1. **8e60cdbb-5e7b-446e-aa06-9daf9744b4d2**

CUSTOM\_SYSTEM\_MESSAGE (Thu, 21 Jul 2022 08:22:45 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Thu, 21 Jul 2022 08:22:52 GMT): You are now connected to Ambuj, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Kate Cleveland (Thu, 21 Jul 2022 08:23:11 GMT): Help go ahead and screen share

Kate Cleveland (Thu, 21 Jul 2022 08:23:19 GMT): ive been trying all night

Ambuj (Thu, 21 Jul 2022 08:23:28 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

Ambuj (Thu, 21 Jul 2022 08:25:17 GMT): Alright, As I can see from previous case you were facing difficulty installing the application.

Kate Cleveland (Thu, 21 Jul 2022 08:26:29 GMT): that is correct

Kate Cleveland (Thu, 21 Jul 2022 08:26:35 GMT): keep getting error code 42

Kate Cleveland (Thu, 21 Jul 2022 08:26:49 GMT): all firewall is off windows 11 fully downloaded

Kate Cleveland (Thu, 21 Jul 2022 08:26:58 GMT): deleted my wedding photos

Ambuj (Thu, 21 Jul 2022 08:27:43 GMT): Is it OK if I access your computer remotely to assist you with your issue? If yes, please close your personal files and folders. Let me know when you're ready to start the remote session.

Kate Cleveland (Thu, 21 Jul 2022 08:28:03 GMT): full consent

Kate Cleveland (Thu, 21 Jul 2022 08:28:05 GMT): go ahead

Ambuj (Thu, 21 Jul 2022 08:28:39 GMT): https://screen.share.adobe.com/?ak=111e4085cb25a585c940930c00847c15

1.Click or  Copy the link and open it in a new browser tab.

2. Download, Save, and then Run the Bomgar setup on your machine.

3. Agree to the License Agreement and Screen Recording.

4. When the Bomgar window opens, click on "Allow" to start sharing.

Ambuj (Thu, 21 Jul 2022 08:39:17 GMT): Please wait for it to finish.

Ambuj (Thu, 21 Jul 2022 08:49:03 GMT): Thank you please stay connected.

Ambuj (Thu, 21 Jul 2022 08:57:01 GMT): Thank you please stay connected.

Ambuj (Thu, 21 Jul 2022 09:09:02 GMT): Happy to help. You may receive an email with a survey link. Please take a moment to rate your experience and help us improve. Thanks!

1. **4b4a654a-ff6f-406e-8fb7-62ebd139cc20**

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:07:25 GMT): [customer connecting with agent - disregard]

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:07:25 GMT): hi there

BOT (Mon, 08 Aug 2022 10:07:26 GMT): Hi. I am the Adobe Virtual Assistant. How can I help?

BOT (Mon, 08 Aug 2022 10:07:26 GMT): Hello. How can I help you?

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:10:01 GMT): i want to download a previous version of indesign, specially ver. 15.1.3. but at the old version tab i only see the ver 16

BOT (Mon, 08 Aug 2022 10:10:05 GMT): You need help downloading your apps. Is that right?

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:10:09 GMT): Yes

BOT (Mon, 08 Aug 2022 10:10:10 GMT): Go to the Apps page and click Try or Install for the app you want at adobe.com/go/download-apps

BOT (Mon, 08 Aug 2022 10:10:14 GMT): You'll find all available versions in your Creative Cloud Desktop app. Learn how at adobe.com/go/download-versions

BOT (Mon, 08 Aug 2022 10:10:18 GMT): For apps registered with a serial number, go to your Products page and click Download at adobe.com/go/download-products

BOT (Mon, 08 Aug 2022 10:10:22 GMT): (You may need to minimize or move the chat window to see all your apps.)

BOT (Mon, 08 Aug 2022 10:10:26 GMT): Did that help?

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:10:46 GMT): No

BOT (Mon, 08 Aug 2022 10:10:47 GMT): Other customers with similar questions have found the help they needed with the following solutions.

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:10:54 GMT): HOW TO DOWNLOAD PREVIOUS VERSIONS OF INDESIGN?

BOT (Mon, 08 Aug 2022 10:10:55 GMT): You might find the help you need at https://community.adobe.com/t5/indesign-discussions/how-to-download-previous-versions-of-indesign/td-p/11013010

BOT (Mon, 08 Aug 2022 10:11:00 GMT): Did that help?

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:11:21 GMT): No

BOT (Mon, 08 Aug 2022 10:11:21 GMT): Let's find another way to get you the help you need.

BOT (Mon, 08 Aug 2022 10:11:24 GMT): How would you like to proceed?

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:11:28 GMT): Chat with an agent

BOT (Mon, 08 Aug 2022 10:11:30 GMT): Ok. Transferring you to an agent who can help. They'll be able to pick up our chat where we've left off.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 10:11:31 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 10:11:37 GMT): You are now connected to Swyam, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Swyam (Mon, 08 Aug 2022 10:11:46 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

Swyam (Mon, 08 Aug 2022 10:12:53 GMT): Thanks for your patience, I have checked the chat history and would be happy to help with the old version of InDesign app. Are you working on Windows or Mac?

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:14:32 GMT): on window

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:14:38 GMT): windows

Swyam (Mon, 08 Aug 2022 10:15:15 GMT): Thanks, I can help with the download link of the base version i.e. 15.0, would that work for you?

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:15:32 GMT): yep

Swyam (Mon, 08 Aug 2022 10:16:28 GMT): Great, give me a moment while I get the download link for you.

Swyam (Mon, 08 Aug 2022 10:17:15 GMT): Please click on link provided below to download the installer file.

Once the download is complete, please double-click the downloaded installer file to install the application.

The link will be valid for 24 hours, please make sure you download the file within 24 hours. https://ccmdls.adobe.com/AdobeESD/IDSN/15.0/win64/0f89ac0e-2e67-4cc3-ac26-0264073f6987/InDesign\_15\_LS20\_Win64.zip?token=exp=1660040194~hmac=555ad7ce1a80b7c8579ffa2c2ca5e3b272683b8fc39d51b2738ef59395dfc835

If you need more help installing the app, go to https://helpx.adobe.com/download-install.html

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:18:09 GMT): can i have both ver 15 and 17 on my pc?

Swyam (Mon, 08 Aug 2022 10:18:45 GMT): Yes, you can keep both the versions.

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:18:56 GMT): thnx a lot

Swyam (Mon, 08 Aug 2022 10:18:57 GMT): Let me know if you need more help in installing the version 15.0.

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:19:05 GMT): ok i am fine

ZACHARIAS MOULINOS (Mon, 08 Aug 2022 10:19:15 GMT): have a good day

Swyam (Mon, 08 Aug 2022 10:19:18 GMT): Happy to help. You may receive an email with a survey link. Please take a moment to rate your experience and help us improve. Thanks!

Swyam (Mon, 08 Aug 2022 10:19:35 GMT): Thanks, you too have a great day!

1. **cb12e042-7c2d-4ad9-af97-35c6c06ad862**

Alex Mason (Mon, 01 Aug 2022 09:32:26 GMT): [customer connecting with agent - disregard]

BOT (Mon, 01 Aug 2022 09:32:27 GMT): Hi. I am the Adobe Virtual Assistant. How can I help?

Alex Mason (Mon, 01 Aug 2022 09:32:27 GMT): Adobe Premier Pro is taking a very long time to download. It is stuck on 22%

BOT (Mon, 01 Aug 2022 09:32:28 GMT): I want to make sure I understand clearly. Which of these categories best describes your issue?

