Installing
ADOBE® TECHNICAL COMMUNICATION SUITE 3

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Installing Adobe® Technical Communication Suite 3

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System Requirements

Ensure that your system meets the following requirements before installing TCS 3.0:

- Microsoft® Windows® XP with Service Pack 3, Windows Vista® with Service Pack 2, or Windows 7
- 1GB of RAM (2GB recommended)
- 7GB of available hard-disk space for installation; additional free space required during installation (cannot install on removable storage devices)
- 1024x768 display (1280x800 recommended) with 16-bit video card
- Some GPU-accelerated features require graphics support for Shader Model 3.0 and OpenGL 2.0
- Some features in Adobe Bridge rely on a DirectX 9–capable graphics card with at least 64MB of VRAM
- DVD-ROM drive
- QuickTime 7.4.5 software required for multimedia features

Getting TCS 3.0

You can purchase the Adobe Technical Communication Suite (TCS 3.0) from the Adobe store and have it delivered as a DVD or as an electronic download. The method of installation varies, depending on the delivery method.

Installing TCS 3.0 from DVDs

The TCS 3.0 suite is delivered as a single DVD. The content of the DVD is as follows:

- AdobeFrameMaker 10
- Adobe RoboHelp 9
- Adobe Acrobat 10
- Adobe Photoshop CS5
- Adobe Captivate 5

To install TCS 3.0:

1. Insert the DVD marked `Adobe Technical Communication Suite 3.0`.
2. Run `setup.exe`.
3. Select the desiredcomponents to be installed.
4. Click Next and follow the installation prompts.
5. Eject the DVD marked `Adobe Technical Communication Suite 3.0`.

Installing from the Electronic Download file

1 Double click the file.

2 Select the TCS 3.0 components to install.

3 Click Next and follow the installation prompts.

Problems and solutions

Problem: Photoshop refuses to install, if RoboSource Control is already installed and running.

Solution: Stop the `RoboSourceControl` service and then install Photoshop. Once installed, restart the `RoboSourceControl` service.

To stop the RoboSourceControl service:

1 Click Start > Run.

2 Enter `services.msc` in the Run dialog prompt and click OK.

3 Right click the `RoboSourceControl` service and select Stop.

To restart the `RoboSourceControl` service, after the installation of Photoshop is complete:

1 Click Start > Run.

2 Enter `services.msc` in the Run dialog prompt and click OK.

3 Right click the `RoboSourceControl` service and select Start.

Problem: Edit with Captivate and Edit with Photoshop features of FrameMaker do not work if the `9.0.3` patch is not installed.

Solution: Install the patches (9.0.1, 9.0.2 and 9.0.3) sequentially, one at a time either through Help->Update, or through the cumulative patch provided with the DVD (`FMupdaterTCS2_5.exe`).

Problem: Captivate 5 does not work properly, if RoboHelp 8 is already installed on the system.

Solution: Install the RoboHelp Patch (`RHupdaterTCS2_5.exe`) from the TCS 2.5 DVD manually to make RoboHelp 8 and Captivate 5 work together. If you have the electronic download version, download the RoboHelp patch from the Adobe site (http://www.adobe.com/support/robohelp/downloads.html) and install it.