



# Adobe® Photoshop® Read Me

Welcome to Adobe® Photoshop® CS5. This document contains late-breaking product information, updates, and troubleshooting tips not covered in the Photoshop documentation.

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## Minimum system requirements

### Windows®

- 2GHz or faster processor\*
- Microsoft® Windows® XP with Service Pack 3, Windows® Vista® Home Premium, Business, Ultimate, or Enterprise with Service Pack 2, Windows® Vista® 64-bit or Windows® 7
- 1GB of RAM or more recommended
- 1GB of available hard-disk space for installation; additional free space required during installation (Photoshop CS5 cannot be installed on flash-based storage devices.)
- 1,024x768 display (1,280x800 recommended) with qualified hardware-accelerated OpenGL® graphics card, 16-bit color and 256MB VRAM
- DVD-ROM drive
- Some 3D features in Adobe Photoshop Extended require an OpenGL 2.0 capable graphics card with at least 256MB of VRAM (512MB VRAM is recommended)
- Shader Model 3.0

- Some features in Bridge rely on DirectX9 capable graphics card with at least 128MB of VRAM
- QuickTime 7.4.5 required for multimedia features
- Broadband Internet connection required for online services

\*SSE2-enabled processor required for AMD systems

## **Mac OS X**

- Multicore Intel® processor
- Mac OS X v10.5.7 minimum is required; Mac OS v10.6.2 is recommended; 32-bit and 64-bit systems (You may need to run 32-bit in order to run 32-bit only plug-ins.)
- 1GB of RAM or more recommended
- 2GB of available hard-disk space for installation; additional hard-disk space required during installation (Photoshop CS5 cannot be installed on a volume that uses a case-sensitive file system or on flash-based storage devices.)
- 1,024x768 display (1,280x800 recommended) with qualified hardware-accelerated OpenGL® graphics care, 16-bit color and 256MB VRAM
- DVD-ROM drive
- Some 3D features in Adobe Photoshop Extended require an OpenGL 2.0 capable graphics card with at least 256MB of VRAM (512MB VRAM is recommended)
- Shader Model 3.0
- QuickTime 7.4.5 required for multimedia features
- Broadband Internet connection required for online services

For updates to system requirements, visit [www.adobe.com/products/creativesuite/design/systemreqs](http://www.adobe.com/products/creativesuite/design/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**

1. Before you install, be sure to close all applications currently running on your system (including other Adobe applications, Microsoft Office applications, and browser windows). We also recommend that you 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, then follow the on-screen instructions. If the installer does not launch automatically, navigate to the Adobe Photoshop CS5 folder found at the root level on the DVD and double-click Set-up.exe to start the installation process.

If you downloaded the software from the web, the installer will self-extract and launch automatically. If the installer does not launch automatically, open the folder, navigate to the Adobe CS5 folder, double-click Set-up.exe, and then follow the on-screen instructions.

#### Mac:

Insert the DVD in your drive, navigate to the Adobe Photoshop CS5 folder found at the root level on the DVD, double-click Install.app, and then follow the on-screen instructions.

If you downloaded the software from the web, open the folder, navigate to the application folder, double-click Install.app, and then follow the on-screen instructions.

4. If you are installing as an upgrade, the installer will check your system to find a valid upgrade product. If it cannot find one, it will ask you to input the serial number of the product being upgraded. You can also install the software as a trial, then input your new and previous serial numbers in the serialization screen shown during launch.
5. For additional CS5 installation help, go to [www.adobe.com/go/cs5install/](http://www.adobe.com/go/cs5install/).

## **Adobe Photoshop CS5 and Adobe Photoshop CS5 Extended**

Both Adobe Photoshop CS5 and Adobe Photoshop CS5 Extended have the option to run natively in either 32-bit or 64-bit editions of Windows® Vista® Home Premium, Business, Ultimate, or Enterprise with Service Pack 2, Windows® 7 or Macintosh OSX v10.5.7 - 10.6.2.

