

Activating Adobe Creative Cloud Apps

Assigning a subscription to an Adobe or Enterprise ID does not automatically associate that subscription to currently logged-in machines. Logging out and back in typically resolves these issues with Creative Cloud products.

The following problems can occur:

- The Creative Cloud Desktop application prompts you to Buy Now or Try a product, rather than Install.
- Products display a Start Trial, __ days remaining on a trial, or trial has expired screen on launch.
- (Enterprise Serialized Only) Product display a sign-in screen on launch.

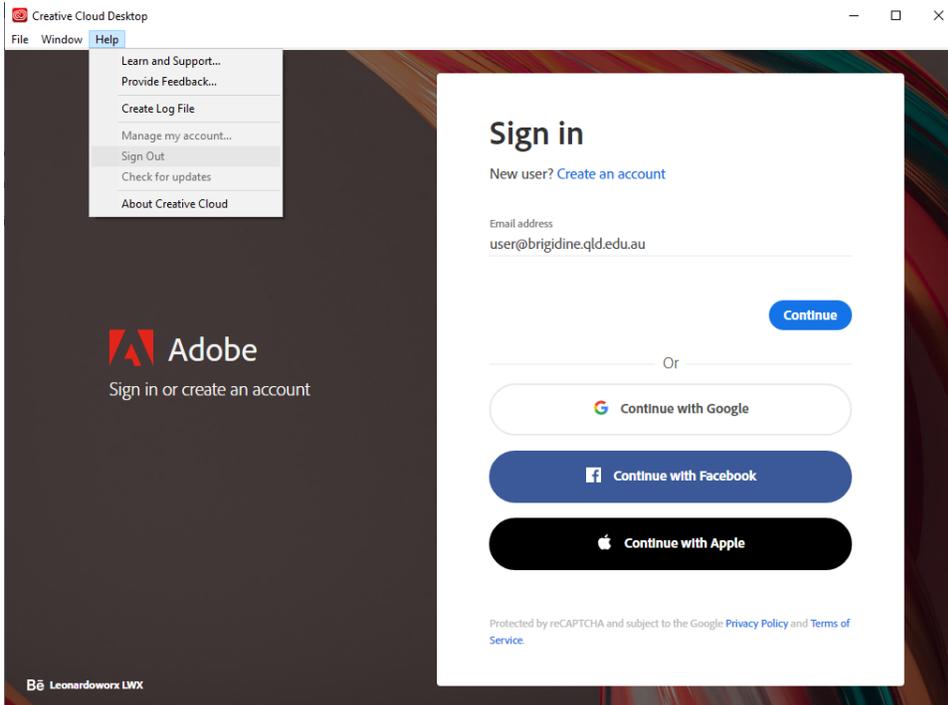
Solution

Try the following solutions to fix the subscription association.

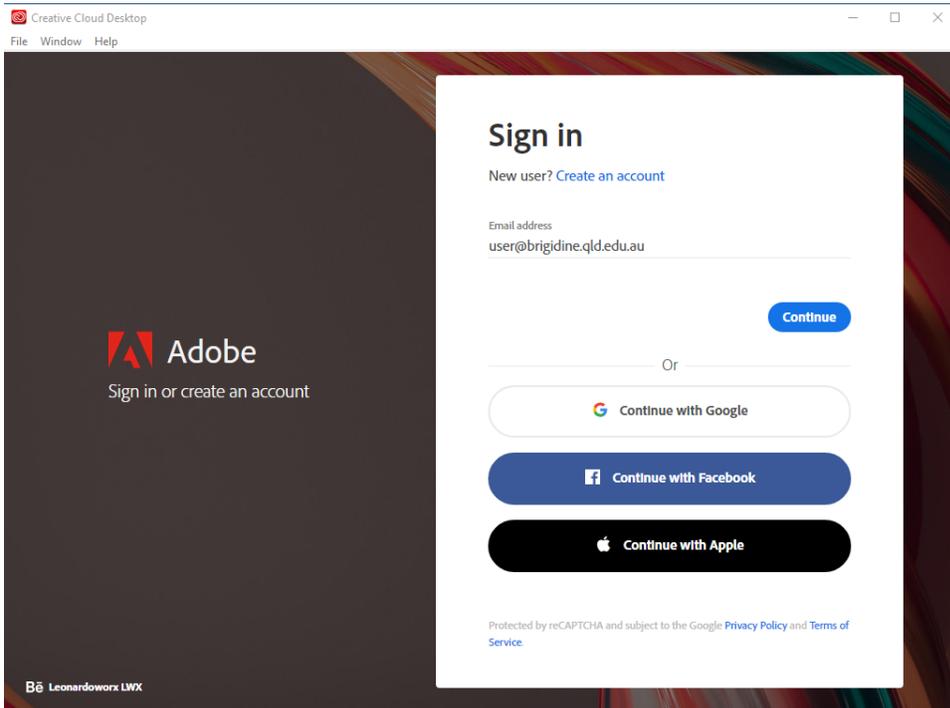
Solution 1: Sign out and back in with the correct Enterprise ID

