



# Adobe®

## Adobe® Captivate® 5 Read Me

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Welcome to Adobe® Captivate® 5. This document contains late-breaking product information, updates, and troubleshooting tips not covered in the Adobe Captivate 5 documentation.

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### Minimum System Requirements

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#### Windows

- 1GHz or faster processor
- Microsoft® Windows® XP with Service Pack 2 (Service Pack 3 recommended); Windows Vista® Home Premium, Business, Ultimate, or Enterprise with Service Pack 1; or Windows 7
- 1GB minimum RAM (2GB recommended)
- 3GB of available hard-disk space for installation; additional free space required during installation. (You cannot install Adobe Captivate 5 on removable flash-based storage devices)
- 1024x576 display (1280x1024 recommended) with 16-bit video card
- DVD-ROM drive
- Broadband Internet connection required for online services\*

For updates to system requirements, visit [www.adobe.com/go/cp\\_sysreq](http://www.adobe.com/go/cp_sysreq).

#### Mac

- Multicore Intel® processor
- Mac OS X v10.5.7 or v10.6
- 1GB minimum RAM (2GB recommended)
- 3GB of available hard-disk space for installation; additional free space required during installation (You cannot install Adobe Captivate 5 on a volume that uses a case-sensitive file system or on removable flash-based storage devices)
- 1024x576 display (1280x1024 recommended) with 16-bit video card
- DVD-ROM drive
- Broadband Internet connection required for online services\*

For updates to system requirements, visit [www.adobe.com/go/cp\\_sysreq](http://www.adobe.com/go/cp_sysreq).

\* 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, including services that are initially offered at no charge, may be subject to additional fees. For more details on Online Privacy Policy and to review the terms of use, visit [www.adobe.com](http://www.adobe.com).

### Installing Adobe Captivate 5 on Windows

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. Ensure that you have administrative privileges or will be able to validate as an administrator.
3. Do the following:
  - Insert the DVD in the DVD-ROM drive, and follow the on-screen instructions. If the installer does not launch automatically, navigate to the Adobe Captivate 5 folder found at the root level on your disk and double-click Setup.exe to start the installation process.
  - If you have downloaded Adobe Captivate 5 from the web, open the downloaded folder, navigate to the Adobe Captivate 5 folder, double-click Setup.exe, 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.

*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.*

### Installing Adobe Captivate 5 on Mac

1. Before you install, close all applications currently running on your system—including other Adobe applications, and browser windows. It is also recommended to temporarily turn off virus protection during the installation process.
2. Ensure that you have administrative privileges or will be able to validate as an administrator.
3. Do the following:
  - Insert the DVD in the DVD-ROM drive, navigate to the application folder found at the root level on your system, double-click Install.app, and then follow the on-screen instructions.
  - If you have 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.

### Uninstalling Adobe Captivate 5 on Windows

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

### Uninstalling Adobe Captivate 5 on Mac

1. Before you uninstall, close all applications currently running on your system—including other Adobe applications, and browser windows.
2. Double-click the product installer in Applications/Utilities/Adobe Installers or double-click the Uninstall alias located in the Application folder.
3. Select Remove Components, then Authenticate as an Administrator, and follow the on-screen instructions.

*Important: Do not drag Adobe Captivate 5 to Trash to uninstall it on Mac.*

### 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 eLearning Suite that contains the application. If the product you purchased belongs to eLearning Suite, you can enter the serial number in any of the applications of the suite. Other applications installed as part of the eLearning 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. The application recognizes the new serial number when it is launched next time.

*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.

## Known issues

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

## 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 Adobe Captivate 5, please try rebooting your system prior to contacting Support.

## Other resources

### Online Resources

[Adobe website](#)

[Adobe TV](#)

[Adobe® Captivate® 5 Home](#)

[Adobe® Captivate® 5 Exchange](#)

[Support](#)

[Developer Center](#)

[Training](#)

[User Forums](#)

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