



Adobe®

Premiere® Pro CS4 Read Me

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

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Creative Suite 4 Premiere Pro applications

- Adobe Premiere Pro CS4
- Adobe Encore CS4
- Adobe OnLocation CS4
- Adobe Bridge CS4
- Adobe Device Central CS4
- Adobe Version Cue CS4
- Adobe Media Encoder CS4
- Adobe Extension Manager

Minimum system requirements

Windows®

- 2GHz or faster processor for DV; 3.4GHz for HDV; dual 2.8GHz for HD*
- 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)
- 2GB of RAM
- 10GB of available hard-disk space for installation; additional free space required during installation (cannot install on flash-based storage devices)
- 1,280x900 display with OpenGL 2.0-compatible graphics card†
- Dedicated 7200 RPM hard drive for DV and HDV editing; striped disk array storage (RAID 0) for HD; SCSI disk subsystem preferred
- For SD/HD workflows, an Adobe-certified card for capture and export to tape‡

- OHCI-compatible IEEE 1394 port for DV and HDV capture, export to tape, and transmit to DV device
- DVD-ROM drive (DVD+-R burner required for DVD creation)
- Blu-ray burner required for Blu-ray disc creation
- Microsoft Windows Driver Model– or ASIO-compatible sound card
- QuickTime 7.4.5 software required to use QuickTime features
- Broadband Internet connection required for online services

* An SSE2-enabled processor is required for AMD systems.

Mac OS

- Multicore Intel® processor
- Mac OS X v10.4.11–10.5.4
- 2GB of RAM
- 10GB of available hard-disk space for installation; additional hard-disk space required during installation (cannot install on a volume that uses a case-sensitive file system or on flash-based storage devices)
- 1,280x900 display with OpenGL 2.0–compatible graphics card†
- Dedicated 7200 RPM hard drive for DV and HDV editing; striped disk array storage (RAID 0) for HD; SCSI disk subsystem preferred
- DVD-ROM drive (SuperDrive for DVD burning)
- Blu-ray burner required for Blu-ray disc creation
- Core Audio–compatible sound card
- QuickTime 7.4.5 software required to use QuickTime features
- Broadband Internet connection required for online services

† For updates to system requirements and more detailed information about video hardware compatibility, visit <http://www.adobe.com/products/premiere/systemregs>.

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.

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, double-click the self-extracting executable file, select the “Launch Adobe Premiere Pro CS4 Installer” checkbox, 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, enter the serial number in the installer. The installer will check your system to find the valid upgrade product. To use the product in trial mode, select trial mode instead of entering a serial number. The trial dialog for Adobe Premiere Pro may not be displayed at launch. It will be displayed after Adobe Premiere Pro has been launched and is executing.
 5. For additional CS4 installation help, go to www.adobe.com/go/cs4install/.

Installation tips

- On Mac after installation, your system performance may seem slower. Rebooting your system after installation will resolve this. (#BG063142)
- On Mac, you cannot install in the root level of the startup volume. (#BG044824)
- When installing on Vista64, an incorrect default installation location appears. The application will be installed in the correct location: c:\program files(x86). (#BG064131)
- Adobe Premiere Pro crashes on launch when the suite is installed into a folder having double byte name (therefore do not install to a folder with a double-byte name). (#1854249)
- After serializing Adobe Premiere Pro, there will be a delay installing the additional codec files while the server is being queried.
- 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.

Uninstall tips

- The uninstall shortcut does not appear in the Mac application folders. To uninstall the application, use the uninstall shortcut in the Applications:Utilities:Adobe Installers folder. This installer is used to install and uninstall all three applications (Adobe Premiere Pro, Adobe Encore and Adobe On Location)

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, they 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 Creative Suite 4 installer installs fonts into a default system font directory. Many of these fonts are newer versions of fonts installed by Creative Suite 3. 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.

There are additional fonts on the installation disk. For information on installing these fonts, see http://www.adobe.com/go/learn_fontinstall_en.

Known issues

Import/Capture

- Enabling "Import Numbered Stills as a Sequence" in Media Browser then dragging numbered still to Timeline results in single imported still file in the Timeline. (#1665019)
- Cannot capture HDV tape that was striped via VCR mode record. (#1849165)
- No audio metering during live audio recording in a sequence. (#1853480)
- Importing incomplete encoded .mxf files into Adobe Premiere Pro causes all imports thereafter to fail. Save and reopen Adobe Premiere Pro to fix this issue. (#1869324)
- Some Batch List types (all .pbl Batch Lists) will ignore Timebase selected in Batch List Settings dialog. This issue will self-correct when DV footage is captured. (#1832734)

Editing

- A crash will result when opening an existing title if Adobe Arabic font is installed. (#1685003)
- XMP metadata does not get saved to AVCHD files. (#1770173)
- Relinking to a still sequence may hang Adobe Premiere Pro. To work around this issue, re-import and replace the still sequence. (#1864976)
- Opening the trim window will cause the render bar to turn red. This is a cosmetic issue. The content does not need to be rendered (#1832459)
- Adobe Premiere Pro multicam playback stops intermittently, image stutters and drop frames when using AVI on Mac. Use QuickTime files if possible. (#1851253)
- Setting Source Monitor External Device to DV while using a PAL clip in NTSC Project does not transmit on Windows. (#1536524)
- Applying speed change then enabling Reverse Speed, results in the first frame of clip being tinted green. (#1853624)
- Automate to Sequence using P2 clips results in only one channel mono audio added to Sequence. (#1649292)
- Playback of longer duration FLV file results in stuttering. (#1640342)
- A green pillar box appears on one side of exported F4V format that has been cropped with "scale to fit" or "Change Output Size" setting. The workaround is to set the dimensions to numbers that are multiples of eight. (#1852462)
- Rendered media from the Work Area gets deleted in Adobe Premiere Pro when rendering the linked comp in After Effects. (#1537558)
- Timewarp effect and video turns black when clip is moved from its original position. (#1877036)
- Can't start a Ramped Time Remap from the first frame of a clip. (#1829256)
- MOTU V3HD device sample rate does not switch to Adobe Premiere Pro playback sample rate upon 44.1k/48k/88.2k/96k playback on Windows. (#1854397)
- A red render bar appears over clips in the timeline if the Program Monitor is closed. (#1827261)
- Selecting a clip in the Source Monitor from the Media Browser disables TVout from the source. (#1818033)
- Start Timecode column info for Sony HDV clips in the Media Browser does not match the start timecodes of imported clips. (#1746396)
- Snapping does not work correctly on Windows Vista when Windows Aero is enabled. (#1872610)

Export

- 1440x1080 anamorphic HD footage will not export from AME. This issue appears intermittently when exporting content to some less-common QuickTime codecs. (#1848659)
- Serial Device Control, Export to Tape: when performing Insert edit, the offset between Rec In Point and start of Timeline program is highly variable. To reduce the variability cue the tape to the Rec In point prior to Auto Edit. (#1527136)

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/.

Other resources

Documentation

Order printed documentation at www.adobe.com/go/buy_books.

Online Resources

For complete Help plus community-based instruction, inspiration, and support, go to http://www.adobe.com/go/premierepro_community_help.

[Adobe website](#)
[Adobe TV](#)
[Adobe Design Center](#)
[Developer Center](#)
[User Forums](#)
[Training](#)
[Adobe Certification Program](#)
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Individual product information

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