

Welcome to Adobe® **Flash® Media Encoder 2**. This document contains late-breaking product information, updates, and troubleshooting tips not covered in the **Flash® Media Encoder 2** documentation.

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### Minimum system requirements

#### 1. Software Requirement

- Operating System:
  - Microsoft®Windows®XP Service Pack 2 or higher
  - Windows Vista: Ultimate; Business and Enterprise
  - Windows Server 2003, 32-bit Web Edition or higher
- Flash® Media Server 2.0.4 or higher.
- Adobe® Flash® Player 8 or higher.

#### 2. Hardware Requirement

- Low Bandwidth

*Target encoding at 150kbps -*

*(Video) Size: 176×144 px; Frame rate: 15 fps; Bitrate: 100 kbps*

*(Audio) Format: Nellymoser; Sample Rate: 11025 Hz; Bitrate: 22 kbps*

- Intel Pentium® 3 or compatible processor; 933MHz
- 256MB RAM
- 40MB hard disk space (excludes archived Flash® Video files)
- 1024 x 768 Screen Resolution with 32 bit Color Quality
- Microsoft DirectX End-User Runtime version 9.0c
- Microsoft DirectShow compatible video capture device

- Medium Bandwidth

*Target encoding at 300 kbps -*

*(Video) Size: 320×240 px; Frame rate: 15 fps; Bitrate: 200 kbps*

*(Audio) Format: MP3 (mono); Sample Rate: 22050 Hz; Bitrate: 48 kbps*

- Intel Pentium® 3 or compatible processor; 933MHz
- 500MB RAM
- 40MB hard disk space (excludes archived Flash® Video files)
- 1024 x 768 Screen Resolution with 32 bit Color Quality
- Microsoft DirectX End-User Runtime version 9.0c
- Microsoft DirectShow compatible video capture device

- High Bandwidth

*Target encoding at 800 kbps -  
(Video) Size: 320×240 px; Frame rate: 30 fps; Bitrate: 650 kbps  
(Audio) Format: MP3 (stereo); Sample Rate: 44100 Hz; Bitrate: 128 kbps*

- Intel Pentium® 3 or compatible processor; 933MHz
- 1GB RAM
- 40MB hard disk space (excludes archived Flash® Video files)
- 1024 x 768 Screen Resolution with 32 bit Color Quality
- Microsoft DirectX End-User Runtime version 9.0c
- Microsoft DirectShow compatible video capture device

## Install your software

1. Download the Flash® Media Encoder 2 installer from [adobe.com](http://adobe.com). Double click .msi file to start the installation process, and then follow the on-screen instructions.

## Uninstall your software

1. Before you uninstall, close the application if it is currently running.
2. Do one of the following:
  - In Windows XP/2003, open the Windows Control Panel and double-click Add or Remove Programs. Select the product that you want to uninstall, click Change/Remove, and then follow the on-screen instructions.
  - In Windows Vista, open the Windows Control Panel and double-click Programs and Features. Select the product that you want to uninstall, click Uninstall/Change, and then follow the on-screen instructions.

## Supported Devices

FME is designed to work with any Microsoft DirectShow compliant device or driver. For a list of devices that Adobe has specifically tested visit [http://www.adobe.com/support/documentation/en/flashmediaencoder/FME\\_DeviceMatrix.pdf](http://www.adobe.com/support/documentation/en/flashmediaencoder/FME_DeviceMatrix.pdf) Visit the Flash Media Encoder forum [http://www.adobe.com/go/fme\\_forum](http://www.adobe.com/go/fme_forum) for more compatibility info from the FME community.

## Documentation

The Flash® Media Encoder 2 documentation is installed with the Flash® Media Encoder 2 and can be accessed from the Flash® Media Encoder 2 Help item in the Help menu.

## Discussion Forum

Join the discussion on the [Flash® Media Encoder forum](http://www.adobe.com/go/fme_forum) where you can ask questions and give us your feedback.

## Reporting Bugs

Found a bug? Please use the [Feature Request and Bug Report form](#) to report any bugs you find in Flash® Media Encoder 2. Thank you for taking the time to send us your feedback.

## Issues fixed in this release

- When connection is lost with the server, encoding stops and application does not try to reconnect in command-line. (# 1609421)
- Connection is established with server in command-line mode but publishing does not start when the server is restarted. (# 1587268)
- Virtual memory keeps on increasing while reconnection attempts (# 1562403)
- FME crashes when its virtual memory increased to maximum RAM of machine at higher bit rates (# 1610602)
- Video Stalling is seen because of more CPU processing for Audio. (# 1592677, 1575977)
- Video in input preview, output preview and encoded video is corrupted on RDC (# 1605901)
- FME is taking Video size as "320x240" irrespective of values in profile file for command line. (# 1575956)
- Command Line: There is no way in command line mode to verify the encoding stats, like bit rate, fps, duration & dropped frames. (# 1569513)

## Known issues

- Streaming does not resume when the connection with the server is lost (owing to network connection loss at the client side) and then restored. Workaround is to disconnect and reconnect after say 5 minutes or change the stream name to connect immediately (# 1456446)
- Encoding stops and a "Capture device removed" message appears when input is taken via USB device and encoding is done for a long time (# 1578412)
- Colors of video signals previewed by FME in RDC are not the same as sent by the video capture device, but the encoded stream and file have the colors same as sent by device (# 1569479)
- Video may stall on AMD 64 bit machine for higher sizes. (# 1608783)
- The application may behave improperly when a video capture device or video source is removed from the computer system while encoding and the computer system is in sleep mode. (# 1605063)
- Entry of Password for authentication with FMS is not encrypted in command line as well as in OSLaunch.dat. (# 1571212)
- Audio distortion is present in the Subscribing client if that client's netstream buffer size is 0 (the default is 0), so ensure to manually set ns.setBufferTime(0.1) or other suitable non-zero value. (# 1565882)
- A Restricted user can't update a previously created OsLaunch.dat by other users, though they can create a new OsLaunch.dat in AllUser Folder (# 1567423)
- De-interlace option is available only when the input video height is either 480 or 576 pixels.(# 1600398)
- If a SMPTE timecode card is not available on your system, the FME timecode buttons are not greyed out.

## 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](http://adobe.com) for your region or country and click on Contact.

### Support Plan Options and Technical Resources

Free troubleshooting resources include Adobe's support knowledgebase and Adobe user-to-user forums.

If you require technical assistance for your product, including information on paid support options and troubleshooting resources, more information is available at <http://www.adobe.com/go/support/>. Outside of North America, go to <http://www.adobe.com/go/intlsupport/>.

## Other resources

### Online Resources

[Flash® Media Encoder 2](#)

[Flash® Media Encoder Forum](#)

[Flash® Media Server Support Center](#)

[Flash® Media Server Developer Center](#)

[Flash® Video Develop Center](#)

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## Third Party Notices

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