

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. Uninstall Creative Cloud or Creative Suite applications by doing one of the following:

Windows 10, 8, 7: Download and run uninstall package from:

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

or Choose Start > Control Panel > Programs > Programs and Features

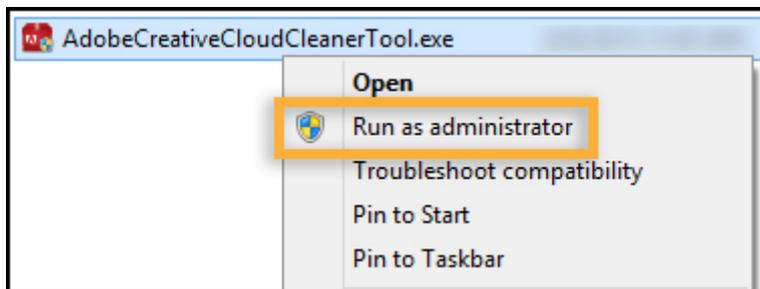
3. Follow the onscreen instructions to complete the uninstallation.

4. Restart your computer.

5. Click the following link to download the Adobe Creative Cloud Cleaner Tool for Windows: [AdobeCreativeCloudCleanerTool.exe](#).

6. Right-click the downloaded **AdobeCreativeCloudCleanerTool.exe** file and choose **Run as Administrator**.

*If you can't locate the downloaded file, see [Find your downloaded Adobe app or file](#).*



Note:

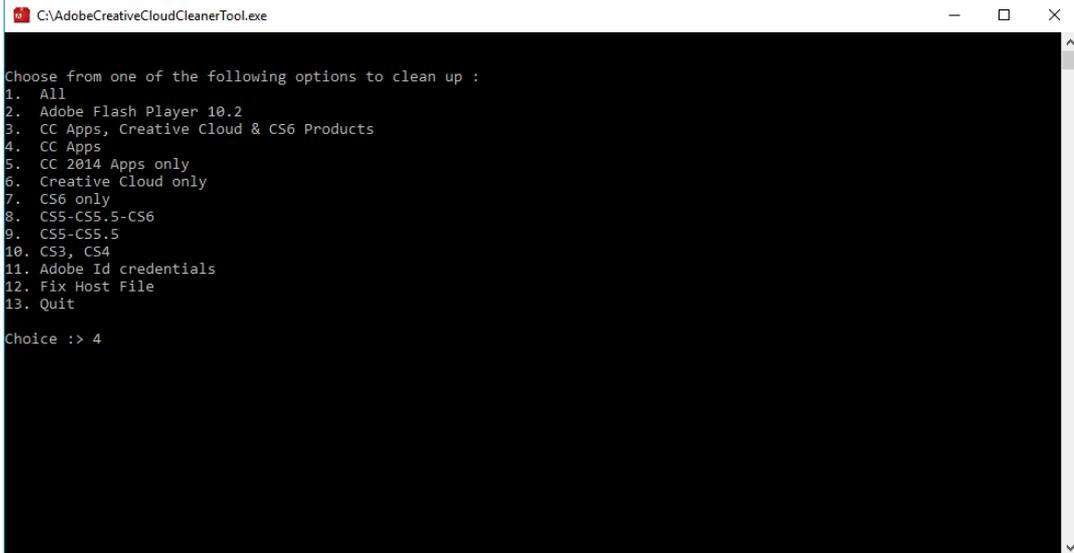
If **Run as Administrator** is not available when you right-click, double-click **AdobeCreativeCloudCleanerTool.exe** to run the EXE file.

7. Verify that the Adobe CC Cleaner Tool completed successfully.

8. Follow the onscreen instructions in this order:

- a. Choose your language: Type **e** for English or **j** for Japanese, and then press **Enter**.
- b. Review the Adobe End-User License Agreement: Type **y** to accept or **n** to decline (if you decline, the script stops). Press **Enter**.
- c. Type the number that corresponds to the option you want to select and then press **Enter**. For example, type **1** (CC Apps) if you want to uninstall a Creative Cloud

app.



```
C:\AdobeCreativeCloudCleanerTool.exe

Choose from one of the following options to clean up :
1. All
2. Adobe Flash Player 10.2
3. CC Apps, Creative Cloud & CS6 Products
4. CC Apps
5. CC 2014 Apps only
6. Creative Cloud only
7. CS6 only
8. CS5-CS5.5-CS6
9. CS5-CS5.5
10. CS3, CS4
11. Adobe Id credentials
12. Fix Host File
13. Quit

Choice :> 4
```

- d. From the list of applications for the selected option that appears on the screen, select the application that you want to remove by typing the number that corresponds to the app name and then press **Enter**.
- e. Confirm that you want to remove the product: Type **y** and then press **Enter**.
- f. (Optional) If you're unable to connect to Adobe's servers, repeat these steps to fix your host files. After accepting the End-User License Agreement, type 12 to select the host files option. Confirm that you want to fix the host files: Type **y** and then press **Enter**. 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.

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

10. To verify that the Creative Cloud Cleaner Tool completed successfully, in a text editor such as WordPad, open **Adobe Creative Cloud Cleaner Tool.log**. The location of this file depends on your version of Windows:

- Windows 10, 8, 7, or Vista: `C:\Users\[user name]`

11. 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>

12. 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>