

## Install Adobe Creative Cloud Desktop Application

Stephanie Obodda - 2024-03-19 - Comments (0) - Adobe

***The Creative Cloud software will only function for Brown-paid faculty, staff, and active students. If you are ineligible for this software, you can review [this KB article](#) about getting a discounted version.***

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### Before you begin

Any Adobe software already installed on your device should be removed before installing Adobe Creative Cloud. There have been known issues where previously installed Adobe software prevent Creative Cloud from activating correctly.

If you've installed previous Brown versions of Adobe, you should uninstall the Adobe software and run this [License Removal Tool](#).

If you experience issues with activating the Creative Cloud software, even after reinstalling, review the [Troubleshooting section](#) of this article.

You can visit Adobe's [System Requirements Page](#) to check if your computer can run any of the software included with Creative Cloud suite.

**You can only activate Creative Cloud on two devices at the same time;** one will need to be deauthorized before activating it on a third. You also cannot run the software on both devices at the same time. You can view and manage your activated devices [here](#) and also reference the [Troubleshooting section](#) of this article.

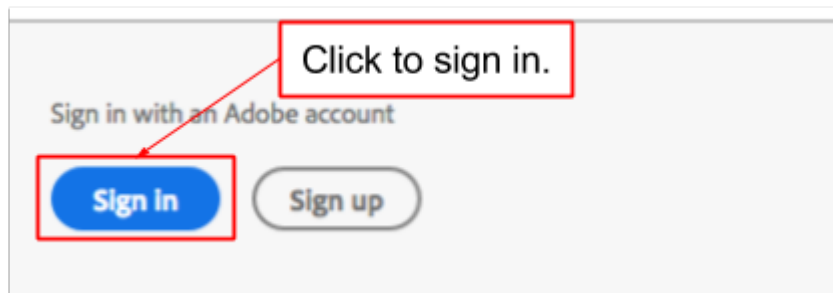
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### Sections:

- [Download the Creative Cloud Software](#)
  - [Activating Creative Cloud](#)
  - [Upgrading a Trial or Personal Version](#)
  - [Troubleshooting](#)
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### Download the Creative Cloud Software

1. Click here to [Download Creative Cloud](#)
2. Click on **Sign In**



3. Type in your **Brown email address** on the top line, **leave the password blank**, and click **Sign In**.

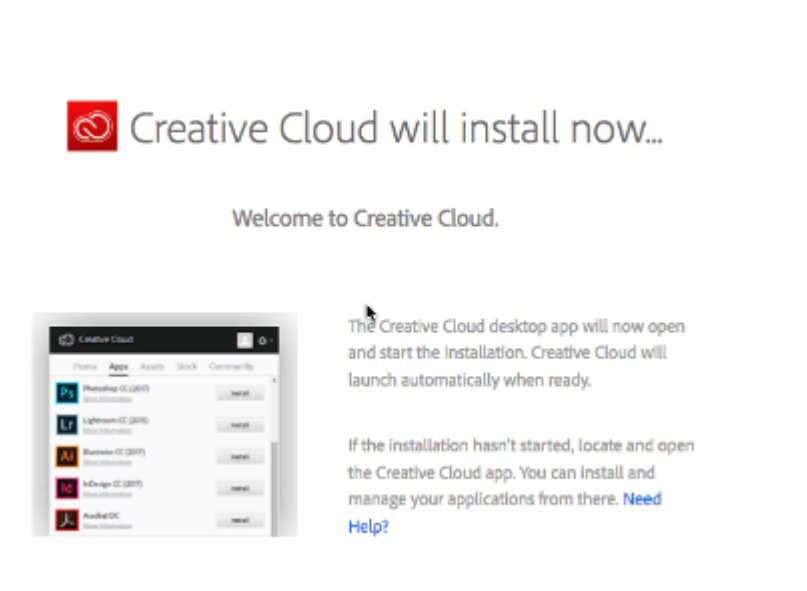
A screenshot of the Adobe Creative Cloud desktop app download page. The page title is "Download Creative Cloud desktop app". Below the title, there are two input fields: "Email address" and "Password". Below the "Email address" field is a blue "Sign in" button. To the right of the "Sign in" button is a checkbox labeled "Stay signed in" and a link labeled "Forgot password?".

4. You will be asked to sign in with your **Brown username and password**. You may not see this prompt if you've recently signed in with your Brown username.

## Authentication Required

A screenshot of the "Authentication Required" dialog box. The title is "Enter your Brown credentials". Below the title, there are two input fields: "Username" (containing "jcarberr") and "Password". Below the "Password" field is a "Log In" button.