### **Macintosh 64-bit**

Photoshop will automatically detect and run the 64-bit version on 64-bit Macintosh systems. To force Photoshop to launch the 32-bit version, navigate to the application and "Get Info" (Control + Click on the application icon), then select the "Open in 32-bit mode" checkbox.

### **Microsoft® Vista® or Windows 7**

Photoshop will automatically install the 32-bit version of Photoshop CS5 if you are on a 32-bit Windows OS. Photoshop will install both the 32-bit and 64-bit versions of Photoshop on 64-bit systems. To install only the Photoshop 64-bit version on a 64-bit Windows OS, follow the steps below:

1. Run the Photoshop CS5 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 CS5. Leave the "Adobe Photoshop CS5 (64-bit)" option checked.
4. Finish installation.

## Known issues

- On Mac, you cannot install to the root directory of the boot drive.
- When installing on Vista64, an incorrect default installation location appears. The application will be installed in the correct location: C:\Program Files (x86).
- 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; the number may not equal the listed components size.
- 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.*

- If you are running Microsoft® Windows® XP with Service Pack 3, Photoshop will run in both 32-bit and 64-bit editions. However, we do not officially support the 64-bit edition and you may run into problems.
- If you install Photoshop CS5 on your system and then install Photoshop CS4 afterward, you will not in the future be able to use the Photoshop CS4 installer to repair your Photoshop CS4 installation. To do the repair, you must uninstall Photoshop CS4 and then reinstall it.

## 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, 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, 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.

*Note: We allow you to install on two computers per serial number. If you have done so, but want to install the product on a new machine, you must first deactivate the software on one of your computers. To deactivate, either choose Help > Deactivate or check the Deactivate checkbox during the uninstall process.*

# **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 that contains the application. If the product you purchased is one of the Creative Suites, 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, they will continue to use that serial number until you remove the older serial number using Help > Deactivate > Deactivate Permanently. After selecting this option, they will recognize the new serial number on the next launch of the application.

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 Creative Suite. Photoshop CS5 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>.

## **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 subscription of CS Live services, and get up-to-date product information, training, newsletters, and invitations to Adobe events and seminars, you must register your product.

## **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 Read Me, links to font-specific Read Me documents, 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:

- Mac: <System Disk>/Library/Fonts
- Windows: <System Disk>:\Windows\Fonts

The older fonts will be saved in the new directory:

- Mac: <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, as well as 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 installation 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.

### 64-bit issues

On Macintosh only, several plug-ins are no longer supported for 64-bit systems. These plug-ins will only run in 32-bit mode:

- Embed/Read Watermark
- Lighting Effects
- Send Video Preview to Device
- Variations
- Video Preview
- Optional plug-ins (Contact Sheet, Pattern Maker, PhotomergeUI, Web Photo Gallery).

*NOTE: These plug-ins are not included in your Photoshop CS5 install. You can find more info at [go.adobe.com/kb/ts\\_cpsid\\_82824\\_en-us](http://go.adobe.com/kb/ts_cpsid_82824_en-us). This download package will contain the plug-ins along with the Optional Plug-ins Read Me.*

You may encounter instabilities with some third-party Carbon plug-ins from CS4 or earlier. We therefore recommend that you do not copy third-party plug-ins directly to the Photoshop Plug-ins folder. Third-party plug-ins should be stored in a separate folder and then loaded via Preferences > Plug-ins > Additional Plug-ins. If instabilities occur in the app, either through general use or when using a plug-in directly, follow the plug-in troubleshooting guidelines at [go.adobe.com/kb/ts\\_kb409112\\_en-us](http://go.adobe.com/kb/ts_kb409112_en-us) to resolve the issue.

## **Extract plug-in**

The Extract plug-in is no longer supported in Photoshop CS5. We highly recommend you use Refine Edge and the Quick Select Tool for optimal selections.

