Adobe Creative Cloud Cleaner Tool - Guidelines

Version 1.0

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Before you Start…

Important Note

Please make sure that you always run the latest version of [Adobe Creative Cloud Cleaner Tool](#) available on the web.

The Adobe Creative Cloud Cleaner Tool helps resolve installation problems for Adobe Creative Cloud, Adobe Creative Suite 6, Adobe Creative Suite 5 - 5.5, Adobe Creative Suite 4, and Adobe Creative Suite 3 software. The tool can clean up install records for any pre-release (beta) installations of these Creative Suite products.

It is recommended that you:
1. First try to uninstall your product before using the Cleaner Tool.
2. Back up all files stored in Adobe product directories. This may include custom plug-ins or profiles you have installed.
3. Be sure to read ReadMeFirst.pdf, which is downloaded with the Creative Cloud Cleaner Tool.

Quick Guide

1. Uninstall the desired version of Adobe Creative Cloud / Creative Suite product prior to using the Creative Cloud Cleaner Tool.
   - On Windows XP, uninstall the desired product via Add or Remove Programs in the Control Panel.
   - On Windows Vista or Windows 7, in the Control Panel select Programs then Programs And Features, and find your desired product to uninstall.
   - On Macintosh, the uninstaller is in Applications/Utilities/Adobe Installers.
   - Restart your system and close all open programs.
2. Download the Adobe Creative Cloud Cleaner tool for Windows or Mac, as applicable.
3. Unzip the download (Win), or mount the .dmg file (Mac).
   - The download includes the Cleaner Tool as well as a ReadMeFirst.pdf file with detailed instructions. Be sure to read it!
   - On Windows,
     1. Unzip the AdobeCreativeCloudCleanerTool.zip.
     2. Double-click the AdobeCreativeCloudCleanerTool to open it.
     3. Right-click AdobeCreativeCloudCleanerTool.exe and choose Run as Administrator.
     Note: If the Run as Administrator command is not available, double-click AdobeCreativeSuiteCleanerTool.exe.
   - On Macintosh,
     1. Double-click to mount the AdobeCreativeCloudCleanerTool.dmg file. It will be mounted in the name of "Adobe Creative Cloud Cleaner Tool".
     2. Double click Adobe Creative Cloud Cleaner Tool and follow the prompts.
     Note: Enter your administrator password when prompted.
4. Follow the on-screen prompt to complete the script. Once the Cleaner Tool completes press Enter or Quit (Mac) to exit.
5. Restart your system.
6. Now you can proceed with your installation of the desired Creative Cloud Product /

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Creative Suite

To Uninstall Adobe Creative Cloud / Adobe Creative Suite Product on Windows
1. (On Windows XP) Click Start→ Control Panel →Double→click "Add or Remove Programs"
Or (On Windows Vista/Windows 7) Click Start→ Control Panel→ Programs→ Programs and Features
2. Select the Adobe Creative Cloud product and click Remove or Uninstall.
3. Follow the onscreen instructions to complete the uninstall process.
4. Restart your system and close all open applications.

To Uninstall Adobe Creative Cloud on Mac OS
1. Navigate to /Applications/Utilities/Adobe Installers.
2. Double-click the Adobe Creative Cloud product's uninstaller.
3. Follow the onscreen instructions.
4. Restart your system and close all open applications.

On Windows…

Windows - Run the Adobe Creative Cloud Cleaner Tool

1. Download the Adobe Creative Cloud Cleaner Tool for Windows.
2. Unzip the AdobeCreativeCloudCleanerTool.zip.
3. Double-click the AdobeCreativeCloudCleanerTool to open it.
4. Right-click AdobeCreativeCloudCleanerTool.exe and choose Run as Administrator.
   Note: If the Run as Administrator command is not available, double-click AdobeCreativeCloudCleanerTool.exe.
5. Follow the prompts to complete the script:
   Note: You can use either lowercase or uppercase letters in the script.
   - Choose your language by typing **e** for English or **j** for Japanese.
   - Review the Adobe End-User License Agreement and type "y" to Accept or "n" to Decline. Declining exits the script.
   - Choose Creative Cloud, or the desired version of Creative Suite or Flash Player for which you wish to run the cleanup.
   - Choose the product to remove by typing the number corresponding to the product name, and then press Enter.
   - To confirm you wish to remove the product, type y and then press Enter; to return to the installed products list, type n and then press Enter.
   - If you choose "Clean All" option, all the products and installer related files will be removed, corresponding to the version of the Creative Suite chosen.
   - When the script completes, press Enter to exit.
6. Restart your system.

