

# Adobe® Captivate™ 3 Read Me

Welcome to Adobe® Captivate™ 3. This document contains late-breaking product information, updates, and troubleshooting tips not covered in the Adobe Captivate 3 documentation.

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## Minimum system requirements

### Windows

- Intel® Pentium 4, Intel Centrino®, Intel Xeon®, or Intel Core™ Duo (or compatible) processor
- Microsoft® Windows XP with Service Pack 2, Windows 2000 with Service Pack 2, or Windows Vista™ Home Premium, Business, Ultimate, or Enterprise (certified for 32-bit editions)
- 512 MB of RAM (1GB recommended)
- 700 MB of available hard-disk space (additional free space required during installation)
- DVD-ROM drive
- 800 X 600 screen resolution (1,024 x 768 recommended)
- Internet or phone connection required for product activation

## 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.
2. Insert the DVD in your drive, and follow the on-screen instructions. If the installer does not launch automatically, navigate to the Adobe Captivate 3 folder found at the root level on your disk and double-click Setup.exe to start the installation process.
3. If you downloaded the software from the web, open the folder, navigate to the Adobe Captivate 3 folder, double-click Setup.exe, and then follow the on-screen instructions.

## 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. In Windows XP, open the Windows Control Panel and double-click Add or Remove Programs. Select Adobe Captivate 3, click Change/Remove, and then follow the on-screen instructions.

## Purchase from a trial

- Choose Activate from the Help menu and follow the on-screen instructions.

*Volume licensing customers cannot purchase from a trial directly. After evaluating the product, you must uninstall the trial and install the product using the volume licensing media and serial number. Refer to the “Uninstall your software” section of this document for instructions. Please contact your reseller or the 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

Adobe software may include electronic license (e-license) management technology to ensure compliance with the Product License Agreement. When present, this technology prompts you to verify the license of your product within 30 days after you start it for the first time. If prompted, verification is mandatory.

The on-screen prompt may ask you to activate the software. This verification process does not collect, transmit, or use any personally identifiable information. To learn more, visit the Adobe web site at <http://www.adobe.com/activation>.

### Activate software:

1. If the Activation dialog box is not already open, choose Help > Activate.
2. Follow the on-screen instructions.

*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.

Register [online](#) now, or complete and return the registration card in your Adobe Captivate product box.

## Known issues

### Release Notes

Adobe Captivate 3 does not support the presentations and documents saved in PPTX and DOCX formats in Microsoft Office 2007.

**Workaround:** Save your documents and presentations in the MS Office 2003 format before importing to Adobe Captivate 3.

In Windows Vista, if a user in a non-administrator mode tries to use Adobe Captivate installed by an administrator, Adobe Captivate will prompt the user to enter the serial key. The user will have to provide the key to use the application.

The Typing text replacement feature will not work for projects upgraded from earlier versions of Adobe Captivate to Adobe Captivate 3.

The option “show results by question and answers” when generating reports for quizzes through Adobe Connect does not work when Adobe Captivate projects are published in Flash Player 8 or Flash Player 9 formats.

**Workaround:** Publish the project in the Flash Player 7 format.

When recording complex movements or recording certain colors, many FMR slides may be generated.

**Workaround:** Increase the values of “Split SWF after SWF size 16 bit” and “Split SWF after capture data size 16 bit” (or corresponding 32 bit constants in the FMRConsts.ini file. This file is present in \\Program Files\Adobe\Adobe Captivate 3.

## 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's main page 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 free and paid support options and troubleshooting resources, more information is available at <http://www.adobe.com/go/support/>. For outside of North America <http://www.adobe.com/go/intlsupport/>. Free troubleshooting resources include Adobe's support knowledgebase, Adobe user-to-user forums and more.

## Other resources

### Documentation

[Adobe Captivate 3 Documentation](#)

### Online Resources

[Adobe Captivate Home](#)

[Captivate Exchange](#)

[Developer Center](#)

[Support Center](#)

[User Forums](#)

[Training](#)