

Adobe® Creative Suite® 6 Product Installation Instructions

Welcome to the Adobe Creative Suite 6. This document contains instructions for installation and uninstallation of CS6 suites and standalone products.

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Install your software

Install a Creative Suite 6 suite or standalone product from disc

Locate all installation media and serial numbers before you begin the installation process.

Before you begin, close all applications, including your web browser. Make sure you have administrative privileges or can validate as an administrator.

If you are installing as an upgrade, the installer will check your system to find the valid upgrade product. If it cannot find it, it will ask you to input the serial number of the product being upgraded. You can also install the software in trial, then input your new and previous serial numbers in the serialization screen shown during launch.

1. Insert the Adobe Creative Suite 6 suite or standalone product Application DVD into your DVD drive.
2. Double-click Set-up.exe (Windows) or Install.app (Mac OS) to begin the installation

Note: Depending on your Autoplay settings in Windows, the Set-up.exe file may launch automatically.

3. Follow the onscreen instructions to complete the installation.
4. When prompted to enter a serial number, enter your Adobe Creative Suite 6 suite or standalone product serial number and complete the installation.
5. You must accept the license agreement and warranty terms to use this product. See www.adobe.com/go/eulas for details. This product will not function without mandatory activation and registration via the Internet. See www.adobe.com/go/activation for details.

Adobe's single user license allows installation of a single product license on two machines (such as one work machine and one home machine) provided the software is used by the same individual and not concurrently on both machines.

Note: If you want to install the product on a third computer, you must first deactivate the software on one computer. To deactivate, choose Help > Deactivate.

Note: You may be asked to close conflicting processes in order to complete the installation. For more information on how to do this, go to http://www.adobe.com/go/learn_bgprocesses

If your product is on multiple discs, please wait for first disc to complete. Once completed, remove the first disc and insert the second disc in same DVD drive.

For more detailed information about troubleshooting your installation, go to http://www.adobe.com/go/customer_support.

Note: In order to install additional components or reinstall your software after your original installation, you will need access to the original installer (disc or the download from the web). Repair is not an available option.

Uninstall your software

Before you uninstall, close all applications currently running on your system—including other Adobe applications, Microsoft Office applications, and browser windows.

Do one of the following:

- In Windows XP, open the Windows Control Panel and double-click Add or Remove Programs. Select the product that you want to uninstall, click Change/Remove, and then follow the on-screen instructions.
- In Windows 7, open the Windows Control Panel and double-click Programs and Features. Select the product that you want to uninstall, click Uninstall, and then follow the on-screen instructions.
- IMPORTANT: Mac OS has new uninstall functionality. DO NOT drag applications to the trash to uninstall them. To safely uninstall on Mac OS X, double-click the product installer in Applications/Utilities/Adobe Installers or double-click on the Uninstall alias located in the Application folder. Select Remove Preferences, then Authenticate as an Administrator and follow the on-screen instructions.
- If you are uninstalling subscription software, please note that uninstalling does not cancel or stop your subscription. To cancel your subscription, please go to Your Subscriptions at www.adobe.com/go/subscriptionedition

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Support

Adobe Customer Care http://www.adobe.com/go/customer_support provides assistance with product information, sales, registration, and other issues. Outside of North America go to <http://www.adobe.com/go/intlsupport/>, click on the drop down menu under the question "Need a different country or region?", choose a different country or region, then click GO.

The [Adobe Forum](#) for downloading, installing, and setting up provides an interactive online environment for vibrant discussion of Adobe products and related topics, where Adobe users exchange questions, offer ideas and suggestions, and share tips and tricks with each other.

An internet connection is required to access release notes as well as Help content.

Release Notes

Please refer to the following links for late-breaking information and known issues for all Creative Suite applications.

[Acrobat](#)
[After Effects](#)
[Adobe Audition](#)
[Creative Suite](#)

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