

Adobe InCopy CS4 Troubleshooting

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Troubleshoot installation problems with InCopy CS4 (Windows Vista)

What's covered

- [Beginning troubleshooting](#)
- [Intermediate troubleshooting](#)
- [Advanced troubleshooting](#)

This document can help you resolve problems that interrupt the installer for Adobe InCopy CS4 on Windows Vista. These problems can manifest themselves in many different ways, including (but not limited to) a frozen cursor or screen, or an error.

Please note that this document does not address problems related to serial numbers. For these problems, contact Adobe Customer Services. To contact Adobe Customer Service in your region for assistance, visit the Adobe website at <http://www.adobe.com/>, select your region from the menu at the top of the page, and then click Contact Us.

Different factors can interrupt the installation of an application, including the AutoPlay feature in Windows, a conflicting application, incorrect data in the Windows registry, or hardware problems. Although a system error may occur only when you work with Adobe InCopy CS4, Adobe InCopy may not necessarily be the cause--it may be the only application that uses enough memory or processor cycles to expose the problem.

To get the most from this document, perform the tasks in order. Keep a log of the tasks you perform and the results of each, including errors or problematic behavior. Adobe Technical Support can use this information to better assist you, should you need to call.

Note: The procedures in this document are based on the default interface of Windows Vista. If the interface is customized, some procedures may vary. For example, a commonly encountered difference is the navigation to Control Panel from the Start menu: You may navigate Start > Settings > Control Panel instead of Start > Control Panel. Additionally, the procedures in this document assume you are using the Classic View of the Control Panel: To view the Control Panel in the Classic View, click Classic View on the Control Panel navigation bar on the left side of the window.

To show hidden files, hidden folders, and all filename extensions in Windows Explorer, see "Show hidden files, hidden folders, and all file name extensions in Windows Explorer (Windows Vista)" (TechNote [kb404880](#)).

Beginning troubleshooting

The tasks in this section can help you resolve the most common installation problems. Before performing any of these tasks, back up all personal files.

1. Make sure that the system meets the minimum requirements for Adobe InCopy CS4.

Adobe InCopy CS4 may not run correctly on a system that doesn't meet the following requirements:

Windows

- 1.5GHz or faster processor

- 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 Windows Vista)
- 512MB of RAM (1GB recommended)
- 1.8GB of available hard-disk space for installation; additional free space required during installation (cannot install on flash-based storage devices)
- 1,024x768 display (1,280x800 recommended) with 16-bit video card
- DVD-ROM drive
- QuickTime 7 software required for multimedia features
- Broadband Internet connection required for online services

For updates to system requirements, visit <http://helpx.adobe.com/x-productkb/policy-pricing/system-requirements-incopy.html>.

Note: To check basic system information, such as processor speed and how much RAM is installed, choose Start > Control Panel > System.

2. Check the DVD and DVD-ROM drive.

Dust or dirt on a DVD can interfere with installation and prevent the DVD-ROM drive from recognizing the DVD. Examine the Adobe InCopy DVDs for dirt, dust, or fingerprints. Gently wipe the bottom of each DVD from the center outward with a soft, lint-free cloth.

Verify that the DVD-ROM drive can read other DVDs. If it can't, examine the DVD caddy or loading tray for dirt, and clean it with a lint-free cloth. If it still can't read other DVDs, contact the DVD-ROM drive manufacturer or the computer manufacturer.

Intermediate troubleshooting

If the tasks in the previous section don't solve the problem, then try the following intermediate troubleshooting tasks.

3. Install Adobe InCopy CS4 in a simplified mode from the desktop.

Software and services that load automatically with Windows (for example, virus protection utilities) can conflict with InCopy CS4 installer and cause problems in InCopy. To prevent conflict, reinstall InCopy CS4 while Windows is in simplified mode doesn't resolve the issue, try installing and running InCopy CS4 on a different computer, or on a different hard drive.