## **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.

## **GPU and video card support**

- Photoshop CS5 includes support for graphics card acceleration by using the graphics card's Graphics Processing Unit. On Windows XP, or if you are using an unsupported card, OpenGL 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 at [go.adobe.com/kb/ts\\_kb404898\\_en-us](http://go.adobe.com/kb/ts_kb404898_en-us).
- The Nvidia 7300GT will not work properly with OpenGL on Macintosh systems prior to 10.6. We advise you to upgrade to 10.6 if you would like to enable OpenGL functionality.

## **How-To links (Help > How To...)**

All How-To links have been removed from Photoshop CS5.

## **JPEG 2000**

This plug-in is now included in the Photoshop CS5 default install. You no longer need to install it (from Photoshop CS4) as an optional plug-in.

## **Optional plug-ins not installed in Photoshop CS5 and downloadable online**

- PDF Presentation and Web Photo Gallery can be found in Bridge CS5 in the Adobe Output Model (AOM). If you want to download the Photoshop CS5 versions of PDF Presentation and Web Photo Gallery, please see the following document for information: [go.adobe.com/kb/ts\\_cpsid\\_82824\\_en-us](http://go.adobe.com/kb/ts_cpsid_82824_en-us). This download package will contain the plug-in along with Optional Plug-ins Read Me.

*NOTE: The Web Photo Gallery plug-in does not work in Photoshop Mac 64-bit; you must launch Photoshop in 32-bit mode to use this legacy plug-in on the Mac.*

- ContactSheet, Pattern Maker, PhotomergeUI and Picture Package are also not installed in Photoshop CS5 along with the Textures and Layouts presets. If you want to download these plug-ins, you can find them at [go.adobe.com/kb/ts\\_cpsid\\_82824\\_en-us](http://go.adobe.com/kb/ts_cpsid_82824_en-us). This download package will contain the plug-in along with Optional Plug-ins Read Me.

*NOTE: ContactSheet, PatternMaker and Photomerge plug-ins do not work on Photoshop Mac 64-bit; you must launch Photoshop in 32-bit mode to use these legacy plug-ins on the Mac.*

For more information on support and download locations, go to

[http://www.adobe.com/go/ps\\_cs5\\_plugins\\_mac\\_en](http://www.adobe.com/go/ps_cs5_plugins_mac_en) or  
[http://www.adobe.com/go/ps\\_cs5\\_plugins\\_win\\_en](http://www.adobe.com/go/ps_cs5_plugins_win_en).

Other Optional plug-ins:

- Firewire and FirewireDLL are supported only on 32-bit systems for Mac & Win.
- TWAIN for 32-bit Macintosh and Windows systems (see below for more information)

### **Plug-ins, extensions and filters not installed in Photoshop CS5 (normally found in Goodies folder in versions prior to Photoshop CS4)**

- Bigger Tiles has been removed from Photoshop CS5 as the functionality has now been built into the performance preferences. This can now be set in the UI by setting "Cache Tile Size" to 1024K or 1028K in the performance section of Photoshop preferences.
- Filmstrip format (plug-in) for 32-bit/64-bit Macintosh and Windows systems has been removed from the install. In addition, it is no longer available to download.

### **Save for Web**

- If you try to save named slices to a directory where that filename already exists, Photoshop will fail to prompt you with an overwrite warning. You will silently overwrite the existing file.
- We have removed the shortcut used to delete the preference file for Save for Web in Photoshop CS5. To manually delete this preference file, navigate to the following locations and delete the Adobe Save for Web 12.0 Preferences file:  
Windows XP: C:\Documents and Settings\username\Application Data\Adobe\Save for Web\12.0\Adobe Save for Web 12.0 Prefs  
Windows Vista or Windows 7: C:\Users\username\AppData\Roaming\Adobe\Save for Web\12.0\Adobe Save for Web 12.0 Prefs  
Macintosh: Volume\username\Library\Preferences\Adobe Save for Web 12.0 Prefs

### **Tool Presets**

- Photoshop CS5 can read tool presets created by earlier versions of Photoshop, but earlier versions of Photoshop cannot read tool presets created by Photoshop CS5.



