

Please visit <http://www.adobe.com/support/contact> if there are more questions for Adobe. Thank you.

General Info	
Chat start time	Jul 26, 2013 7:29:03 PM EST
Chat end time	Jul 26, 2013 8:08:21 PM EST
Duration (actual chatting time)	00:39:18
Operator	Loveneesh

Chat Transcript
<p>info: All representatives are actively assisting other customers. Your estimated wait time is 0 minute(s) and 2 second(s) or longer. Thank you for your patience.</p> <p>Loveneesh: Hello. Welcome to Adobe Technical Support.</p> <p>Branislav Milic: Hi</p> <p>Loveneesh: I have received your query. Please allow me a moment to verify your account and to review the details of your request.</p> <p>Loveneesh: I understand you are unable to update Creative Cloud Desktop Connection as getting the error A12E1 on your Mac OS X Lion. Am I correct?</p> <p>Branislav Milic: Right</p> <p>Loveneesh: Thank you for confirming the issue.</p> <p>Loveneesh: I will be glad to help you with this.</p> <p>Branislav Milic: And I have tried all the workarounds I found in Adobe support with no success</p> <p>Branislav Milic: So if you have one workaround that would be awesome ;-)</p> <p>Loveneesh: Please navigate to Mac HD>Application and locate Creative cloud Desktop App and click on un-install Creative cloud Desktop App.</p> <p>Loveneesh: Once you un-install it let me know.</p> <p>Branislav Milic: DONE</p> <p>Loveneesh: Okay</p> <p>Loveneesh: Now please follow the below steps</p> <p>Loveneesh: Please navigate to Mac HD>Library>Application support>Adobe</p> <p>Loveneesh: Then locate OOB folder under Adobe folder and rename it to OOBOLD</p> <p>Branislav Milic: ok</p> <p>Loveneesh: Once you done that let me know.</p> <p>Branislav Milic: Done</p> <p>Loveneesh: Now please click on finder</p> <p>Branislav Milic: ok</p> <p>Loveneesh: Then click on Go option</p> <p>Loveneesh: Then click on Go to folder.</p> <p>Branislav Milic: ok</p> <p>Loveneesh: Then type ~/Library and hit return or ok.</p> <p>Loveneesh: Then navigate to Application support>Adobe Then locate OOB folder under Adobe folder and rename it to OOBOLD</p>

folder under Adobe folder and rename it to CDBELED

Loveneesh: Once you done that let me know.

Branislav Milic: There is an easier way to acces the personal Library folder. Just keep the ALT key while clicking on the GO menu and the Library folder appears in the menu (from Lion and above).

Branislav Milic: Done

Loveneesh: Thank you for the information.

Loveneesh: I will keep this steps for me to use.

Loveneesh: Now please login to your creative cloud account.

Loveneesh: <https://creative.adobe.com/>

Loveneesh: Once you logged in , please let me know.

Branislav Milic: Done

Loveneesh: Before proceeding further we will run cleaner tool to remove creative cloud desktop.

Loveneesh: [Please click here to download cleaner tool](#)

Loveneesh: Please click on the above link and download cleaner tool

Branislav Milic: I start the process?

Loveneesh: Double-click to mount the AdobeCreativeCloudCleanerTool.dmg file. It will be mounted in the name of "Adobe Creative Cloud Cleaner Tool".

Loveneesh: Double click Adobe Creative Cloud Cleaner Tool and follow the prompts.

Loveneesh: Note: Enter your administrator password when prompted.

Loveneesh: Select the product as Creative Cloud, then select Creative Cloud desktop/Adobe application manager and select clean.

Loveneesh: Once you done that let me know.

Branislav Milic: I need to go in the upper right corner to select Creative Cloud ?

Loveneesh: Yes.

Loveneesh: You are great

Branislav Milic: I see a line with "Creative Cloud Installer" and no icon

Branislav Milic: I see other lines but with already installed apps.

Branislav Milic: If I select "Creative Cloud Installer", it proposes me two things

Branislav Milic: 1. Clean All Creative Cloud

Branislav Milic: 2. Cleanup selected

Loveneesh: Please select Creative cloud installer and click on clean selected.

Branislav Milic: Done

Loveneesh: Please close Cleaner tool

Branislav Milic: done

Loveneesh: Now please login to your creative cloud account.

Loveneesh: <https://creative.adobe.com/>

Loveneesh: Once you logged in let me know

Branislav Milic: I'm logged in

Loveneesh: Click on download center on the top of the page

Loveneesh: Then locate and click on download option for creative cloud (Desktop access to creative cloud in red color cloud icon.)

Branislav Milic: Installing...

Loveneesh: Okay

Loveneesh: Let me know once you complete the installation.

Branislav Milic: installed. Loggin in now

Loveneesh: Okay

Branislav Milic: done

Loveneesh: Perfect

Branislav Milic: Now "Install or update an app" ?

Branislav Milic: It tells me that there are 10 updates available

Branislav Milic: It tells me that there are 10 updates available!

Loveneesh: You can use creative cloud desktop to download and install the creative cloud products and to download and install the update for the products which you have already installed on your computer.

Branislav Milic: Do I click on Update All now ?

Loveneesh: If you like to install the update for the product , you can go ahead to update, however If you wants to install the product, you can click on install.

Branislav Milic: It works now. The problem is fixed.

Loveneesh: Perfect

Loveneesh: I am glad we were able to resolve this issue

Loveneesh: Is there anything else I can help you with?

Branislav Milic: No. Thank you very much. Great !

Loveneesh: You are most welcome

Loveneesh: You may receive an email survey in reference to this interaction with Adobe. Your feedback is very much appreciated.

Branislav Milic: OK

Loveneesh: Thank you

Loveneesh: You may choose to print or email a copy of this chat transcript by using the options at the top right corner of this chat window.

Branislav Milic: Have a good night

Loveneesh: Wish you the same

Loveneesh: Thank you for contacting Adobe. Good Bye.

info: Your chat transcript will be sent to branislavmilic@gmail.com at the end of your chat.