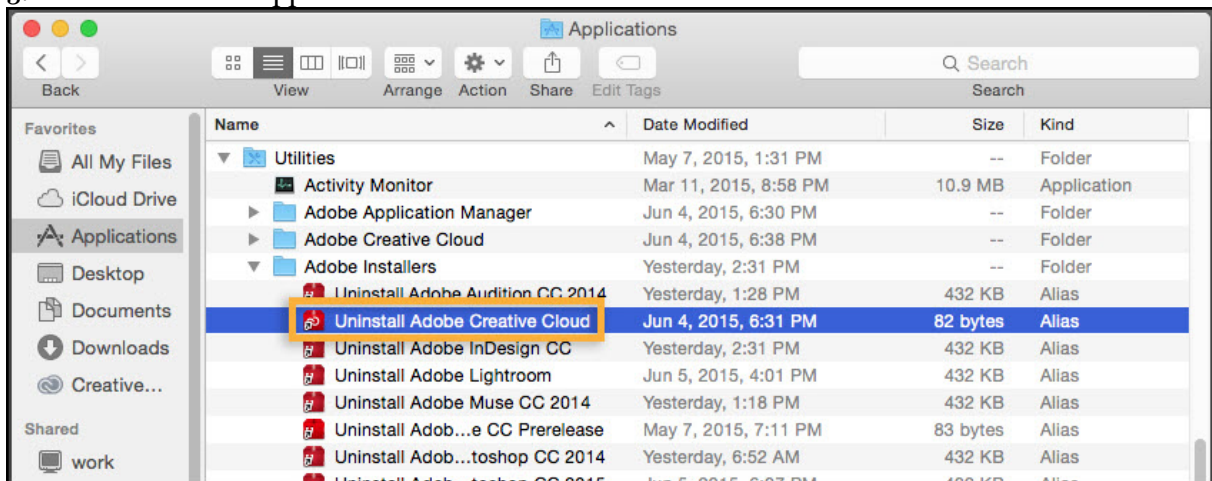


To be able to install Adobe Creative Cloud App for Enterprise you have to uninstall Adobe programs and run Adobe Creative Cloud (CC) Cleaner Tool. Follow these steps:

1. Back up all files stored in Adobe product directories, including custom plug-ins or profiles you have installed.

2. To uninstall Creative Cloud or Creative Suite applications, in the Finder, navigate to **Applications > Utilities > Adobe Installers** or download and run uninstall package from: <https://intra.kth.se/it/programvara-o-system/programvara/installera/download/acrobat/mac-os-faculty-staff-1.576333>

3. Double-click the application's uninstaller.



4. Follow the onscreen instructions to complete the uninstallation.

5. Restart your computer.

6. Download the Adobe Creative Cloud Cleaner Tool for Mac: click the link to download the file - [AdobeCreativeCloudCleanerTool.dmg](#).

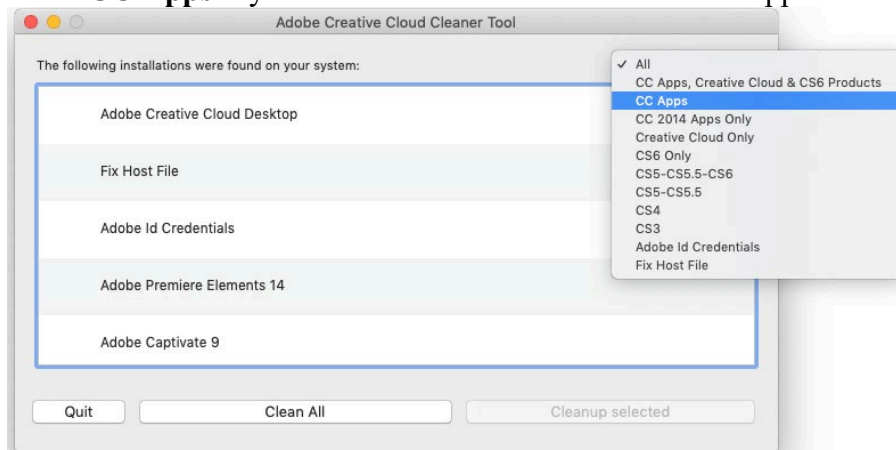
If you see a download or save file prompt, click **Save File** to download it on your computer.

7. To run the Adobe Creative Cloud Cleaner Tool, double-click the **AdobeCreativeCloudCleanerTool.dmg** file.

8. Double-click **Adobe Creative Cloud Cleaner Tool** and follow the onscreen instructions in this order:

- a. Select your language from the menu in the upper-right corner of the window.
- b. Review the Adobe End-User License Agreement: Click **Accept** to accept or **Quit** to decline (if you decline, the script stops).

- c. Select an option from the menu in the upper-right corner of the window. For example, select **CC Apps** if you want to uninstall a Creative Cloud app.



- d. From the table, select the app you want to clean up, and then click **Cleanup Selected**. (Click **Clean All** to clean up all installer-related files for the option you chose in step c.)
- e. (Optional) If you're unable to connect to Adobe's servers, select **Fix Host File** from the table to repair your host files, and then click **Cleanup Selected**. The Cleaner Tool creates a backup of the hosts files (named hosts\_bkup) in the same directory, which you can revert to if a problem occurs.

**Note:**

The End-User License Agreement is displayed in English or Japanese, depending on the language setting of the Root user account.

9. When you see the message “Adobe Creative Cloud Cleaner Tool completed successfully,” click **Quit** and restart your computer.

10. To verify that the Adobe Creative Cloud Cleaner Tool completed successfully, in a text editor such as TextEdit, open `/Users/[user name]/Adobe Creative Cloud Cleaner Tool.log`.

11. Review the log file entries. If any of the entries indicate failure, [contact Adobe](#).

12. Download and install Adobe CC App package for Enterprise (specific package to be able to login with Enterprise ID).

<https://intra.kth.se/it/programvara-o-system/programvara/installera/download/acrobat/windows-faculty-staff-1.576335>

13. Use Enterprise ID and your KTH-username@kth.se to sign in

<https://intra.kth.se/en/it/programvara-o-system/programvara/instruktion-programvaror/kth-windows/adobe/2-logga-in-i-adobe-cc-appen-1.892484>