Alex Mason (Mon, 01 Aug 2022 09:32:33 GMT): Get help to download, install, or upgrade

BOT (Mon, 01 Aug 2022 09:32:33 GMT): I want to make sure I understand clearly. Which of these most closely matches your app?

Alex Mason (Mon, 01 Aug 2022 09:32:36 GMT): Premiere Pro

BOT (Mon, 01 Aug 2022 09:32:37 GMT): You can find a tool to help you at adobe.com/go/install-frozen

BOT (Mon, 01 Aug 2022 09:32:40 GMT): Other customers with similar questions have found the help they needed with the following solutions.

BOT (Mon, 01 Aug 2022 09:32:45 GMT): Did that help?

Alex Mason (Mon, 01 Aug 2022 09:32:51 GMT): No

BOT (Mon, 01 Aug 2022 09:32:51 GMT): Let's find another way to get you the help you need.

BOT (Mon, 01 Aug 2022 09:32:54 GMT): How would you like to proceed?

Alex Mason (Mon, 01 Aug 2022 09:32:56 GMT): Chat with an agent

BOT (Mon, 01 Aug 2022 09:32:57 GMT): Ok. Transferring you to an agent who can help. They'll be able to pick up our chat where we've left off.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 01 Aug 2022 09:32:58 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Mon, 01 Aug 2022 09:33:04 GMT): You are now connected to Prateek, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Prateek (Mon, 01 Aug 2022 09:33:39 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

Alex Mason (Mon, 01 Aug 2022 09:34:18 GMT): Hi Prateek

This morning I decided to sign up to and install Adobe Premier Pro however it seems to be taking a very long time to download and install the Creative Cloud Desktop App to manage my apps. The installing progress has been stuck on 22% for about 25-30 minutes.

Prateek (Mon, 01 Aug 2022 09:35:42 GMT): Okay. Thank you for the information.

Prateek (Mon, 01 Aug 2022 09:35:56 GMT): Are you working on Windows or Mac?

Alex Mason (Mon, 01 Aug 2022 09:36:02 GMT): Mac

Prateek (Mon, 01 Aug 2022 09:36:54 GMT): Thank you. Please help me with the version of your Mac OS.

Alex Mason (Mon, 01 Aug 2022 09:37:38 GMT): macOS Monterey version 12.4

Prateek (Mon, 01 Aug 2022 09:38:31 GMT): Thank you. Let me share an offline link for Premiere Pro with you. Please try to download the installation file and then install Premiere Pro from there and check.

Alex Mason (Mon, 01 Aug 2022 09:38:44 GMT): Okay

Prateek (Mon, 01 Aug 2022 09:40:27 GMT): https://ccmdls.adobe.com/AdobeESD/PPRO/22.0/macuniversal/17b4599f-a2a9-4ce1-a1d0-1ee13eb0febd/AdobePremierePro22.0\_169AllTrial.dmg?token=exp=1659433216~hmac=b3bcf94e549c3bbb7e6c2f3deac9f28239a072ca3bbb5d7a9832918e23b2a52a

Premiere Pro v22.0

Alex Mason (Mon, 01 Aug 2022 09:41:03 GMT): Thank you

Prateek (Mon, 01 Aug 2022 09:41:39 GMT): You are welcome.

Alex Mason (Mon, 01 Aug 2022 09:42:13 GMT): Quick question, I am downloading Adobe Premier pro. Does this mean there is a separate version called Adobe Premier?

Alex Mason (Mon, 01 Aug 2022 09:42:44 GMT): The name ‘Premier Pro’ implies to me there this is an additional and more intermediate piece of software

Alex Mason (Mon, 01 Aug 2022 09:42:48 GMT): Or is that just the name of it?

Prateek (Mon, 01 Aug 2022 09:43:22 GMT): No, they both are the same. We have Premiere Pro and Premiere Rush as two distinct video editing applications.

Premiere and Premiere Pro are exactly the same applications.

Alex Mason (Mon, 01 Aug 2022 09:43:30 GMT): I gotcha

Alex Mason (Mon, 01 Aug 2022 09:43:33 GMT): Thanks for clarifying

Alex Mason (Mon, 01 Aug 2022 09:43:42 GMT): This is my first time using Adobe Premier software.

Prateek (Mon, 01 Aug 2022 09:44:22 GMT): You are most welcome, Alex. I hope you will enjoy editing your videos in Premiere Pro.

Alex Mason (Mon, 01 Aug 2022 09:44:28 GMT): Thank you.

Alex Mason (Mon, 01 Aug 2022 09:44:34 GMT): Thanks for your help

Prateek (Mon, 01 Aug 2022 09:45:01 GMT): Happy to help!

Alex Mason (Mon, 01 Aug 2022 09:45:08 GMT): :)

Prateek (Mon, 01 Aug 2022 09:48:08 GMT): Please let me know once the installation is completed, so that I can close the case on a happy note. :)

Alex Mason (Mon, 01 Aug 2022 09:48:36 GMT): Will do. 2.2gb of 3.4gb had downloaded

Prateek (Mon, 01 Aug 2022 09:49:56 GMT): Okay. Thank you for keeping me posted.

Alex Mason (Mon, 01 Aug 2022 09:55:18 GMT): Okay so the file has downloaded

Alex Mason (Mon, 01 Aug 2022 09:55:28 GMT): I now have options

Prateek (Mon, 01 Aug 2022 09:55:44 GMT): Okay. Great. Now install Premiere Pro.

Alex Mason (Mon, 01 Aug 2022 09:56:04 GMT): There’s folders for common, products, resource and then a file called Install which I assume is the one to select

Prateek (Mon, 01 Aug 2022 09:56:39 GMT): Yes. That is correct.

Alex Mason (Mon, 01 Aug 2022 09:56:58 GMT): Ah it says the installation failed as there is another installation taking place. I assume it is referring to the online version

Prateek (Mon, 01 Aug 2022 09:57:20 GMT): Yes. Please stop the other one and then try again.

Alex Mason (Mon, 01 Aug 2022 09:57:35 GMT): Okay, this may close our chat as it’s all inthe same window

Alex Mason (Mon, 01 Aug 2022 09:57:40 GMT): I am sure I can take it from here.

Prateek (Mon, 01 Aug 2022 10:00:13 GMT): Okay. I will keep your case in open and will follow up with you on email. Please reply to us if your issue has been resolved.

Prateek (Mon, 01 Aug 2022 10:03:02 GMT): Have a nice day.

Alex Mason (Mon, 01 Aug 2022 10:04:04 GMT): Thanks. I am struggling to close the online install

Alex Mason (Mon, 01 Aug 2022 10:04:22 GMT): It just says ‘Cleaning up the installer…’ with a loading circle rotating repeatedly for the last 5 mins

Prateek (Mon, 01 Aug 2022 10:07:25 GMT): Okay. Can you try to force close the creative cloud desktop app?

Alex Mason (Mon, 01 Aug 2022 10:09:47 GMT): I just restarted my computer

Alex Mason (Mon, 01 Aug 2022 10:09:52 GMT): I’m a little lost

Prateek (Mon, 01 Aug 2022 10:10:02 GMT): Great! No worries. I am here to help.

Alex Mason (Mon, 01 Aug 2022 10:10:04 GMT): It’s now reopened this window and the online install is taking place

Prateek (Mon, 01 Aug 2022 10:10:23 GMT): Now, try to install Premiere Pro again from the installation file that you downloaded.