To copy the InCopy CS4 install files to the desktop:

- 1 Insert the first InCopy CS4 disc into your DVD-ROM drive.
- 2 Click the Start button, and then click Computer.
- 3 Right-click on your DVD-ROM drive, and then click Explore.
- 4 Copy the Adobe InCopy CS4 folder from the DVD to your desktop. If you are asked to confirm replacing any folders with the same name, select "Yes".
- 5 Click the Start button, and then click Computer.

To start Windows Vista in a simplified mode:

- 1 Choose Start, type **msconfig** in the Search text box, and press Enter.
- 2 On the Startup tab, click Disable All.
- 3 On the Services tab, select Hide All Microsoft Services, click Disable All, and then click OK.
- 4 In the System Configuration dialog box, click OK then Restart.

- 5 Start the InCopy CS4 installer "setup.exe" in the Adobe CS4 Install\Adobe CS4 folder, and then follow the on-screen instructions.

To re-enable startup items and services:

- 1 Choose Start, type **msconfig** in the Search text box, and press Enter.
- 2 Choose Normal Startup on the General tab, click OK, and restart the computer.

4. Optimize handling of temporary files by Windows Vista.

Windows and applications store working data in temporary (.tmp) files that they create on the hard disk. Excessive or outdated temporary files can interfere with performance of Windows or applications.

See "Delete temporary files using the Disk Cleanup utility (Windows Vista)" (TechNote [kb404917](#)) for details.

5. Repair and defragment hard disks.

See "Repair and defragment hard disks (Windows Vista)" (TechNote [kb405610](#))" for details.

6. Scan the system for viruses.

Use current anti-virus software (for example, Symantec Norton AntiVirus or McAfee VirusScan) to check the system for viruses. Virus infections can damage software and cause system errors. For more information, see the documentation for the anti-virus software.

Advanced troubleshooting

7. Install Adobe InCopy CS4 on a different computer.

Try to install Adobe InCopy CS4 on a different computer to determine if the problem is unique to your computer. If you are able to install Adobe InCopy CS4 on a different computer, then contact the computer manufacturer. If the problem occurs on multiple computers, then contact Adobe Technical Support.

8. Visit the Adobe User to User Forums.

You can see if other Adobe customers have a similar problem by visiting the User to User Forums at www.adobeforums.com. If you confirm that other users have experienced the same problem, Adobe Technical Support may be able to duplicate and research the problem. Otherwise, refer to the system-related or hardware-related help.

Troubleshoot installation problems with InCopy CS4 (Windows XP)

What's covered

- [Beginning troubleshooting](#)
- [Intermediate troubleshooting](#)
- [Advanced troubleshooting](#)

This document can help you resolve problems that interrupt the installer for Adobe InCopy CS4 on Windows XP. These problems can manifest themselves in many different ways, including (but not limited to) a frozen cursor or screen, or an error.

Please note that this document does not address problems related to serial numbers. For these problems, contact Adobe Customer Services. To contact Adobe Customer Service in your region for assistance, visit the Adobe website at <http://www.adobe.com/>, select your region from the menu at the top of the page, and then click Contact Us.

Different factors can interrupt the installation of an application, including the AutoPlay feature in Windows, a conflicting application, incorrect data in the Windows registry, or hardware problems. Although a system error may occur only when you work with Adobe InCopy CS4, Adobe InCopy may not necessarily be the cause--it may be the only application that uses enough memory or processor cycles to expose the problem.

To get the most from this document, perform the tasks in order. Keep a log of the tasks you perform and the results of each, including errors or problematic behavior. Adobe Technical Support can use this information to better assist you, should you need to call.

Note: The procedures in this document are based on the default interface of Windows XP. If the interface is customized, some procedures may vary. For example, a commonly encountered difference is the navigation to Control Panel from the Start menu: You may navigate Start > Settings > Control Panel instead of Start > Control Panel. Additionally, the procedures in this document assume you are using the Classic View of the Control Panel: To view the Control Panel in the Classic View, click Switch To Classic View on the Control Panel navigation bar on the left side of the window.