An old subscription or incorrect Adobe ID can prevent your computer from picking up a new subscription.

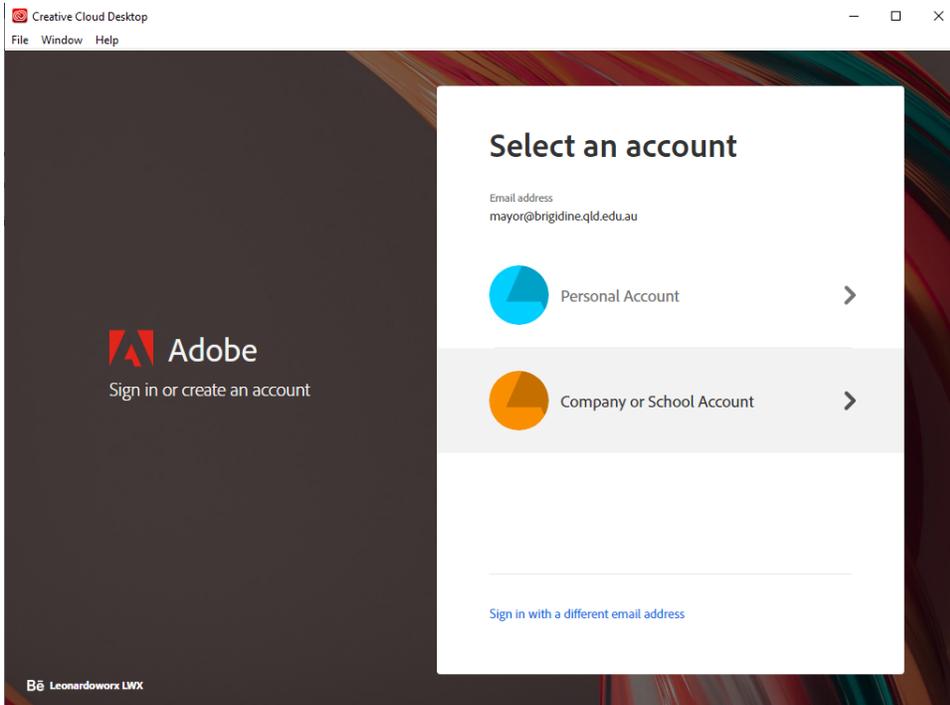
1. Sign out of the Creative Cloud Desktop application by clicking on Help/Sign Out