Prateek (Mon, 01 Aug 2022 10:10:54 GMT): Okay. Can you please force close Creative cloud online install?

Alex Mason (Mon, 01 Aug 2022 10:12:16 GMT): Anything I click on is opening the creative cloud online install

Alex Mason (Mon, 01 Aug 2022 10:13:01 GMT): I dont even see the file I downloaded through the link you sent to me in my downloads folder anymore

Prateek (Mon, 01 Aug 2022 10:13:12 GMT): Okay. Please uninstall Creative cloud from your mac and then try again.

Alex Mason (Mon, 01 Aug 2022 10:15:01 GMT): The online Creative Cloud installation has actually passed the 22% progress point and is now on 40%

Alex Mason (Mon, 01 Aug 2022 10:15:04 GMT): Is it worth letting it run?

Alex Mason (Mon, 01 Aug 2022 10:15:20 GMT): Last time it was stuck at 22% which prompted me to contact you. It is now at 55%

Alex Mason (Mon, 01 Aug 2022 10:15:23 GMT): 60%

Prateek (Mon, 01 Aug 2022 10:15:34 GMT): That's good news. :D

Alex Mason (Mon, 01 Aug 2022 10:15:43 GMT): :)

Prateek (Mon, 01 Aug 2022 10:16:01 GMT): Please let me know once it is completed.

Alex Mason (Mon, 01 Aug 2022 10:16:46 GMT): Ok

Alex Mason (Mon, 01 Aug 2022 10:16:48 GMT): 85%

Prateek (Mon, 01 Aug 2022 10:17:59 GMT): 15 more to go.

Alex Mason (Mon, 01 Aug 2022 10:18:13 GMT): Done. Now says 'Loading apps'

Alex Mason (Mon, 01 Aug 2022 10:18:40 GMT): It looks like an app store just for Adobe products. I can see one of the options premier pro says 'installing' underneath it and its at 25%

Prateek (Mon, 01 Aug 2022 10:19:22 GMT): It must be instalting Speech to Text languages.

Prateek (Mon, 01 Aug 2022 10:19:30 GMT): installing\*

Alex Mason (Mon, 01 Aug 2022 10:20:52 GMT): 65%

Alex Mason (Mon, 01 Aug 2022 10:21:54 GMT): 81%

Prateek (Mon, 01 Aug 2022 10:22:09 GMT): Okay. Thank you for keeping me posted, Alex.

Alex Mason (Mon, 01 Aug 2022 10:22:58 GMT): Ok progress complete

Prateek (Mon, 01 Aug 2022 10:24:02 GMT): Wonderful! Now, see if you are able to launch the application.

Alex Mason (Mon, 01 Aug 2022 10:26:50 GMT): It seems to have successfully installed

Prateek (Mon, 01 Aug 2022 10:27:22 GMT): That's amazing. Is there anything else I can help you with?

Alex Mason (Mon, 01 Aug 2022 10:27:51 GMT): I think for now I am good, next step is to play around with and learn how to edit using Adobe Premier Pro

Prateek (Mon, 01 Aug 2022 10:29:03 GMT): https://helpx.adobe.com/in/support/premiere-pro.html

Here are our tutorials video, they will help you.

Prateek (Mon, 01 Aug 2022 10:29:16 GMT): Happy to help. You may receive an email with a survey link. Please take a moment to rate your experience and help us improve. Thanks!

Prateek (Mon, 01 Aug 2022 10:29:26 GMT): Have a lovely day, Alex.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 01 Aug 2022 10:31:11 GMT): Prateek has left the conversation.

1. **463e06cb-7946-484e-a8a2-8bd9b4e1aae8**

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 15:08:58 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 15:09:04 GMT): You are now connected to Pallavi in Adobe Sales. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Pallavi (Mon, 08 Aug 2022 15:09:13 GMT): Thank you for contacting Adobe Sales chat. My name is Pallavi. I will be happy to help you!

Ray Price (Mon, 08 Aug 2022 15:09:26 GMT): I have Adobe Creative Cloud on a computer that no longer works. How do I install in on a new computer

Pallavi (Mon, 08 Aug 2022 15:09:48 GMT): Sure

Pallavi (Mon, 08 Aug 2022 15:09:50 GMT): We have a dedicated team for this. Let me connect you to the that team and they will assist you further.

Pallavi (Mon, 08 Aug 2022 15:10:21 GMT): Shall I proceed?

Ray Price (Mon, 08 Aug 2022 15:10:28 GMT): Yes

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 15:11:31 GMT): Pallavi has left the conversation.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 15:11:31 GMT): Pallavi has left the conversation.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 15:11:36 GMT): You are now connected to Tameena, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Tameena (Mon, 08 Aug 2022 15:12:03 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

Tameena (Mon, 08 Aug 2022 15:13:47 GMT): Thank you for your patience Ray. I see that you need assistance in installing Creative Cloud on your new computer.

As you have reached out to me I will try my best to assist you with that today.

I have checked your account and see that the email address through which you have contacted us today do not have an active subscription, hence could you please confirm an alternate email address?

Ray Price (Mon, 08 Aug 2022 15:15:26 GMT): rprice@notesfornotes.org

Tameena (Mon, 08 Aug 2022 15:16:19 GMT): Awesome! Thank you Ray.

Could you please confirm which is the operating system that you are currently using that is Mac or Windows and also the version of it?

Ray Price (Mon, 08 Aug 2022 15:17:52 GMT): MAC OS X El Capitan version 10.11.6

Tameena (Mon, 08 Aug 2022 15:18:45 GMT): Great! Is it OK if I access your computer remotely to assist you with your issue?

If yes, please close your personal files and folders. Let me know when you're ready to start the remote session

Ray Price (Mon, 08 Aug 2022 15:21:14 GMT): I'm ready

Tameena (Mon, 08 Aug 2022 15:23:01 GMT): Awesome! Thank you Ray.

https://screen.share.adobe.com/?ak=9918d3c7f8d22d4898a32da58e42cfd8

1.Click or  Copy the link and open it in a new browser tab.

2. Download, Save, and then Run the Bomgar setup on your machine.

3. Agree to the License Agreement and Screen Recording.

4. When the Bomgar window opens, click on "Allow" to start sharing.

Tameena (Mon, 08 Aug 2022 15:26:38 GMT): Thank you. I am now able to access your computer. I request you to please stay connected while I install the Creative Cloud app on your computer now.

Tameena (Mon, 08 Aug 2022 15:34:19 GMT): In future if you wish to install the app from your end you can use the below mentioned link:

https://helpx.adobe.com/in/download-install/kb/creative-cloud-desktop-app-download.html

Tameena (Mon, 08 Aug 2022 15:41:58 GMT): I will go ahead and connect your chat to our concern team who will help you further with the photoshop and premium.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 15:44:38 GMT): Tameena has left the conversation.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 15:44:44 GMT): You are now connected to Dhaval, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Dhaval (Mon, 08 Aug 2022 15:45:05 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

Dhaval (Mon, 08 Aug 2022 15:48:03 GMT): Thanks for your patience, I'd be happy to help you in resolving your issue , could you please elaborate the issue you are facing as of now ?

Ray Price (Mon, 08 Aug 2022 15:48:52 GMT): I need Adobe Premiere to be installed but it's saying it's not compatible with my system

Dhaval (Mon, 08 Aug 2022 15:51:08 GMT): oh i see , may i know the version of MAC OS you have ? To check that please click on Apple icon> about this MAC.