To show hidden files, hidden folders, and all filename extensions in Windows Explorer, see "Show hidden files, hidden folders, and all file name extensions in Windows Explorer (Windows XP)" (TechNote [kb404856](#)).

Beginning troubleshooting

The tasks in this section can help you resolve the most common installation problems. Before performing any of these tasks, back up all personal files.

1. Make sure that the system meets the minimum requirements for Adobe InCopy CS4.

Adobe InCopy CS4 may not run correctly on a system that doesn't meet the following requirements:

Windows

- 1.5GHz or faster processor
- 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 Windows Vista)
- 512MB of RAM (1GB recommended)
- 1.8GB of available hard-disk space for installation; additional free space required during installation (cannot install on flash-based storage devices)
- 1,024x768 display (1,280x800 recommended) with 16-bit video card
- DVD-ROM drive
- QuickTime 7 software required for multimedia features
- Broadband Internet connection required for online services

For updates to system requirements, visit <http://helpx.adobe.com/x-productkb/policy-pricing/system-requirements-incopy.html>.

2. Check the DVD and DVD-ROM drive.

Dust or dirt on a DVD can interfere with installation and prevent the DVD-ROM drive from recognizing the DVD. Examine the Adobe InCopy DVDs for dirt, dust, or fingerprints. Gently wipe the bottom of each DVD from the center outward with a soft, lint-free cloth.

Verify that the DVD-ROM drive can read other DVDs. If it can't, examine the DVD caddy or loading tray for dirt, and clean it with a lint-free cloth. If it still can't read other DVDs, contact the DVD-ROM drive manufacturer or the computer manufacturer.

Intermediate troubleshooting

If the tasks in the previous section don't solve the problem, then try the following intermediate troubleshooting tasks.

3. Install InCopy CS4 in a simplified mode from the desktop.

Software and services that load automatically with Windows (for example, virus protection utilities) can conflict with the InCopy CS4 installer and cause problems in InCopy CS4. To prevent conflict, reinstall InCopy CS4 while Windows is in simplified mode doesn't resolve the issue, try installing and running InCopy CS4 on a different computer, or on a different hard drive.

To copy the InCopy CS4 install files to the desktop:

- 1 Insert the InCopy CS4 disc into your DVD-ROM drive.
- 2 Click the Start button, and then click Computer.
- 3 Right-click on your DVD-ROM drive, and then click Explore.
- 4 Copy the Adobe InCopy CS4 folder from the DVD to your desktop. If you are asked to confirm replacing any folders with the same name, select "Yes".
- 5 Click the Start button, and then click Computer.

To start Windows XP in a simplified mode:

- 1 Choose Start > Run.
- 2 Type msconfig in the Open text box, and then press Enter.
- 3 On the Startup tab, click Disable All.
- 4 On the Services tab, select Hide All Microsoft Services, click Disable All, then reselect FLEXnet Licensing Service, and then click OK.
- 5 In the System Configuration dialog box, click OK then Restart.**Note:** Upon reboot, you'll be notified that the System Configuration Utility has made changes to the way that Windows starts up. Click OK, and when the System Configuration Utility appears click Cancel.
- 6 Start the InCopy CS4 installer "setup.exe" in the Adobe CS4 Install\Adobe CS4 folder, and then follow the on-screen instructions.

To re-enable startup items and services:

- 1 Choose Start > Run, type msconfig, and click OK.
- 2 Choose Normal Startup on the General tab, click OK, and restart the computer.

4. Optimize handling of temporary files by Windows XP.

Windows and applications store working data in temporary (.tmp) files that they create on the hard disk. Excessive or outdated temporary files can interfere with performance of Windows or applications.

See "Delete temporary files using the Disk Cleanup utility (Windows XP)" (TechNote [kb404871](#)) for details.