5. You will start downloading the software or you will get prompted to save the setup file: **CreativeCloudInstaller**



6. **Save and/or Run** the file and follow through onscreen prompts to complete installation. If you get an error that the installer cannot run from a network folder, move it to a location on your hard drive like C:\users\<username>, and re-run, rather than execute from a redirected/network folder.

#### Activating Creative Cloud

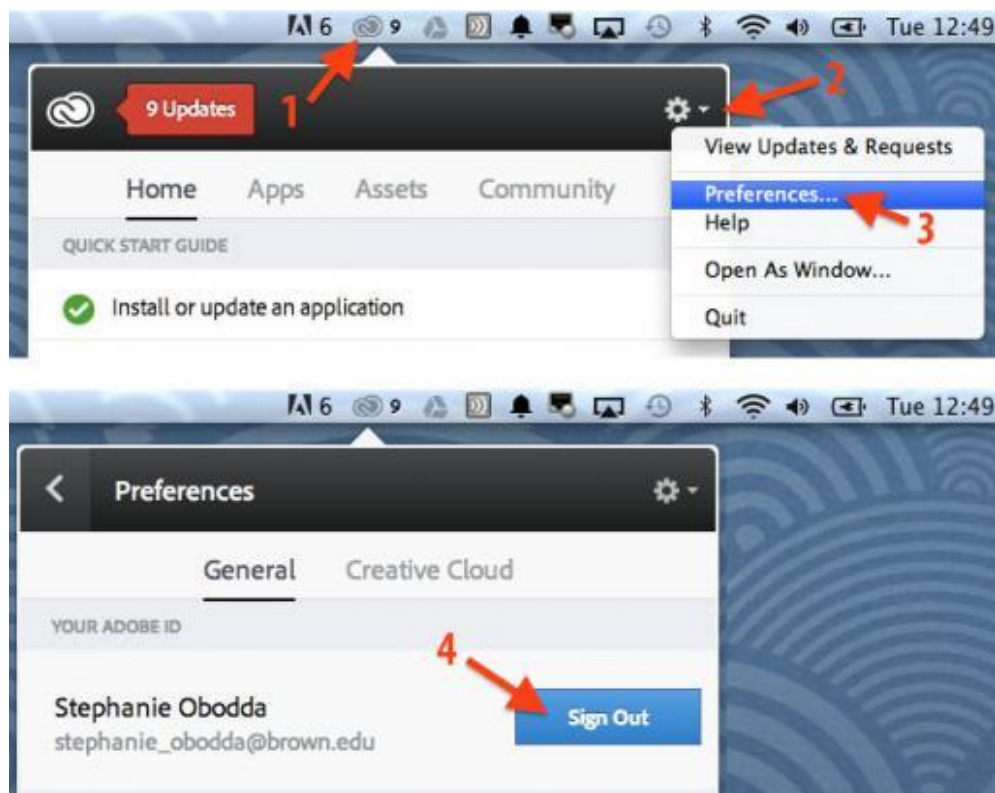
Activating the application is similar to when authenticating to download it. You will first plugin your Brown email address and sign in. You will then be redirected to a Brown login. Once logged in, you can then install your software.

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## Upgrading a Trial or Personal Version

If you already have Adobe Creative Cloud installed and would like to switch to the Brown version, you must sign out of the trial or personal version and then sign into your Brown account. If you have never installed Creative Cloud, you can skip to the next section.

1. Click the Creative Cloud icon to open your current version of Creative Cloud
2. Click the Gear
3. Choose Preferences
4. Click Sign Out



5. Click Sign In, and follow from Step 3 in the "Install" section below
6. To cancel your personal subscription, follow these instructions from Adobe.