Ray Price (Mon, 08 Aug 2022 15:52:20 GMT): OS X EL Capitan 10.11.6

Dhaval (Mon, 08 Aug 2022 15:55:00 GMT): okay thanks , well that could be the reason of not compatibility as per the system requirements latest version of CC apps like Premiere pro requires minimum MAC OS 10.15 or above and since its quit older version of MAC OS 10.11 its stating incompatible

Ray Price (Mon, 08 Aug 2022 15:56:32 GMT): Is there an older version that can be installed? The original system I have Premiere installed on is OS X Yosemite 10.10.5 and it works on that computer.

Dhaval (Mon, 08 Aug 2022 16:02:01 GMT): In this case i could suggest either you can upgrade your MAC OS to minimum MAC OS 10.15 or above , or at least MAC OS 10.13 so we can provide you the direct download link for Premiere pro as on our server's end the last version which is direct download link available is for 10.13 ..

Or as of now for the time being you can refer to the community forum link for downloading Premiere pro for MAC OS 10.11:-

https://community.adobe.com/t5/premiere-pro-discussions/download-premiere-pro-12-0v/m-p/12318058

Dhaval (Mon, 08 Aug 2022 16:03:47 GMT): you can refer to the above community link which consist of the link that redirects you to download Premiere pro 12 ( CC 2018)which is compatible with MAC OS 10.11 as per the link:-

https://community.adobe.com/t5/premiere-pro-discussions/premiere-pro-12-0/m-p/9481713

Dhaval (Mon, 08 Aug 2022 16:15:04 GMT): Looks like you have stepped away. I will close this conversation for now. You are welcome to come back at any point and we will be happy to assist you.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 08 Aug 2022 16:15:08 GMT): Dhaval has left the conversation.

1. **aa6fd27c-170a-4a98-b70d-119e3399f859**

yasmeen nadeem (Mon, 25 Jul 2022 19:05:18 GMT): [customer connecting with agent - disregard]

BOT (Mon, 25 Jul 2022 19:05:19 GMT): Hi. I'm the Adobe Customer Care Virtual Assistant. Would you like help with your download/install error?

yasmeen nadeem (Mon, 25 Jul 2022 19:05:25 GMT): Yes

BOT (Mon, 25 Jul 2022 19:05:26 GMT): You might find the help you need at https://helpx.adobe.com/creative-cloud/kb/troubleshoot-download-install-logs.html?sa\_src=AVA\_JC\_Bot-Eng-error.code-SSWF10-CCI-Msg#error201

BOT (Mon, 25 Jul 2022 19:05:27 GMT): If that doesn't help, you can search common download/install errors and solutions at adobe.com/go/error-codes

BOT (Mon, 25 Jul 2022 19:05:32 GMT): Did that help?

yasmeen nadeem (Mon, 25 Jul 2022 19:05:36 GMT): No

BOT (Mon, 25 Jul 2022 19:05:37 GMT): Let's find another way to get you the help you need.

BOT (Mon, 25 Jul 2022 19:05:39 GMT): How would you like to proceed?

yasmeen nadeem (Mon, 25 Jul 2022 19:05:45 GMT): Chat with an agent

BOT (Mon, 25 Jul 2022 19:05:46 GMT): Ok. Transferring you to an agent who can help. They'll be able to pick up our chat where we've left off.

BOT (Mon, 25 Jul 2022 19:05:47 GMT): While you wait, please help your agent solve this issue quickly by installing and running the Creative Cloud Log Collector tool at adobe.com/go/logcollector

CUSTOM\_SYSTEM\_MESSAGE (Mon, 25 Jul 2022 19:05:48 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Mon, 25 Jul 2022 19:05:55 GMT): You are now connected to MEGHANA, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

MEGHANA (Mon, 25 Jul 2022 19:06:01 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

yasmeen nadeem (Mon, 25 Jul 2022 19:07:08 GMT): why it is stucking again and again

MEGHANA (Mon, 25 Jul 2022 19:07:14 GMT): Thank you for your patience Yasmeen. How may I assist you today?

MEGHANA (Mon, 25 Jul 2022 19:07:47 GMT): May I know which application are you referring to?

yasmeen nadeem (Mon, 25 Jul 2022 19:08:45 GMT): adobe xd

yasmeen nadeem (Mon, 25 Jul 2022 19:09:00 GMT): on installation

MEGHANA (Mon, 25 Jul 2022 19:09:11 GMT): Please allow me a moment I will connect you to the dedicated team.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 25 Jul 2022 19:09:52 GMT): MEGHANA has left the conversation.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 25 Jul 2022 19:09:52 GMT): MEGHANA has left the conversation.

CUSTOM\_SYSTEM\_MESSAGE (Mon, 25 Jul 2022 19:09:56 GMT): You are now connected to Saurav, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Saurav (Mon, 25 Jul 2022 19:10:01 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

Saurav (Mon, 25 Jul 2022 19:10:25 GMT): Hey Yasmeen,

I can see you are facing issue with Xd installation.

Are you working on Windows or Mac?

yasmeen nadeem (Mon, 25 Jul 2022 19:11:42 GMT): windows

Saurav (Mon, 25 Jul 2022 19:12:32 GMT): Alright,

do you get any error while installing XD?

yasmeen nadeem (Mon, 25 Jul 2022 19:13:33 GMT): how i can share here ss?

Saurav (Mon, 25 Jul 2022 19:14:08 GMT): you can email it to us

please send it on - websupport@adobe.com

mention my name in the subject.

yasmeen nadeem (Mon, 25 Jul 2022 19:14:24 GMT): ok

yasmeen nadeem (Mon, 25 Jul 2022 19:15:41 GMT): yes please

Saurav (Mon, 25 Jul 2022 19:16:07 GMT): did you sent it Yameen?

yasmeen nadeem (Mon, 25 Jul 2022 19:17:47 GMT): what?

Saurav (Mon, 25 Jul 2022 19:18:52 GMT): Did you sent the screenshot via email?

yasmeen nadeem (Mon, 25 Jul 2022 19:19:47 GMT): no at this time

Saurav (Mon, 25 Jul 2022 19:19:52 GMT): You can also tell me if you get any specific error or any error code while installing XD.?

yasmeen nadeem (Mon, 25 Jul 2022 19:20:03 GMT): sure

Saurav (Mon, 25 Jul 2022 19:20:38 GMT): https://helpx.adobe.com/in/download-install/kb/creative-cloud-desktop-app-download.html

please try to install creative cloud app from the above link.

Saurav (Mon, 25 Jul 2022 19:20:47 GMT): let me know in case of any difficulty

yasmeen nadeem (Mon, 25 Jul 2022 19:23:05 GMT): sure

yasmeen nadeem (Mon, 25 Jul 2022 19:23:09 GMT): thank you

Saurav (Mon, 25 Jul 2022 19:29:33 GMT): Did you able to install it?

yasmeen nadeem (Mon, 25 Jul 2022 19:32:59 GMT): just downloading

Saurav (Mon, 25 Jul 2022 19:44:49 GMT): Yasmeen,

did you able to download creative cloud and XD?

yasmeen nadeem (Mon, 25 Jul 2022 19:46:27 GMT): let me check my brower

yasmeen nadeem (Mon, 25 Jul 2022 19:46:45 GMT): 303 mb file

yasmeen nadeem (Mon, 25 Jul 2022 19:47:00 GMT): and i have download 290

yasmeen nadeem (Mon, 25 Jul 2022 19:47:03 GMT): mb

Saurav (Mon, 25 Jul 2022 19:58:47 GMT): Please extract the file and install

1. **8df0b414-1b0f-400f-ac9d-a3249cddfff8**

Wyatt Burnette (Wed, 20 Jul 2022 18:16:40 GMT): [customer connecting with agent - disregard]

Wyatt Burnette (Wed, 20 Jul 2022 18:16:40 GMT): Do i need a serial number

BOT (Wed, 20 Jul 2022 18:16:41 GMT): Hi. I am the Adobe Virtual Assistant. How can I help?