5. Repair and defragment hard disks.

See "Repair and defragment hard disks (Windows XP)" (TechNote [kb404981](#)) for details.

6. Scan the system for viruses.

Use current anti-virus software (for example, Symantec Norton AntiVirus or McAfee VirusScan) to check the system for viruses. Virus infections can damage software and cause system errors. For more information, see the documentation for the anti-virus software.

Advanced troubleshooting

7. Install Adobe InCopy CS4 on a different computer.

Try to install Adobe InCopy CS4 on a different computer to determine if the problem is unique to your computer. If you are able to install Adobe InCopy CS4 on a different computer, contact the computer manufacturer. If the problem occurs on multiple computers, contact Adobe Technical Support.

8. Visit the Adobe User to User Forums.

You can see if other Adobe customers have a similar problem by visiting the User to User Forums at www.adobeforums.com. If you confirm that other users have experienced the same problem, then Adobe Technical Support may be able to duplicate and research the problem. Otherwise, refer to the system-related or hardware-related help.

Troubleshoot installation problems with InCopy CS4 (Mac OS)

What's covered

- [Beginning troubleshooting](#)
- [Intermediate troubleshooting](#)
- [Advanced troubleshooting](#)

This document can help you resolve problems that interrupt the installer for Adobe InCopy CS4 on Mac OS X. These problems can manifest themselves in many different ways, including (but not limited to) a frozen cursor or screen, or an error.

Different factors can cause system errors, including conflicts among device drivers, software, and hardware, and corrupt elements in specific files. Although a system error may occur only when you work with Adobe InCopy CS4, Adobe InCopy may not necessarily be the cause--it may be the only application that uses enough memory or processor cycles to expose the problem.

Please note that this document does not address problems related to serial numbers. For these problems, contact Adobe Customer Services. To contact Adobe Customer Service in your region for assistance, visit the Adobe website at <http://www.adobe.com/>, select your region from the menu at the top of the page, and then click Contact Us.

To get the most from this document, perform the tasks in order. Keep a log of the tasks you perform and the results of each, including errors or problematic behavior. Adobe Technical Support can use this information to better assist you, should you need to call.

Beginning troubleshooting

The tasks in this section can help you resolve the most common system errors. Before performing any of these tasks, back up all personal files (for example, Adobe InCopy files you created). Always restart the computer after a system error occurs to refresh its memory. Continuing to work without restarting the computer may compound the problem.

1. Make sure that the system meets the minimum requirements for Adobe InCopy CS4.

Adobe InCopy CS4 may not run correctly on a system that doesn't meet the following requirements:

Mac OS

- PowerPC G5 or multicore Intel processor
- Mac OS X v10.4.1110.5.4

- 512MB of RAM (1GB recommended)
- 1.6GB of available hard-disk space for installation; additional free space required during installation (cannot install on a volume that uses a case-sensitive file system or on flash-based storage devices)
- 1,024x768 display (1,280x800 recommended) with 16-bit video card
- DVD-ROM drive
- QuickTime 7 software required for multimedia features
- Broadband Internet connection required for online services

For updates to system requirements, visit <http://www.adobe.com/products/incopy/tech-specs.html>.

Note: To check how much RAM is installed, choose About This Mac from the Apple menu. The Memory value indicates the amount of installed RAM. On board video cards may share system memory. Adobe InCopy CS4 cannot be installed if the remaining amount of system memory does not meet system requirements.

2. Delete previously installed application files.

See "Delete previously installed application files (Mac OS X)" (TechNote [kb404925](#)) for details.

3. Check the installation discs and disc drive.

Sometimes dust or dirt on a DVD can interfere with an installation and prevent your drive from recognizing the media. Examine the Adobe InCopy CS4 installation discs for dirt, dust, or fingerprints. Gently wipe the bottom of the disc from the center outward with a soft, lint-free cloth.

Verify that the disc drive can read other discs. If it can't, examine the disc caddy or loading tray for dirt and clean it with a lint-free cloth. If it still can't read other discs, contact the drive manufacturer or Apple Computer.

