

Adobe products and Windows® 7

Adobe is committed to helping its customers experience a smooth transition to the new Microsoft® Windows 7 operating system. This document details how the Adobe® Creative Suite® products and components support Windows 7.

Q. Are Creative Suite 4 products and components compatible with the new Windows 7 operating system?

A. Yes. Adobe has tested its Creative Suite 4 family of products and components on Microsoft Windows 7 Ultimate edition and found that our solutions perform to Adobe's high standards of quality and performance. Adobe is confident its Creative Suite 4 products and components will perform as expected, but as with any new release of an operating system, unexpected issues may arise that were not uncovered during our testing efforts. We encourage our customers to review the updated information at www.adobe.com/support.

Q. I am going to install or upgrade to Windows 7. How will this affect my Creative Suite 4 products?

A. If you are upgrading to Windows 7 from an earlier Windows version, you may be required to reinstall your Creative Suite product. For detailed instructions regarding the requirements for possible reinstallation of your Creative Suite products and components, visit http://go.adobe.com/kb/ts_cpsid_50853_en-us.

Q. Will earlier versions of the Creative Suite family products and components support Windows 7?

A. Adobe Creative Suite 4 and Creative Suite 3 solutions were included in our testing efforts. While older Adobe and Macromedia applications may install and run on Windows 7, they were designed, tested, and released to the public several years before this new operating system became available and have not been tested. Older versions of Adobe software will unfortunately not be updated to support the shipping editions of Windows 7, since our engineering and test teams focus on more current configurations. For known issues regarding the running of Creative Suite products and components under Windows 7, visit http://go.adobe.com/kb/ts_cpsid_50853_en-us.

Q. I am using Adobe Acrobat® 8 as part of my Creative Suite 3 workflow. Is Acrobat 8 compatible with Windows 7?

A. While Adobe does not support running Acrobat 8 under a Windows 7 environment, our testing did not uncover any major incompatibilities. However, as with any new release of an operating system, unexpected issues may arise that were not uncovered during our testing efforts. We encourage our customers to review the updated information at www.adobe.com/support.

Q. Will Adobe continue to test and support its CS4 applications on Windows 7?

A. Yes. Adobe sets high standards of quality, stability, and reliability for our professional products, and we plan to continue to test our CS4 products and components with Windows 7. As with any new release of an operating system, unexpected issues may arise that were not uncovered during our testing efforts. If you encounter any issues, report them by going to www.adobe.com/misc/bugreport.html and choosing the Bug Report option. Note that while we appreciate the submissions we do not always send responses; however, we do review the information closely with the appropriate teams and continue to test and monitor the user experience.

Q. Do any of the CS4 applications require updates to be compatible with Windows 7?

A. No. Creative Suite 4 products and components do not require updates at this time. However, we do recommend that you check for updates at regular intervals.

Q. If I do require updates for Windows 7 and my Adobe products and components, what should I do?

A. Necessary updates are generally made available through the Adobe Updater, a utility that is installed with Adobe products or components to manage the download and installation of updates for you. If the automatic notification feature in Adobe Updater is turned on, Adobe Updater is designed to alert you automatically when the updates are available. You can then follow the onscreen instructions to download and install the updates. Alternatively, you can open the Adobe product or component that requires an update, choose Help > Updates to open the Adobe Updater, check all of the updates you want, and then click Download and Install Updates. Lastly, you can also visit www.adobe.com/support/downloads to monitor when updates are posted, and then download and install the updates for each relevant CS4 product or component.

Q. I use many plug-ins with my Adobe software. Are these plug-ins compatible with Windows 7?
A. For third-party plug-ins and related hardware components, contact the original manufacturer for guidance on these products' support for Windows 7.

Q. I run an earlier version of Creative Suite software on a non Windows 7 based system. What are my options for upgrading to Creative Suite 4?

A. Adobe has a number of upgrade paths available to current Creative Suite customers. Check out the upgrade eligibility tool at www.adobe.com/products/creativesuite/upgrade/ for full details on your upgrade options.

Q. I am a volume licensing customer. How do I get updates for my Creative Suite components?

A. Adobe recommends following your company's in-house guidance for managing updates. Contact the IT or technical person who manages your Adobe licenses for information about corporate policies on updating software.

Q. Will Adobe support the version of Creative Suite that I am currently running on an earlier version of Windows?

A. Adobe does not plan to make any changes to the existing complimentary and paid support programs that are enjoyed by our customers. For details on these programs, visit www.adobe.com/support.

Q. I am running a 30-day trial version of one of Adobe's CS4 products. What happens if I decide to upgrade to Windows 7?

A. It is recommended you perform a clean installation of Windows 7 before initiating a 30-day trial of an Adobe product. If you are already running an Adobe trial and install/upgrade Windows 7, the trial unfortunately expires before the 30 days due to a reset in the operating system.

Q. Where can I learn more about any known issues with Adobe products and Windows 7?

A. Visit the Adobe website at www.adobe.com/support and search the Adobe Knowledgebase for the latest information, solutions, and work-arounds. Enter "Windows 7" and the name of your Adobe product in the search field to look for specific results. Alternatively, visit http://go.adobe.com/kb/ts_cpsid_50853_en-us.

Q. There are Home Premium, Professional, and Ultimate editions of Windows 7. Which editions work with Adobe Creative Suite solutions?

A. The Creative Suite 4 products have been tested and are confirmed to operate on the Ultimate edition of Windows 7, which includes all the features of the Windows 7 range of editions. For the most up-to-date specifications regarding operating systems, visit www.adobe.com/support.

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