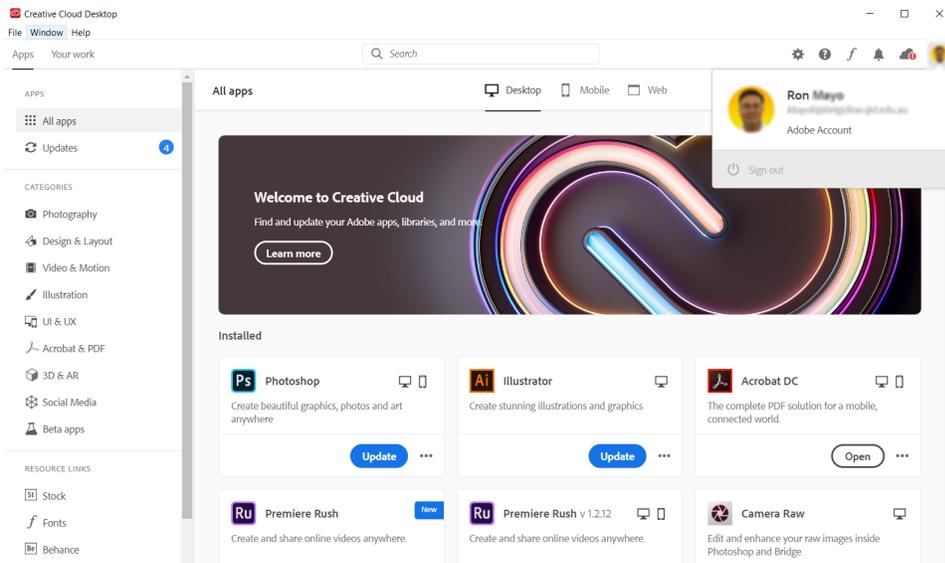
2. Sign in with the correct Enterprise ID (Your school email address with a domain of brigidine.qld.edu.au or bci.qld.edu.au)



3. Select Company or School Account



- Once it has been verified online your Creative cloud desktop should be signed in as indicated by clicking on your Profile at the top right and Apps will have an Installed status as shown below.



- You may start using your Creative Cloud apps.

Solution 2: Sign out and back in with the correct Adobe or Enterprise ID within the product

An Enterprise ID can fail to log in through the Creative Cloud Desktop application, but succeed through the product sign-in option if JavaScript is tied to your federated login.

- Launch a Creative Cloud product that you have been assigned or purchased, such as Photoshop or Adobe Acrobat
- Choose Help > Sign Out.
Note: Sign Out only appears if you are currently signed in. Proceed to the Sign In step if you see the words Sign In.
- Follow the onscreen instructions to sign out.
- Choose Help > Sign In.
- Follow the onscreen instructions to sign in using your Enterprise ID (school email address)

Solution 3: Clear the cached licensing information

Important: You can receive a configuration error after completing these steps when launching a product, if you do not launch a Creative Cloud product with Administrator rights. Repeat the step, "On Windows Only - Launch a product with Administrator rights" to correct this issue.

- Rename the SLCache folder to SLCache.old, present at the following location:
 - Windows: \Program Files (x86)\Common Files\Adobe
 - Mac OS: System Library/Application Support/Adobe
- On Windows:** Launch a product with Administrator rights.
 - Choose Start > All Programs.
 - Right-click the Creative Cloud product and click Run As Administrator.
- On Mac OS:** Launch the Creative Cloud product by going to the Applications folder and double-clicking the product.

Solution 4: Manually delete the sign-in information

A corrupted Adobe or Enterprise ID information can get stuck in our database files. Cleaning up this information can resolve these problems.

Sign out of the Creative Cloud Desktop application. See [Sign in and sign out to activate Creative Cloud apps](#).
Quit the Creative Cloud Desktop application.

- Click the Creative Cloud Desktop icon to launch the program.

- Click the gear icon and select Quit.

Delete the opm.db file.

Note: If the file will not delete, restart your computer, quit the Creative Cloud Desktop application, and delete opm.db.

- Windows

- a. Using Windows Explorer, navigate to \Users\AppData\Local\Adobe\OOBE and delete opm.db.
 - Mac OS
 - a. Using Finder, navigate to /Users/<username>/Library/Application Support/Adobe/OOBE and delete opm.db.
- Sign in with the correct Enterprise or Adobe ID.

Solution 5: Manually delete the sign-in and licensing information

A corrupted Enterprise or Adobe ID information can get stuck in our database or licensing files. Cleaning up this information can resolve these problems.

1. Delete the licensing files.
 - Windows
 - a. Using Windows Explorer, navigate to \ProgramData\Adobe\SLStore and delete the .lic files.
 - Macintosh
 - a. Using Finder, navigate to /Library/Application Support/Adobe/SLStore and delete the .lic files.