Adobe App Updates

It's very important to keep your Adobe apps updated to the latest Adobe app versions to ensure that you get the latest Adobe features, bug fixes, and improvements. The Adobe Creative Cloud desktop app makes it easy to update Adobe apps on computers.

On rare occasions, if you should install an Adobe app update that is not compatible with the operating system running on the computer, you’ll receive a message similar to Fig. 1 below. You can easily resolve this issue by uninstalling the update and reinstalling an earlier version of the app by following the Resolve App-Operating System Issue procedures below.

Resolve App-Operating System Issue

Following the message in Fig. 1 to upgrade your computer operating system (OS) to run the newly updated Adobe app may not necessarily be the best option for university computers. If you’re interested in upgrading your computer OS, contact the Faculty and Staff Help Center at 410-704-5151 and follow the menu options to explore your options.

To quickly resolve this issue and get your Adobe app working immediately, you can uninstall the Adobe app that you updated then easily install an earlier version that is compatible with your operating system by following the procedures below.

1. Open the Creative Cloud Desktop app and sign in if not already signed in

2. Locate the Adobe app/s you updated that is causing the compatibility problem and select Open (Fig. 2- yellow highlight) then select Uninstall (Fig. 3- yellow highlight) and wait until the app is uninstalled

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3. After app is uninstalled, follow the procedures below to find your computer operating system (OS) and determine the latest app version you can install that is compatible with your computer OS.

   **Computer OS Version:** to find your computer OS see [How to Find Computer Name, Operating System, and TU Tag](#)

   **Adobe App Version:** browse to [Adobe’s System Requirements](#) site, scroll down to the “Desktop applications” section and select the app that you want to update to view the app Mac or Windows requirements.

   Note the Adobe app version that is compatible with the computer OS installed on your computer/s. You’ll need the version number to install this app in the next step.

4. On the desktop app, select the app **Install** button (Fig. 4) then select **Other Versions** (Fig. 5 - yellow highlight)

5. In the Other Versions list (Fig. 6), select the app version you identified in step above

6. After app is installed, select **Open** and the app should launch without error