Adobe Creative Cloud Information & Installation

The Adobe Creative Cloud (CC) Package provides many creative editing tools for Windows and OS X, including **Acrobat, Illustrator, Photoshop, Premiere, and more**. Adobe CC is available to SJSU faculty, staff, and students at no cost for the entire duration of their affiliation with either institution.

System Requirements

Installation of Adobe CC requires 50 GB of free space on the hard drive (HD). Please make sure that your computer system meets the requirements and has sufficient HD space before beginning the installation. System requirements for Mac OSX and Windows may be found here.

Adobe Creative Cloud Access Form

Not sure if you already have access to **Adobe Creative Cloud**?

If you are a current San José State University (SJSU) student, faculty member, staff, or administrator, please complete the **Adobe CC Access Form** to verify your eligibility and request a personal Adobe account.

Need Adobe on a Campus Computer?

For installation on a university-owned device, please contact SJSU **ITS Desktop Support** rep for assistance.

Already Have Access?

If your Adobe Creative Cloud access has already been approved and you need help getting started, follow the steps outlined in the **Adobe Installation Guide**.

Troubleshooting

Adobe CC displays "You don't have access to manage apps" error when installing apps

1. Sign out of the Creative Cloud Desktop app and close it
2. Open File Explorer (windows) or Finder (mac) and navigate to the ServiceConfig.xml file:
   - **Windows**: C:\Program Files (x86)\Common Files\Adobe\OOBE\Configs\ServiceConfig.xml
   - **MacOS**: Macintosh HD/Library/Application Support/Adobe/OOBE/Configs/ServiceConfig.xml
3. Copy ServiceConfig.xml to your desktop
4. Open the copy of the ServiceConfig.xml file with Notepad (windows) or TextEdit (mac)
5. Change the following line from
   - `<panel><name>AppsPanel</name><visible>**false**</visible></panel>`
     to
   - `<panel><name>AppsPanel</name><visible>**true**</visible></panel>`
6. Save the copy of the ServiceConfig.xml file to your desktop
7. Rename the original ServiceConfig.xml file in the Configs folder to ServiceConfig-old.xml
8. Copy and paste the altered ServiceConfig.xml file from your desktop into the Configs folder
9. Restart your computer
10. You should now no longer receive the error message when installing new apps

Additionally, here are some video walkthroughs of the procedure described above:

- Windows: https://www.youtube.com/watch?v=FyphY4QJk44
- MacOS: https://www.youtube.com/watch?v=jr2jlngK4wU

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