

Uninstalling Adobe Products

Uninstalling unwanted or unsupported Adobe products

It is sometimes necessary to remove Adobe software from your devices, especially when deploying packages associated with new license agreements, new software versions, or when products are no longer supported. Please review the following information before getting started.

Unsupported versions:

Adobe has marked certain older versions of some apps as no longer technically supported. End of core support and end of extended support dates can be found [here](#) for specific products.

Uninstalling unwanted apps and ties from Named User Licensed Machines:

Options for uninstalling Creative Cloud Applications can be found [here](#). This includes full Creative Cloud, specific applications and versions, Adobe Genuine Services, and alternate methods.

These steps do not uninstall plug-ins. To uninstall plug-ins, download the [Adobe Extension Manager Command-line tool](#) from Admin Console > Packages > Tools.

In addition, these steps will not uninstall older versions of Perpetual Acrobat, Creative Suite, or delete residual ties. Below you will find links to assist with these scenarios. The Cleaner Tool should only be used when other solutions do not work.

Uninstall CS6

<https://helpx.adobe.com/creative-suite/kb/cs6-install-instructions.html>

Uninstall Acrobat

<https://www.adobe.com/devnet-docs/acrobatetk/tools/Labs/cleaner.html>

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Delete Residual Ties

<https://helpx.adobe.com/x-productkb/global/delete-previously-installed-application-files.html>

Cleaner Tool

<https://helpx.adobe.com/creative-cloud/kb/cc-cleaner-tool-installation-problems.html>

If you are still experiencing deploy failures, try deleting all Adobe folders from the user and system library.

Uninstalling unwanted apps and ties from Shared Device Licensed Machines:

If you are attempting to remove software from a device with a Shared Device licensing package, please see the documentation on [Recovering Shared Device Licenses](#). These steps will need to be followed prior to any removal of applications.