4. Log in as a user with administrator access privileges.

If you lack administrator access privileges, then Adobe InCopy may be unable to access necessary files. To determine if limited privileges cause the problem, log in as a user with access privileges, and try to re-create the problem. If the problem doesn't recur, then the account you were previously using lacks access privileges. Contact your system administrator to grant you access privileges.

See "Log in as a user with administrator privileges (Mac OS X)" (TechNote [kb404926](#)) for details,

5: Install current Mac OS X updates.

Updates to the Mac OS X operating system can improve its performance and compatibility with applications. You can obtain Mac OS X updates from the [Apple website](#), or choose Software Update from the Apple menu. For assistance installing updates, contact Apple technical support.

Important: Before you install a system update, check the system requirements for Adobe InCopy CS4 (and any third-party software or hardware you may use with Adobe InCopy) to ensure compatibility. If the update isn't listed, then contact Adobe or the manufacturer of your third-party software or hardware.

6. Run the Adobe InCopy Installer while no other applications are running.

To maximize available RAM and reduce the chance that another application may conflict with the Adobe InCopy installer, quit open applications, and then restart the Adobe InCopy installer.

If applications don't quit as expected, then force quit them.

To force quit open applications:

- 1 Choose Force Quit from the Apple menu.

- 2 In the Force Quit Applications dialog box, select an application, and then click Force Quit. **Note:** Don't select the Finder, which is the core Mac OS component.
- 3 Click Force Quit again when Mac OS returns the alert "Do you want to force [name of application] to quit?"
- 4 Restart the Adobe InCopy installer, try to re-create the error, and continue as follows:
 - If the error doesn't occur, then the application you selected in step 2 conflicts with the Adobe InCopy installer.
 - If the error occurs, then repeat steps 3-4; or, if you've quit all open applications, then proceed to the next task.

7. Install Adobe InCopy CS4 in Safe Boot.

Starting up in Safe Boot does the following to assist troubleshooting your computer:

- It forces a directory check of the startup volume.
- It loads only required kernel extensions (some of the items in /System/Library/Extensions).
- It disables all fonts other than those in /System/Library/Fonts.
- It moves to the Trash all font caches normally stored in /Library/Caches/com.apple.ATS/(uid)/, where (uid) is a user ID number such as 501.
- It disables all startup items and any Login Items.

See "Start the system in Safe Boot mode (Mac OS X)" (TechNote [kb404936](#)) for details.

8. Install the Adobe InCopy CS4 from within a new user account.

See "Install or run the Adobe application from within a new user account (Mac OS X)" (TechNote [kb404927](#)) for details.

9. Install Adobe InCopy CS4 from within a root user account.

For instructions on enabling and logging into the root account on Mac OS X, see "Enabling the root user" in Macintosh online Help.

Intermediate troubleshooting

If the tasks in the previous section don't solve the problem, then try the following intermediate troubleshooting tasks.

10. Install Adobe InCopy CS4 from the desktop.

Some system components--for example, device drivers and virus protection utilities--can conflict with the Adobe InCopy CS4 installer and result in an incomplete or failed installation. To prevent these conflicts, install Adobe InCopy from the desktop.

To copy the InCopy CS4 install files to the desktop:

- 1 Insert the InCopy CS4 disc into your disc drive.
- 2 Copy the 'Adobe InCopy CS4' folder from the DVD to your desktop. If you are asked to confirm replacing any folders with the same name, select "Replace".
- 3 Open the Adobe InCopy CS4 Install folder on the desktop.
- 4 Double-click the Setup file, and follow the on-screen instructions.

Note: If you are installing Production Premium or Master Collection you should not copy the install files for OnLocation CS4 as it uses a separate installer.

11. Repair disk permissions by running Disk Utility.

See "Repair disk permissions by running Disk Utility (Mac OS X)" (TechNote [kb404928](#)) for details.

