

Adobe Creative Cloud for education deployment



Troubleshooting deployment and sign-in failures

Below is a list of some of the common reasons an installation may fail.

If a 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. Attempting to deploy over existing software or ties from a previous licensing agreement. See [Uninstalling Adobe Products and Ties](#).
2. Not meeting system requirements.
3. Creating a package for 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. Installing from a server (this does not apply to SCCM deployment).
10. Lack of administrative rights on the computer.

Common sign-in issues for named user licensing:

1. Incorrect Single Sign-On set up.
2. *Trial version* after sign in.
3. Choosing “personal account” rather than “company or school” or vice versa.
4. Forgetting to sign out of an unused or expired license and sign into the new one.
5. Neglecting to entitle the users to the product in the Admin Console (adding them 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. *Trial version* after sign in.
3. Choosing “personal account” rather than “company or school” or vice versa.
4. Forgetting to set the *product profile permissions* correctly.
5. Users don’t have Adobe Fonts or storage—this is not included with SDL. Assign them Adobe Creative Cloud Express 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.