BOT (Wed, 20 Jul 2022 18:16:41 GMT): You need help with a serial number. Is that right?

Wyatt Burnette (Wed, 20 Jul 2022 18:16:49 GMT): No

BOT (Wed, 20 Jul 2022 18:16:50 GMT): I'm still learning. Could you describe the issue differently or tell me your goal?

Wyatt Burnette (Wed, 20 Jul 2022 18:17:15 GMT): to use animate

BOT (Wed, 20 Jul 2022 18:17:18 GMT): To confirm, you need help using Animate or troubleshooting an issue. Is that right?

Wyatt Burnette (Wed, 20 Jul 2022 18:17:23 GMT): Yes

BOT (Wed, 20 Jul 2022 18:17:24 GMT): I want to make sure I understand clearly. Which of these categories best describes your issue?

Wyatt Burnette (Wed, 20 Jul 2022 18:17:29 GMT): Something else

BOT (Wed, 20 Jul 2022 18:17:30 GMT): Would you like to chat with an agent?

Wyatt Burnette (Wed, 20 Jul 2022 18:17:33 GMT): Yes, chat with an agent

BOT (Wed, 20 Jul 2022 18:17:33 GMT): Ok. I'll connect you to an agent who can pick up where we've left off.

CUSTOM\_SYSTEM\_MESSAGE (Wed, 20 Jul 2022 18:17:35 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Wed, 20 Jul 2022 18:17:42 GMT): You are now connected to Anushri, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Anushri (Wed, 20 Jul 2022 18:17:53 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

Wyatt Burnette (Wed, 20 Jul 2022 18:18:28 GMT): okay

Wyatt Burnette (Wed, 20 Jul 2022 18:19:51 GMT): Is everything looking good

Anushri (Wed, 20 Jul 2022 18:20:13 GMT): Thank you , I see you want to use animate ,you can use a trial for it through this link: https://creativecloud.adobe.com/apps/

Wyatt Burnette (Wed, 20 Jul 2022 18:20:36 GMT): do i need to use a credit card

Wyatt Burnette (Wed, 20 Jul 2022 18:21:49 GMT): hello?

Anushri (Wed, 20 Jul 2022 18:21:55 GMT): No, that is not required

Wyatt Burnette (Wed, 20 Jul 2022 18:22:23 GMT): okay well im installing it right now, can i continue that or do i need to use the url?

Anushri (Wed, 20 Jul 2022 18:22:51 GMT): Yes, you can install it and then let me know if it works

Wyatt Burnette (Wed, 20 Jul 2022 18:23:10 GMT): okay ill get back to you when animate is installed

Anushri (Wed, 20 Jul 2022 18:23:30 GMT): Sure, I am right here, let me know if it works

Anushri (Wed, 20 Jul 2022 18:32:36 GMT): is it downloaded now ?

1. **44f8221f-479d-4cc8-89ae-67af6af49aa9**

guy bolongaro (Sun, 31 Jul 2022 10:11:09 GMT): [customer connecting with agent - disregard]

guy bolongaro (Sun, 31 Jul 2022 10:11:10 GMT): hi, i'm trying to set up photoshop on my new mac book pro but its saying installation error ...

BOT (Sun, 31 Jul 2022 10:11:11 GMT): Hi. I am the Adobe Virtual Assistant. How can I help?

BOT (Sun, 31 Jul 2022 10:11:11 GMT): You need help with a download or install error code. Is that right?

guy bolongaro (Sun, 31 Jul 2022 10:11:18 GMT): Yes

BOT (Sun, 31 Jul 2022 10:11:19 GMT): Tell me which error code you need help with.

guy bolongaro (Sun, 31 Jul 2022 10:11:27 GMT): no code shown

BOT (Sun, 31 Jul 2022 10:11:30 GMT): You might find the help you need at https://community.adobe.com/t5/download-install-discussions/hi-i-m-trying-to-download-my-photoshop-on-my-mac-and-it-isn-t-working/td-p/7712517

BOT (Sun, 31 Jul 2022 10:11:31 GMT): If that doesn't help, you can search common download/install errors and solutions at adobe.com/go/error-codes

BOT (Sun, 31 Jul 2022 10:11:37 GMT): Did that help?

guy bolongaro (Sun, 31 Jul 2022 10:13:12 GMT): No

BOT (Sun, 31 Jul 2022 10:13:13 GMT): Let's find another way to get you the help you need.

BOT (Sun, 31 Jul 2022 10:13:15 GMT): How would you like to proceed?

guy bolongaro (Sun, 31 Jul 2022 10:13:20 GMT): Chat with an agent

BOT (Sun, 31 Jul 2022 10:13:21 GMT): Ok. Transferring you to an agent who can help. They'll be able to pick up our chat where we've left off.

BOT (Sun, 31 Jul 2022 10:13:22 GMT): While you wait, please help your agent solve this issue quickly by installing and running the Creative Cloud Log Collector tool at adobe.com/go/logcollector

CUSTOM\_SYSTEM\_MESSAGE (Sun, 31 Jul 2022 10:13:23 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Sun, 31 Jul 2022 10:13:28 GMT): You are now connected to Sumangal, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Sumangal (Sun, 31 Jul 2022 10:13:37 GMT): Hello, I’d be happy to help you today, let me first pull up your account information and access your details.

guy bolongaro (Sun, 31 Jul 2022 10:13:49 GMT): ok thnaks

Sumangal (Sun, 31 Jul 2022 10:14:08 GMT): Thank you for your patience, please share the error code you see there.

guy bolongaro (Sun, 31 Jul 2022 10:14:38 GMT): no error code juts saying installation error

guy bolongaro (Sun, 31 Jul 2022 10:15:10 GMT): "an error occured during installation"

guy bolongaro (Sun, 31 Jul 2022 10:15:36 GMT): trying to install photoshop on my macbook pro

Sumangal (Sun, 31 Jul 2022 10:16:04 GMT): Alright. Click on more info and let me know if you see any error code.

guy bolongaro (Sun, 31 Jul 2022 10:16:38 GMT): no option for more info

Sumangal (Sun, 31 Jul 2022 10:16:52 GMT): Is it OK if I access your computer remotely to assist you with your issue? If yes, please close your personal files and folders. Let me know when you're ready to start the remote session.

guy bolongaro (Sun, 31 Jul 2022 10:17:00 GMT): yes please

guy bolongaro (Sun, 31 Jul 2022 10:17:09 GMT): ok ready

guy bolongaro (Sun, 31 Jul 2022 10:17:48 GMT): ok...

Sumangal (Sun, 31 Jul 2022 10:18:03 GMT): https://screen.share.adobe.com/?ak=3ba763b8904fb1505d29dcd1b74fb663

1.Click or  Copy the link and open it in a new browser tab.

