

Troubleshoot Adobe Deployment

Troubleshooting deployment and sign-in failures

Below is a list of some of the common reasons an installation may fail as well as common sign-in issues.

If a package build fails, be sure to save the log file. Support can assist you if you provide them with the PDapp, or you can do it yourself. If you didn't save the log file, review [these directions](#) to retrieve the log file, and then [analyze the log](#).

Common installation failure reasons:

1. Not meeting system requirements. Check system requirements [here](#).
2. Attempting to deploy over existing software or ties from a previous licensing agreement. See *Uninstalling Adobe Products* document.
3. Creating a package from the wrong OS and attempting to install. You must build a package for a Mac on a Mac, and vice versa.
4. Deploying a Windows package with Adobe Acrobat using the msi file. You must use the setup.exe.
5. Forgetting to disable anti-virus software or apps like Deep Freeze.
6. Installing while connected to Wi-Fi. Network interruptions can affect successful installation.
7. Neglecting to open network endpoints. Check the [whitelist](#).
8. [Conflicting processes](#) error.
9. Lack of administrative rights on the computer.

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Common sign-in issues for Named User Licensing:

1. Incorrect Single Sign-On set up. 400 errors upon sign in are commonly associated with this.
2. Seeing [trial version](#) after signing in.
3. Choosing *personal account* rather than *company or school account* or vice versa.
 - a. See [Adobe Awareness Video: Logging In and Profile Selection](#)
4. Forgetting to sign out of an unused or expired license and signing into the new one.
5. Neglecting to entitle the users to the product in the Admin Console (adding them to user tab only).

Common sign-in/end-user issues for Shared Device Licensing:

1. Incorrect Single Sign-On set up. 400 errors upon sign in are commonly associated with this.
2. Seeing [trial version](#) after signing in.
3. Choosing *personal account* rather than *company or school account* or vice versa.
 - a. See [Adobe Awareness Video: Logging In and Profile Selection](#)
4. Incorrectly set [product profile permissions](#) for User Access Policy.
5. Users don't have Adobe Fonts or storage access, as this is not included with Shared Device Licenses.
 - a. Assign the users *Adobe Express (K12)* or *Creative Cloud Shared Device Access for Higher Education (HED)* as an entitlement and it will give them access to those services.
6. User neglecting to sign out of a significant number of devices may lock up the machine, requiring a support case to be created in the Admin Console.

