

Creative Suite 4 applications don't accept serial number after using them in trial mode (CS4)

Issue

When you enter the serial number after having used Adobe Creative Suite 4 or any of the Creative Suite 4 applications in trial mode, the serial number is rejected, showing you a red cross.

Reason

The following reasons cause this issue:

1. You had initially run Creative Suite 4 in Trial mode.
2. You selected English (US) as the installation language.
3. Your serial number is licensed for International English, or another localized language.

Solution

Solution 1: Install the required language files from the Creative Suite 4 or the Creative Suite 4 point product installation media, and let the Trial expire.

Your Creative Suite 4 serial number needs the corresponding language files to be installed. For example, an International English (IE) serial number, supplied with English applications bought outside of the US, requires that the International English languages files are installed.

Note: The installation of the new language files only takes a few minutes.

1. To install additional language files:
 1. Start the installer again.
 2. In the Options dialog box where you are asked about the install language, select the language you purchased, for example English (International).

Important: Now select the applications again that you wish to install.

Note: Although you already installed the CS4 applications previously under the English (US) language pack, you need to reselect each application for the English (International) language.

3. Follow the onscreen instructions to finish the installation
2. To expire the Trial mode do one of the following:
 - o Work with the applications in Trial mode until the remaining days are done.
 - o Force the Trial period to expire early by setting the clock and date of your OS one month ahead.
To change the clock, please refer to your OS Help information.
3. After you changed the clock, launch your CS4 application one more time in trial mode and close it again. Note, you will see the warning "Important! This is the last time you will be permitted to use this product without first entering a valid serial number.
4. Relaunch your application, or launch Photoshop or Flash, if you use a Creative Suite 4 and enter the serial number in the Trial Expired dialog box. Click OK. If you receive the warning: "Additional unlicensed language packs found in the application folder. Please restart the application." click OK.
5. Restart the Creative Suite 4 application.

Note:

- You can reset the clock to the correct time, after the serial number has been accepted.
- Once you force the trial period to end, you cannot retrieve the unused days.