Important: After running the Adobe Creative Cloud Cleaner Tool, you may still see an entry for the product in Add or Remove Programs Control Panel (Windows XP) or the Programs and Features Control Panel (Windows Vista/Windows7). Double-click the entry and choose Yes to delete it.

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On Mac

Macintosh - Run the Adobe Creative Cloud Cleaner Tool

1. Download the Adobe Creative Cloud Cleaner Tool for Macintosh.
2. Double-click to mount the AdobeCreativeCloudCleanerTool.dmg file. It will be mounted in the name of "Adobe Creative Cloud Cleaner Tool".
3. Double click Adobe Creative Cloud Cleaner Tool and follow the prompts:
   Note: Enter your administrator password when prompted.
   - Review the Adobe End-User License Agreement and click to Accept or Decline. Declining will exit the Adobe Creative Cloud Cleaner tool.
   - On the top right corner there is a drop down menu to select version of Creative Suite. For e.g. select CS5-CS5.5 in the drop down to list the installed Adobe Creative Suite 5 to Adobe Creative suite CS5.5 products.
   - Select the entry of the product in the table and then click Cleanup to continue.
   Note: In case you have selected the desired version of Creative Suite from the drop down menu and the list is blank, "Clean All" button can be clicked (if enabled) to clean all the products and installer related files for that particular version of Creative Suite.
4. Restart your system.

After you've Cleaned Up

Verification of Adobe Creative Cloud Cleaner Tool Execution

1. Navigate to one of the following folders:
   - Mac OS: User home directory (e.g. /Users/[Username]/)
   - Windows XP: C:\Documents and Settings\[Username]\
   - Windows Vista\Windows 7: C:\Users\[Username]\
2. Open the "Adobe Creative Cloud Cleaner Tool.log" file in a text editor such as WordPad (Windows) or TextEdit (Mac OS).
3. If there are any failed records, contact Adobe Customer Support.

When to contact Adobe Customer Support

If you are still unable to successfully install your Creative Cloud application after following these instructions and you own a registered copy of the software, then contact Adobe Customer Support for additional help with installation.

Silent Mode (Recommended for Enterprise users)

Running Adobe Creative Cloud Cleaner Tool in Silent mode will list all of the products that Tool can remove. User have the option to remove a single product say Photoshop CS5 or CS5.5 or remove all the CS5 and CS 5.5 Products installed on system by commenting out the products listed in xml file generated through this tool.

Before you start

1. Back up all files stored in Adobe product directories. This may include custom plug-ins or profiles you have installed.
2. Uninstall desired Adobe Creative Cloud product.

To Uninstall Adobe Creative Cloud on Windows
1. (On Windows XP) Click Start -> Control Panel -> Double-click "Add or Remove Programs" Or (On Windows Vista/Windows 7) Click Start -> Control Panel -> Programs -> Programs and Features
2. Select the Adobe Creative Cloud product and click Remove or Uninstall.
3. Follow the onscreen instructions to complete the uninstall process.
4. Restart your system and close all open applications.

To Uninstall Adobe Creative Cloud on Mac OS
1. Navigate to /Applications/Utilities/Adobe Installers.
2. Double-click the Adobe Creative Cloud product's uninstaller.
3. Follow the onscreen instructions.
4. Restart your system and close all open applications.

How to configure the Cleanup XML file

Below snippet describe the body of the cleanup xml file:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Products>
    <Properties>
            <Property name="eulaAccepted">1</Property>
            <!--<Property name="removeFlashPlayer">1</Property>-->
    </Properties>
    <CreativeCloud>
            <!--<Product productName="Adobe Creative Cloud" version="2.0"/>-->
            <!--<Product productName="Adobe SpeedGrade CC" version="7.0.0"/>-->
    </CreativeCloud>

