like to have TWAIN support on your Macintosh system, we strongly recommend that you access your device through Rosetta (PPC) OS. Otherwise, we suggest that you scan your image in first and then separately open the image in Photoshop.

The plug-in can be found on your install DVD under:

//<language>/Goodies/Optional plug-Ins/Import-Export/TWAIN plug-in or online at <http://www.adobe.com/support/downloads/product.jsp?product=39&platform=Macintosh> . Drop this plug-in into the //Adobe Photoshop CS4/Plug-ins/Import-Export folder.

NOTE (Windows-only): the TWAIN plug-in is installed for Windows users. However, we strongly suggest you use WIA support for your device if available. If your device does not support WIA drivers, then we recommend you try updating your TWAIN driver. Photoshop will not support TWAIN for any 64-bit operating systems. Please contact the manufacturer of your device for further TWAIN support direction.

## ISSUES SPECIFIC TO PHOTOSHOP EXTENDED

*Note: To verify if you have Photoshop CS4 Extended or Photoshop CS4, go to Photoshop>About Photoshop (Macintosh) or Help>About Photoshop (Windows). The splash screen will indicate whether you have Photoshop CS4 or Photoshop CS4 Extended.*

### 3D General issues

- Models that reference >100 textures will result in a slow load and may cause the application to crash.
- You cannot paint or run a filter on a model that is moved off the canvas, and the image may be clipped.
- Models or textures converted to 32-bit (from 8- or 16-bit) will result in a halo-effect when you paint on the model.

### Raytracer

- Using Raytracer as a software fallback on graphics cards with old drivers may result in an application crash on Windows XP. To resolve this, we highly recommend you visit your graphics card manufacturer and update your driver.
- There are no soft shadows for a point light (scene goes dark).
- 3D layers returned from Vanishing Point may not be aligned or scaled accurately.

### Collada support

- DAE file that is exported from Maya 8 using Feeling Software's Collada Exporter v.3 results in textures showing up in layers but the 3D geometry doesn't show up; however, file does import back into Maya correctly (with no data loss).
- DAE file exported from Poser Pro may not retain poses when opened in Photoshop.
- 3D file exported from Photoshop as a DAE does not open in 3D Max 2009.
- The file rotation, pivot and meshes information of a DAE animated file, does not match that in 3D Max.

NOTE: For detailed support documents on 3D usage in Photoshop CS4 Extended, go to <http://www.adobe.com/support/photoshop>

## 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://www.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

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### 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/photoshop\\_community\\_help](http://www.adobe.com/go/photoshop_community_help).

[Adobe website](#)

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