2. Download, Save, and then Run the Bomgar setup on your machine.

3. Agree to the License Agreement and Screen Recording.

4. When the Bomgar window opens, click on "Allow" to start sharing.

guy bolongaro (Sun, 31 Jul 2022 10:19:55 GMT): saying error starting client

Sumangal (Sun, 31 Jul 2022 10:20:52 GMT): Does it say network error?

guy bolongaro (Sun, 31 Jul 2022 10:21:43 GMT): wont allow me to download the support thing ...error starting client

Sumangal (Sun, 31 Jul 2022 10:22:57 GMT): Seems like an issue with the Mac. Do you have any VPN or antivirus enabled?

guy bolongaro (Sun, 31 Jul 2022 10:23:21 GMT): it up right now..brand new

guy bolongaro (Sun, 31 Jul 2022 10:23:36 GMT): setting it up

Sumangal (Sun, 31 Jul 2022 10:23:58 GMT): I see. Are you connected with the work or personal network?

guy bolongaro (Sun, 31 Jul 2022 10:24:08 GMT): what is that?

Sumangal (Sun, 31 Jul 2022 10:25:05 GMT): The internet which is being used on your Mac

guy bolongaro (Sun, 31 Jul 2022 10:25:38 GMT): yes of course ... that how i.m talking to you!

Sumangal (Sun, 31 Jul 2022 10:26:02 GMT): Yes, please let me know if it is personal or work network.

guy bolongaro (Sun, 31 Jul 2022 10:26:21 GMT): going to retsart mac ...will be back soon ..

1. **97ed00c8-dc88-4ae6-9203-9e555498f36a**

carine leriche (Fri, 29 Jul 2022 16:07:09 GMT): [customer connecting with agent - disregard]

carine leriche (Fri, 29 Jul 2022 16:07:10 GMT): Hi I have photoshop problems

BOT (Fri, 29 Jul 2022 16:07:11 GMT): Hi. I am the Adobe Virtual Assistant. How can I help?

BOT (Fri, 29 Jul 2022 16:07:12 GMT): You need help using Photoshop or troubleshooting an issue. Is that right?

carine leriche (Fri, 29 Jul 2022 16:07:16 GMT): Yes

BOT (Fri, 29 Jul 2022 16:07:17 GMT): You might find the help you need at https://helpx.adobe.com/support/photoshop.html

BOT (Fri, 29 Jul 2022 16:07:22 GMT): Did that help?

carine leriche (Fri, 29 Jul 2022 16:16:37 GMT): No

BOT (Fri, 29 Jul 2022 16:16:37 GMT): Let's find another way to get you the help you need.

BOT (Fri, 29 Jul 2022 16:16:40 GMT): How would you like to proceed?

carine leriche (Fri, 29 Jul 2022 16:16:43 GMT): Chat with an agent

BOT (Fri, 29 Jul 2022 16:16:44 GMT): Ok. Transferring you to an agent who can help. They'll be able to pick up our chat where we've left off.

CUSTOM\_SYSTEM\_MESSAGE (Fri, 29 Jul 2022 16:16:45 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Fri, 29 Jul 2022 16:16:52 GMT): You are now connected to Amandeep, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Amandeep (Fri, 29 Jul 2022 16:17:11 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

carine leriche (Fri, 29 Jul 2022 16:17:18 GMT): ok

Amandeep (Fri, 29 Jul 2022 16:19:00 GMT): Carine let me help you in resolving the Photoshop issue. May i know what exactly is happening?

carine leriche (Fri, 29 Jul 2022 16:20:16 GMT): Hi, I wanted to reopen my PS and that wasn't possible .... I tried several times. Now I ve uninstalled PS to reinstall and tried to uninstall CC , but I'm lost in translation here

Amandeep (Fri, 29 Jul 2022 16:21:21 GMT): I am here to help you. May i know if you are getting any kind of error message?

carine leriche (Fri, 29 Jul 2022 16:21:27 GMT): I tried to reinstall but it s says it s impossible because it s already busy , but can t find anything

carine leriche (Fri, 29 Jul 2022 16:21:50 GMT): I can't even open nothing

carine leriche (Fri, 29 Jul 2022 16:22:05 GMT): so I guess I uninstalled everything succesfully

carine leriche (Fri, 29 Jul 2022 16:22:12 GMT): but can't reinstall

Amandeep (Fri, 29 Jul 2022 16:22:35 GMT): May i know if you are getting any kind of error message

carine leriche (Fri, 29 Jul 2022 16:22:40 GMT): can t load updates it says

carine leriche (Fri, 29 Jul 2022 16:23:10 GMT): when I click on reopen for desktop (creative cloud) - nothing happens

Amandeep (Fri, 29 Jul 2022 16:24:01 GMT): May i know if you are using a mac machine or windows

carine leriche (Fri, 29 Jul 2022 16:24:12 GMT): can I send you a screenshot? I have a screen that says that PS is getting installed, but it looks funny , like nothing happens

carine leriche (Fri, 29 Jul 2022 16:24:17 GMT): macbook pro M1

Amandeep (Fri, 29 Jul 2022 16:24:58 GMT): Please email that to Photosup@adobe.com

carine leriche (Fri, 29 Jul 2022 16:25:03 GMT): ok

carine leriche (Fri, 29 Jul 2022 16:26:12 GMT): just did

carine leriche (Fri, 29 Jul 2022 16:26:22 GMT): but euh do you understand? ;)

Amandeep (Fri, 29 Jul 2022 16:29:10 GMT): I am still waiting for your email.

carine leriche (Fri, 29 Jul 2022 16:29:18 GMT): that s weird, I check

carine leriche (Fri, 29 Jul 2022 16:30:10 GMT): it s in my sent items .. title mail : PS

carine leriche (Fri, 29 Jul 2022 16:30:56 GMT): what I see is a desktopscreen (Apple) in grey, with text at the right: Photoshop wordt geïnstalleerd door de Creative Cloud desktop-app.

(Opmerking: Deze app installeert alle creatieve apps en services van Adobe en werkt ze bij.)

Help weergeven

carine leriche (Fri, 29 Jul 2022 16:31:11 GMT): title above: Photoshop is being installed

carine leriche (Fri, 29 Jul 2022 16:31:34 GMT): all light grey .. and the circle of progress doesn't move

carine leriche (Fri, 29 Jul 2022 16:32:07 GMT): that circle is on 'the screen' of the desktop... connected to the logo of CC

Amandeep (Fri, 29 Jul 2022 16:32:25 GMT): Please click on cloud icon and check if there is any progress

carine leriche (Fri, 29 Jul 2022 16:32:51 GMT): nothing happens at all

carine leriche (Fri, 29 Jul 2022 16:33:10 GMT): neither when I click on the icon in my dock

Amandeep (Fri, 29 Jul 2022 16:33:48 GMT): Please sign out from creative cloud app, close all adobe processes from activity monitor, sign back and try reinstalling photoshop

carine leriche (Fri, 29 Jul 2022 16:34:21 GMT): ok, did that before contacting you, but will try that again ...

carine leriche (Fri, 29 Jul 2022 16:38:41 GMT): doesn t seem to work

Amandeep (Fri, 29 Jul 2022 16:38:54 GMT): Is it OK if I access your computer remotely to assist you with your issue? If yes, please close your personal files and folders. Let me know when you're ready to start the remote session.

carine leriche (Fri, 29 Jul 2022 16:39:41 GMT): yes, hold on , but to many things I need to keep open .. hold on.. I keep them in a separate tab

carine leriche (Fri, 29 Jul 2022 16:40:55 GMT): ok

carine leriche (Fri, 29 Jul 2022 16:41:15 GMT): what do I do?