    <CS5>
            <!--<Product productName="Adobe Contribute CS5.5" version="6.5"/>-->
            <!--<Product productName="Adobe Photoshop CS5" version="10.0"/>-->
    </CS5>
</Products>
```

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Note: All the Adobe Creative Suite products from version CS5 to CS5.5 will be listed under </CS5>

"Properties" Section:
- **eulaAccepted:** Value 1 implies that EULA has been accepted. Setting it 0(EULA Decline) will result in failure of Cleanup Tool
- **removeFlashPlayer[Windows only]:** Value 1 for property removeFlashPlayer will remove the Flash Player installed on the system.

Product Info Section:
- This represents </CS5> sections in the above example. This separation allows users to clean products from different releases.

Product:
- Product tag contains two attributes - productName and version:
  - *product Name*: Specify the product name of the app that needs to be cleaned
  - *version:* Specify the product version of the app that needs to be cleaned

Windows - Run the Adobe Creative Cloud Cleaner Tool

Selective Cleanup
1. Download the Adobe Creative Cloud Cleaner Tool for Windows.
2. Unzip the AdobeCreativeCloudCleanerTool.zip.
3. Go to Start > Run and type "cmd" for Command prompt
4. Change the directory in Command Prompt to AdobeCreativeCloudCleanerTool folder (At the extracted location specified in step #2).
5. Type the following command to create xml file:
6. **AdobeCreativeCloudCleanerTool.exe --createCleanup = {Absolute path to folder to create xml file}.**
7. *Note:* Windows terminal will display the location where xml file is generated.
8. Choose the language for EULA display by entering e for English and j for Japanese
9. Review the Adobe End-User License Agreement and type "y" to Accept or "n" to Decline.

This XML file will contain list of products installed on the user machine. As an example:.

```xml
<?xml version="1.0" encoding="UTF-8"?>
    <Products>
        <Properties>
            <Property name="eulaAccepted">1</Property>
            <!--<Property name="removeFlashPlayer">1</Property>-->
        </Properties>
        <CreativeCloud>
            <!--<Product productName="Adobe Creative Cloud" version="2.0"/>-->
            <!--<Product productName="Adobe SpeedGrade CC" version="7.0.0"/>-->
        </CreativeCloud>

        <CS5>
            <!--<Product productName="Adobe Contribute CS5.5" version="6.5"/>-->
```

```xml
                        <!--<Product productName="Adobe Photoshop CS5"
        version="10.0"/>-->
        </CS5>
    </Products>
```

By default all the product entries will be commented in the XML file. Users have to uncomment the entry for which they wish to run the Cleaner Tool.

For example if the user wishes to run the cleanup for *Adobe Speedgrade CC* and *Adobe Contribute CS5.5* he will need to change the cleanup xml as follows –

```xml
<?xml version="1.0" encoding="UTF-8"?>
    <Products>
        <Properties>
            <Property name="eulaAccepted">1</Property>
            <!--<Property name="removeFlashPlayer">1</Property>-->
        </Properties>
        <CreativeCloud>
            <!--<Product productName="Adobe Creative Cloud"
        version="2.0"/>-->
            <Product productName="Adobe SpeedGrade CC"
        version="7.0.0"/>
        </CreativeCloud>

        <CS5>
            <Product productName="Adobe Contribute CS5.5"
        version="6.5"/>
            <!--<Product productName="Adobe Photoshop CS5"
        version="10.0"/>-->
        </CS5>
    </Products>
```

Note: All the Adobe Creative Suite products from version CS5 to CS5.5 will be listed under </CS5>

1. In order to run the cleanup for the selected products, users have to run the cleaner tool with the following arguments in elevated mode:

   AdobeCreativeCloudCleanerTool.exe --cleanupXML={Absolute path to cleanup xml}

Note: Users can also use the sample xml file available with the Cleaner Tool Build.

Full Cleanup

1. Please execute steps #1 to #4 from "Selective Cleanup" section
2. Type the following command line to remove all CreativeCloud and CS6 products from user's machine:

   AdobeCreativeCloudCleanerTool.exe --removeAll= CREATIVECLOUDCS6PRODUCTS

Removing Flash Player with Full Cleanup

1. Please execute steps #1 to #4 from "Selective Cleanup" section
2. Type the following command line to remove Flash Player along with the other Creative Cloud and CS6 products:

AdobeCreativeCloudCleanerTool.exe --removeAll= CREATIVECLOUDCS6PRODUCTS --removeFP=1

Important: After running the Creative Cloud Cleaner Tool, you may still see an entry for the product in Add or Remove Programs Control Panel (Windows XP) or the Programs and Features Control Panel (Windows Vista/Windows7). Double-click the entry and choose Yes to delete it.

Macintosh - Run the Adobe Creative Cloud Cleaner Tool

Selective Cleanup
1. Download the Adobe Creative Cloud Cleaner Tool for Macintosh.
2. Double-click to mount the AdobeCreativeCloudCleanerTool.dmg file. [It will be mounted as " Adobe Creative Cloud Cleaner Tool "]
3. Open Terminal window and type the following command to create xml file:

sudo <Path to Adobe Creative Cloud Cleaner Tool.app>/Contents/MacOS/Adobe Creative Cloud Cleaner Tool --createCleanup={Absolute path to folder to create xml}

Notes: Above command can be executed in non sudo mode but terminal will not display the location of xml file created as part of this step.
4. Enter Password for root user.
    Notes: If command is executed in non sudo mode, enter admin username and password in the authentication dialog.
5. Accept EULA

This XML file will contain list of products installed on the user machine. As an example:.