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## Troubleshooting

### Admin Privileges

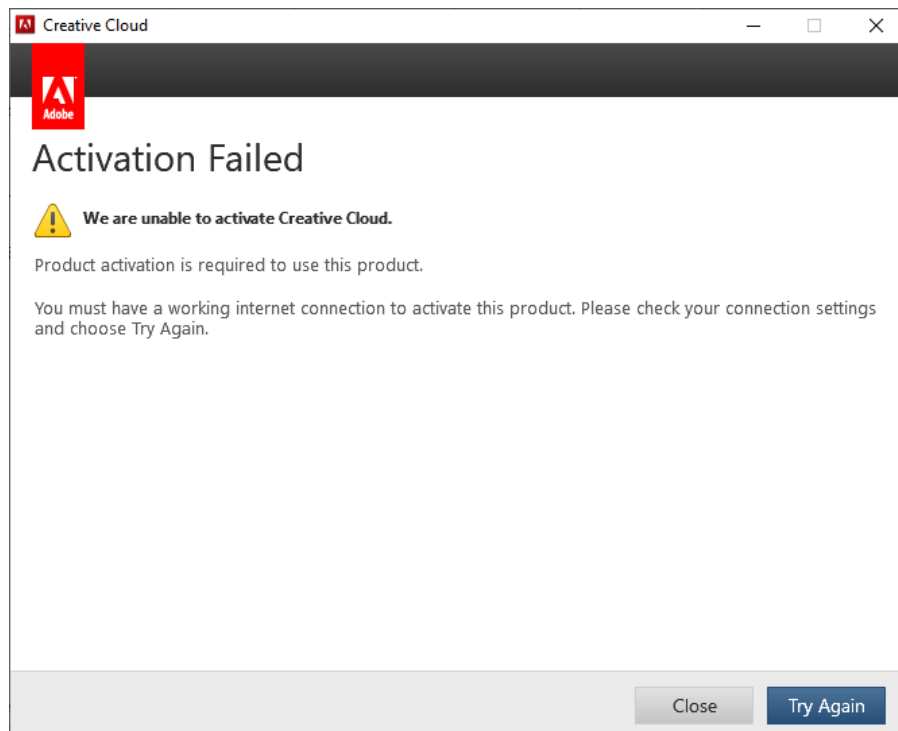
If you do not have admin privileges for the computer on which you installed

Creative Cloud, you will currently not be able to install specific applications such as Acrobat Reader or the required fonts for those applications because those installations require admin credentials. CIS is currently (as of 5/5/18) working on a way to enable non-admins to make installation changes.

For now, we strongly recommend that users without admin rights **never** sign out of Creative Cloud if they receive an error message, as fonts will disappear and applications will become disabled. Users should just close the Creative Cloud app and relaunch it.

## Activation Issues

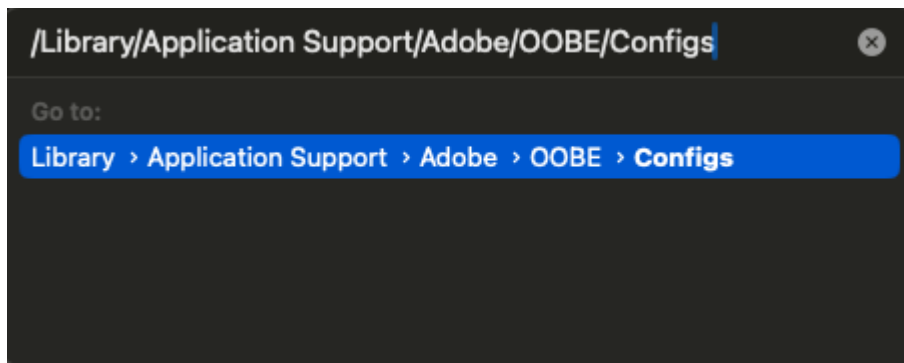
If you are experiencing activation issues, where you're stuck in a trial version, this may be because of a previously installed Adobe package or there's some other software issue with your computer. You may have also hit the device limit for your account (max of 2 devices).



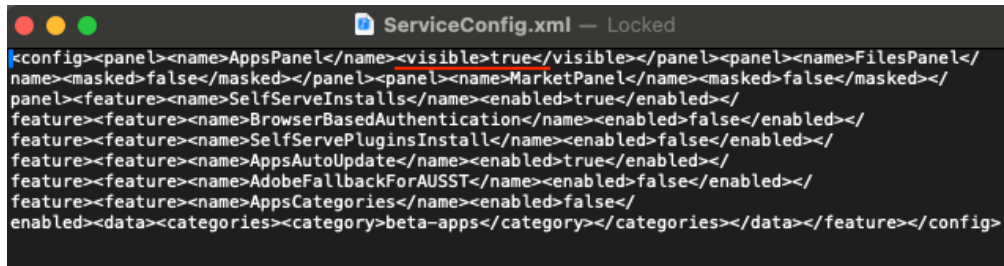
You can view your activated devices [here](#) by signing into your Adobe account. Deactivate any unused devices and reattempt signing in and activating your current device.

## "You Don't Have Access to Manage Apps"

1. Quit Adobe Creative Cloud
2. Launch Finder > Go > Go to Folder - **/Library/Application Support/Adobe/OOBE/Configs**



3. Open **ServiceConfig.xml** with TextEdit and modify the **visible** property to **true**



4. File > Save, then relaunch Adobe Creative Cloud to confirm the error message is no longer present

## Mac & PC

Uninstall the Adobe Creative Cloud with the uninstaller that comes with the software. Restart the computer and attempt to install and activated.

If issues continue, uninstall the Adobe Creative Cloud software, restart, and download the Adobe Creative Cloud Cleaner tool. This is available on this [Adobe support page](#).

If the above fails, try each solution on this [Adobe support page](#). More than likely the solution you need is there. Feel free to reach out to the Help Desk for assistance with this.