12. Troubleshoot fonts.

See "Troubleshoot fonts (Mac OS X)" (TechNote [kb405153](#)) for details.

13. Check hard disks for damage.

A damaged hard disk can cause installation errors. Check hard disks using a disk utility, such as Apple Disk Utility, Alsoft DiskWarrior, or Micromat Drive 10.

Disclaimer: Adobe doesn't support third-party disk utilities but provides the following instructions as a courtesy. For support, contact the developer of the disk utility.

To check for damage by using Apple Disk Utility (included on the system CD):

- 1 Start the computer from the system CD.
- 2 Choose Installer > Open Disk Utility.
- 3 Select the disks to be checked, and then click the First Aid tab.
- 4 Click Repair to check and, if necessary, repair selected disks.

14. Temporarily disable any virus scanner.

Virus scan software can interfere with software installation. Temporarily disabling anti-virus software can allow software to install successfully. The steps below are common procedures used to disable anti-virus software. If the steps below do not allow you to disable the anti-virus software refer to its documentation.

- 1 Click on the anti-virus icon in the Menu Bar.
- 2 Select the disable Anti-Virus option.
- 3 Attempt the installation again.
- 4 Re-enable the anti-virus software after the installation completes successfully.

Advanced troubleshooting

If the tasks in the previous section don't resolve the problem, then you may be able to resolve the problem by reformatting your hard disk or by determining if hardware is conflicting with the Adobe InCopy installer.

Disclaimer: Adobe doesn't support hardware and provides these tasks as a courtesy only. For further assistance, contact the hardware manufacturer or an authorized reseller. If you troubleshoot hardware problems yourself, then you may void the computer's warranty.

Note: Before you remove or rearrange hardware, turn off and disconnect the power to the computer and any peripheral devices.

15. Use the Console utility to identify software conflicts.

- 1 If the problem causes the installer to freeze, the Console utility can identify software that causes the conflict.
- 2 Choose Go > Applications, open the Utilities folder, and then double-click Console.
- 3 Click the Logs tab.
- 4 Expand ~/Library/Logs, and then expand CrashReporter.
- 5 Select the Adobe InCopy.crash.log.
- 6 Restart the installer, and try to re-create the problem. If the problem recurs, remove or update the software identified in the crash log.

16. Use the Activity Monitor to identify and quit processes that may be using large amounts of system resources.

See "Use the Activity Monitor to identify and quit processes that may be using large amounts of system resources (Mac OS X)" (TechNote [kb404933](#)) for details.

17. Install to a different hard disk that is designated as the startup disk.

Install the system software on a different hard disk (not a different partition on the same disk) and then specify that disk as the startup disk. Then, install Adobe InCopy to the new hard disk.

To specify the startup disk:

- 1 Choose System Preferences from the Apple menu.
- 2 Select Startup Disk from the System selections.
- 3 Select the drive to which you reinstalled the system software.
- 4 Restart the computer.

18. Check for damaged PCI or PCX cards.

Damaged or incompatible PCI or PCX cards can cause system errors. To check PCI or PCX cards, turn off your computer, remove any processor accelerator cards, video cards, or other installed expansion cards, and then restart the computer.

19. Disconnect peripheral devices.

Disconnect peripheral devices one at a time. Peripheral devices include devices connected by FireWire, USB, Serial ATA, IDE, or SCSI. If an error doesn't occur when an external device is disconnected, then there may be a problem with the device, the cable, or the connection. Contact the manufacturer of the device for troubleshooting steps for the device.

20. Check for problems with RAM DIMMs.

See "Check for problems with RAM DIMMs" (TechNote [kb404980](#)) for details.

21. Run Adobe InCopy on a different hard drive or computer.

Install and run Adobe InCopy from a different hard drive installed in the same computer or the same hard drive installed in a different computer. If the problem doesn't recur, then the hard drive or the motherboard you were using previously may be the cause. For assistance, contact the manufacturer.