Amandeep (Fri, 29 Jul 2022 16:42:25 GMT): https://screen.share.adobe.com/?ak=0ddce72303df42a6e76e08d1849865d5

Amandeep (Fri, 29 Jul 2022 16:42:36 GMT): To allow mouse access please follow these steps:

1. Click on 'Allow' in the Bomgar chat window

2. Click on Open System preferences.

3. Within System Preferences, unlock the padlock and check Remote support customer client

4. It will ask you to 'Quit now' or 'Later' - click on 'Quit Now'

5. Go to Accessibility, unlock the padlock and check Remote support customer client, and lock

Amandeep (Fri, 29 Jul 2022 16:42:47 GMT): Please let me know if that works for you or not

carine leriche (Fri, 29 Jul 2022 16:44:38 GMT): should work now, no?

carine leriche (Fri, 29 Jul 2022 16:47:49 GMT): I deleted everything to start over again

1. **44f8221f-479d-4cc8-89ae-67af6af49aa9**

guy bolongaro (Sun, 31 Jul 2022 10:11:09 GMT): [customer connecting with agent - disregard]

guy bolongaro (Sun, 31 Jul 2022 10:11:10 GMT): hi, i'm trying to set up photoshop on my new mac book pro but its saying installation error ...

BOT (Sun, 31 Jul 2022 10:11:11 GMT): Hi. I am the Adobe Virtual Assistant. How can I help?

BOT (Sun, 31 Jul 2022 10:11:11 GMT): You need help with a download or install error code. Is that right?

guy bolongaro (Sun, 31 Jul 2022 10:11:18 GMT): Yes

BOT (Sun, 31 Jul 2022 10:11:19 GMT): Tell me which error code you need help with.

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Sumangal (Sun, 31 Jul 2022 10:25:05 GMT): The internet which is being used on your Mac

guy bolongaro (Sun, 31 Jul 2022 10:25:38 GMT): yes of course ... that how i.m talking to you!

Sumangal (Sun, 31 Jul 2022 10:26:02 GMT): Yes, please let me know if it is personal or work network.

guy bolongaro (Sun, 31 Jul 2022 10:26:21 GMT): going to retsart mac ...will be back soon ..

1. 97ed00c8-dc88-4ae6-9203-9e555498f36a

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BOT (Fri, 29 Jul 2022 16:07:12 GMT): You need help using Photoshop or troubleshooting an issue. Is that right?

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carine leriche (Fri, 29 Jul 2022 16:30:10 GMT): it s in my sent items .. title mail : PS

carine leriche (Fri, 29 Jul 2022 16:30:56 GMT): what I see is a desktopscreen (Apple) in grey, with text at the right: Photoshop wordt geïnstalleerd door de Creative Cloud desktop-app.

(Opmerking: Deze app installeert alle creatieve apps en services van Adobe en werkt ze bij.)

Help weergeven

carine leriche (Fri, 29 Jul 2022 16:31:11 GMT): title above: Photoshop is being installed

carine leriche (Fri, 29 Jul 2022 16:31:34 GMT): all light grey .. and the circle of progress doesn't move

carine leriche (Fri, 29 Jul 2022 16:32:07 GMT): that circle is on 'the screen' of the desktop... connected to the logo of CC

Amandeep (Fri, 29 Jul 2022 16:32:25 GMT): Please click on cloud icon and check if there is any progress

carine leriche (Fri, 29 Jul 2022 16:32:51 GMT): nothing happens at all

carine leriche (Fri, 29 Jul 2022 16:33:10 GMT): neither when I click on the icon in my dock

Amandeep (Fri, 29 Jul 2022 16:33:48 GMT): Please sign out from creative cloud app, close all adobe processes from activity monitor, sign back and try reinstalling photoshop

carine leriche (Fri, 29 Jul 2022 16:34:21 GMT): ok, did that before contacting you, but will try that again ...

carine leriche (Fri, 29 Jul 2022 16:38:41 GMT): doesn t seem to work

Amandeep (Fri, 29 Jul 2022 16:38:54 GMT): Is it OK if I access your computer remotely to assist you with your issue? If yes, please close your personal files and folders. Let me know when you're ready to start the remote session.

carine leriche (Fri, 29 Jul 2022 16:39:41 GMT): yes, hold on , but to many things I need to keep open .. hold on.. I keep them in a separate tab

carine leriche (Fri, 29 Jul 2022 16:40:55 GMT): ok

carine leriche (Fri, 29 Jul 2022 16:41:15 GMT): what do I do?

Amandeep (Fri, 29 Jul 2022 16:42:25 GMT): https://screen.share.adobe.com/?ak=0ddce72303df42a6e76e08d1849865d5

Amandeep (Fri, 29 Jul 2022 16:42:36 GMT): To allow mouse access please follow these steps:

1. Click on 'Allow' in the Bomgar chat window

2. Click on Open System preferences.

3. Within System Preferences, unlock the padlock and check Remote support customer client

4. It will ask you to 'Quit now' or 'Later' - click on 'Quit Now'

5. Go to Accessibility, unlock the padlock and check Remote support customer client, and lock

Amandeep (Fri, 29 Jul 2022 16:42:47 GMT): Please let me know if that works for you or not

carine leriche (Fri, 29 Jul 2022 16:44:38 GMT): should work now, no?

carine leriche (Fri, 29 Jul 2022 16:47:49 GMT): I deleted everything to start over again

1. 9cf7fc03-7715-442a-b781-cad88c956bdd

Kris Liebold (Tue, 26 Jul 2022 19:03:09 GMT): [customer connecting with agent - disregard]

Kris Liebold (Tue, 26 Jul 2022 19:03:10 GMT): Where is the Captivate application? That is why I got Adobe Creative Cloud.

BOT (Tue, 26 Jul 2022 19:03:10 GMT): Hi. I am the Adobe Virtual Assistant. How can I help?

BOT (Tue, 26 Jul 2022 19:03:11 GMT): You need help using Captivate or troubleshooting an issue. Is that right?

Kris Liebold (Tue, 26 Jul 2022 19:03:17 GMT): Yes

BOT (Tue, 26 Jul 2022 19:03:18 GMT): I want to make sure I understand clearly. Which of these most closely matches your app?

Kris Liebold (Tue, 26 Jul 2022 19:03:31 GMT): Something else

BOT (Tue, 26 Jul 2022 19:03:32 GMT): I want to make sure I understand clearly. Which of these categories best describes your issue?

Kris Liebold (Tue, 26 Jul 2022 19:03:46 GMT): Where to download Adobe Captivate [Captivate]

BOT (Tue, 26 Jul 2022 19:03:47 GMT): You might find the help you need at https://community.adobe.com/t5/download-install-discussions/where-to-download-adobe-captivate/td-p/7972995

BOT (Tue, 26 Jul 2022 19:03:52 GMT): Did that help?

Kris Liebold (Tue, 26 Jul 2022 19:04:47 GMT): No

BOT (Tue, 26 Jul 2022 19:04:48 GMT): Let's find another way to get you the help you need.

BOT (Tue, 26 Jul 2022 19:04:51 GMT): How would you like to proceed?

Kris Liebold (Tue, 26 Jul 2022 19:04:54 GMT): Chat with an agent

BOT (Tue, 26 Jul 2022 19:04:55 GMT): Ok. Transferring you to an agent who can help. They'll be able to pick up our chat where we've left off.