```xml
<?xml version="1.0" encoding="UTF-8"?>
    <Products>
        <Properties>
            <Property name="eulaAccepted">1</Property>
        </Properties>
        <CreativeCloud>
            <!--<Product productName="Adobe Creative Cloud"
version="2.0"/>-->
            <!--<Product productName="Adobe SpeedGrade CC"
version="7.0.0"/>-->
        </CreativeCloud>

        <CS5>
            <!--<Product productName="Adobe Contribute CS5.5"
version="6.5"/>-->
            <!--<Product productName="Adobe Photoshop CS5"
version="10.0"/>-->
        </CS5>
    </Products>
```

By default all the product entries will be commented in the XML file. Users have to uncomment the entry for which they wish to run the Cleaner Tool.

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For example if the user wishes to run the cleanup for *Adobe SpeedGrade CC* and *Adobe Contribute CS5.5* he will need to change the cleanup xml as follows –

```xml
<?xml version="1.0" encoding="UTF-8"?>
    <Products>
        <Properties>
            <Property name="eulaAccepted">1</Property>
        </Properties>
        <CreativeCloud>
            <!--<Product productName="Adobe Creative Cloud" version="2.0"/>-->
            <Product productName="Adobe SpeedGrade CC" version="7.0.0"/>
        </CreativeCloud>

        <CS5>
            <Product productName="Adobe Contribute CS5.5" version="6.5"/>
            <!--<Product productName="Adobe Photoshop CS5" version="10.0"/>-->
        </CS5>
    </Products>
```

Note: All the Adobe Creative Suite products from version CS5 to CS5.5 will be listed under </CS5>

6. In order to run the cleanup for the selected products, user has to run the cleaner tool with the following arguments in elevated mode:
   sudo <Path to Adobe Creative Cloud Cleaner Tool.app>/Contents/MacOS/Adobe Creative Cloud Cleaner Tool --cleanupXML={Absolute path to cleanup. xml}.
   Note: User can also use the sample xml file available with the Cleaner Tool Build.

Full Cleanup

1. Please execute steps #1 to #2 from "Selective Cleanup" section
2. Open Terminal window and type the following command line to remove all CreativeCloud and CS6 products from user's machine using following command:

sudo <Path to Adobe Creative Cloud Cleaner Tool.app>/Contents/MacOS/Adobe Creative Cloud Cleaner Tool --removeAll= CREATIVECLOUDCS6PRODUCTS

Verification of Adobe Creative Cloud Cleaner Tool Execution

1. Navigate to one of the following folders:
   - Mac OS: User home directory (e.g. /Users/[Username]/)
   - Windows XP: C:\Documents and Settings\[Username]\
   - Windows Vista\Windows 7: C:\Users\[Username]\

2. Open the "Adobe Creative Cloud Cleaner Tool.log" file in a text editor such as WordPad (Windows) or TextEdit (Mac OS).

3. If there are any failed records, contact Adobe Customer Support.

When to contact Adobe Customer Support

If you are still unable to successfully install your Creative Cloud application after following these instructions and you own a registered copy of the software, then contact Adobe Customer Support for additional help with installation.

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Third Party Legal Notices

Cleaner Utility may include software licensed under terms that require Adobe to display the following notices:

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