## Type

- If you are using the NVIDIA GeForce 7300GT, you may experience performance issues when editing text, especially on large documents. We recommend that you upgrade your video card for a better experience. For more information on this card and support options, please refer to the GPU guidance document located at [go.adobe.com/kb/ts\\_kb404898\\_en-us](http://go.adobe.com/kb/ts_kb404898_en-us). This card is extremely problematic for many areas in Photoshop and we suggest you contact the manufacturer for more information if needed.
- The Japanese text input mode Koteoeri/ATOK is not supported on Mac OS 10.5.x and earlier. You may experience slowdowns and lack of response when attempting to use this input method. Please contact Apple support if you would like more information on this. We recommend that you upgrade to Mac OS 10.6 to resolve this issue.
- The legacy shortcut to duplicate and transform (Cmd + Opt + T) on Mac 10.5 now opens the Character panel.

## TWAIN support

- Photoshop does not install the TWAIN plug-in for Photoshop CS5. For information on TWAIN support and download, refer to [go.adobe.com/kb/ts\\_cpsid\\_82824\\_en-us](http://go.adobe.com/kb/ts_cpsid_82824_en-us) or contact the manufacturer of your device for further TWAIN support. The download package will contain the plug-in along with Optional Plug-ins Read Me for Photoshop CS5. Do not use the TWAIN plug-in from Photoshop CS4 downloads.
- 64-bit Support: 64-bit TWAIN scanners are not officially supported in either 64-bit or 32-bit Photoshop. Use at your own risk. However we have found that the Canon PIXMA MP990 (64-bit) works well on both 32-bit and 64-bit versions for Mac OS 10.6. If you need to use a TWAIN scanner, we recommend that you use this scanner and upgrade to Mac OS 10.6.

## PHOTOSHOP CS5 EXTENDED KNOWN ISSUES

### 3D General

- The Nvidia GeForce 7300GT is a problematic card, especially for 3D in Photoshop on Macintosh OS < 10.6. You may experience frequent crashes as well as limited functionality. We recommend that you upgrade your Macintosh systems to 10.6 for a better experience.
- Adobe Repoussé is dependant on OpenGL; you must have a OpenGL supported card. See [go.adobe.com/kb/ts\\_cpsid\\_83117\\_en-us](http://go.adobe.com/kb/ts_cpsid_83117_en-us) for a list of supported cards and troubleshooting tips.
- 3D objects imported (OBJ and KMZ) with missing textures may need to have their Opacity manually changed to 100%. Many applications will export objects with Opacity set to 0% and therefore Photoshop reads this material as fully transparent.
- When creating holes using Adobe Repoussé from type layers, you may experience missing geometry on the front face of the mesh if the font size is too small relative to the hole.
- Image Based Lights do not have a specular component; gloss and shine maps will not have any effect.

### Collada DAE/KMZ file format

DAE/KMZ mesh/model pieces may show up in the wrong place. This is because we do not create meshes for polygon types like Lines and Points. In addition, because the mesh hierarchy is not accurate, transformations may not be in the right place. Unfortunately, as we do not support lines and points in our renderer, we currently have no way to resolve this issue.

## **Google Warehouse 3D files (Collada) from Sketch-up 7.1**

Google Sketchup 7.1 changed the way they export their Collada format. If you have a Google 3D Collada file (DAE/KMZ) where it opens with missing meshes or textures, the file needs to be re-exported from Sketchup 7.1 or later with the Export parameter "Preserve Component hierarchies" unchecked.

## **Poser 3D Collada files**

Models exported from Poser will often come into Photoshop with Opacity of textures set to 0%. To view these textures, simply change Opacity to 100% for all textures.

# **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**

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/>, click on the drop down menu under the question "Need a different country or region?", choose a different country or region, then click GO. Alternatively, you can click on Change beside the country name at the top of the screen to select a different country or region.

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\\_Photoshop\\_support\\_en](http://www.adobe.com/go/learn_Photoshop_support_en).

[Adobe website](#)

[Adobe TV](#)

[Adobe Design Center](#)

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