CUSTOM\_SYSTEM\_MESSAGE (Tue, 26 Jul 2022 19:04:56 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Tue, 26 Jul 2022 19:05:02 GMT): You are now connected to Kamal, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Kamal (Tue, 26 Jul 2022 19:05:18 GMT): Hello Kris, I'd be happy to help you today, let me first pull up your account information and access your details.

Kris Liebold (Tue, 26 Jul 2022 19:05:34 GMT): Hi Kami. I just downloaded CC so I could get Captivate. But I don't see it.

Kamal (Tue, 26 Jul 2022 19:07:01 GMT): As I can check you need assistance with captivate, I would like to inform you that creative cloud and captivate both comes under different line of adobe products.

You need to download/install captivate separately. Please use the below link for downloading Adobe Captivate 2019.

https://www.adobe.com/products/captivate/vipdownload.html

Kris Liebold (Tue, 26 Jul 2022 19:07:27 GMT): Did I even need to order/install CC?

Kamal (Tue, 26 Jul 2022 19:07:50 GMT): No, for captivate you do not need creative cloud app or subscription.

Kris Liebold (Tue, 26 Jul 2022 19:08:08 GMT): How do I order and download the latest Captivate version?

Kamal (Tue, 26 Jul 2022 19:09:14 GMT): You can download the latest version of captivate with the link I have shared above.

And under your account I can see that you have already purchased the subscription for adobe captivate.

Kris Liebold (Tue, 26 Jul 2022 19:09:58 GMT): That might have been on another computer. How do I access it on a new computer?

Kamal (Tue, 26 Jul 2022 19:11:07 GMT): First you need to download/install adobe captivate. Which you can do with the link I have shared, once captivate is installeed you just need to sign in with your adobe login details in order to activate it on new computer.

Kris Liebold (Tue, 26 Jul 2022 19:12:39 GMT): Thank you Kami. Can I cancel my CC subscription then?

Kamal (Tue, 26 Jul 2022 19:14:11 GMT): Under your current account I do not see any active subcription for creative cloud. If you have purchased it under any other account and want to cancel it, for that I can get you connected to our cancellation team.

Kris Liebold (Tue, 26 Jul 2022 19:15:23 GMT): I just purchased it about an hour ago because I didn't know I had a license for Captivate and thought I had to go through CC.

Kamal (Tue, 26 Jul 2022 19:17:20 GMT): Did you make the purchase for CC under a different account?

As under the current account I can only see one active subscription and that is for Adobe Captivate which was purchased today only.

Kris Liebold (Tue, 26 Jul 2022 19:23:53 GMT): OK then.

Kamal (Tue, 26 Jul 2022 19:24:27 GMT): Is there anything else I can help you with today?

Kris Liebold (Tue, 26 Jul 2022 19:25:11 GMT): I think I'm good. Thanks Kami.

Kamal (Tue, 26 Jul 2022 19:25:32 GMT): Happy to help. You may receive an email with a survey link. Please take a moment to rate your experience and help us improve. Thanks!

CUSTOM\_SYSTEM\_MESSAGE (Tue, 26 Jul 2022 19:25:35 GMT): Kamal has left the conversation.

1. **3aaa3e01-82c6-49ef-990f-5e6903ca1b6b**

Gayle Meincken (Tue, 09 Aug 2022 10:33:00 GMT): [customer connecting with agent - disregard]

BOT (Tue, 09 Aug 2022 10:33:00 GMT): Hi, I'm the Adobe Virtual Assistant. How can I help you?

Gayle Meincken (Tue, 09 Aug 2022 10:33:01 GMT): Hello

BOT (Tue, 09 Aug 2022 10:33:01 GMT): Hello. How can I help you?

Gayle Meincken (Tue, 09 Aug 2022 10:33:13 GMT): I have an Adobe Captivate licence through work.

Gayle Meincken (Tue, 09 Aug 2022 10:33:28 GMT): My Work have installed Adobe Captivate locally on my WorkLaptop.

BOT (Tue, 09 Aug 2022 10:33:28 GMT): I want to make sure I understand clearly. Which of these categories best describes your issue?

BOT (Tue, 09 Aug 2022 10:33:34 GMT): You need help using Captivate or troubleshooting an issue. Is that right?

Gayle Meincken (Tue, 09 Aug 2022 10:33:42 GMT): Yes

BOT (Tue, 09 Aug 2022 10:33:43 GMT): I want to make sure I understand clearly. Which of these categories best describes your issue?

Gayle Meincken (Tue, 09 Aug 2022 10:33:47 GMT): Installing Adobe Captivate

BOT (Tue, 09 Aug 2022 10:33:48 GMT): You might find the help you need at https://helpx.adobe.com/captivate/kb/installing-adobe-captivate.html

BOT (Tue, 09 Aug 2022 10:33:54 GMT): Did that help?

Gayle Meincken (Tue, 09 Aug 2022 10:34:29 GMT): No

BOT (Tue, 09 Aug 2022 10:34:29 GMT): Let's find another way to get you the help you need.

BOT (Tue, 09 Aug 2022 10:34:32 GMT): How would you like to proceed?

Gayle Meincken (Tue, 09 Aug 2022 10:34:35 GMT): Chat with an agent

BOT (Tue, 09 Aug 2022 10:34:37 GMT): Ok. I'll connect you to an agent who can pick up where we've left off.

CUSTOM\_SYSTEM\_MESSAGE (Tue, 09 Aug 2022 10:34:38 GMT): Your estimated wait time is currently less than one minute

CUSTOM\_SYSTEM\_MESSAGE (Tue, 09 Aug 2022 10:34:44 GMT): You are now connected to Tulika, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Tulika (Tue, 09 Aug 2022 10:35:05 GMT): Hello, I'd be happy to help you today, let me first pull up your account information and access your details.

Gayle Meincken (Tue, 09 Aug 2022 10:35:11 GMT): Hello Tulika

Tulika (Tue, 09 Aug 2022 10:35:54 GMT): Do you need assistance in installing Captivate?

Gayle Meincken (Tue, 09 Aug 2022 10:35:58 GMT): Yes

Gayle Meincken (Tue, 09 Aug 2022 10:36:16 GMT): I have a Work laptop, and a work purchased licence for Adobe Captivate.

Tulika (Tue, 09 Aug 2022 10:36:21 GMT): Have you downloaded it already or yet to download?

Gayle Meincken (Tue, 09 Aug 2022 10:36:27 GMT): My work installed the Captivate app locally on my work laptop.

Tulika (Tue, 09 Aug 2022 10:36:41 GMT): Ok, are you working on Mac or Windows?

Gayle Meincken (Tue, 09 Aug 2022 10:37:13 GMT): But, I have been given a new laptop to test, it is smaller, and I want to get Captivate installed on the other device and see if it works ok? (Because it is a huge app and I have had problems running it before).

I use Windows on a Surface device.

Gayle Meincken (Tue, 09 Aug 2022 10:37:57 GMT): My IT Dept have to install it because it needs to be done by an administrator. The issue they have is not having the Installer EXE file.

Gayle Meincken (Tue, 09 Aug 2022 10:38:00 GMT): Can you help?

Tulika (Tue, 09 Aug 2022 10:38:23 GMT): Sure, let me help you with the steps and the download link.

Tulika (Tue, 09 Aug 2022 10:38:37 GMT): Please open the below link on the Web browser. Then click on Download for Window - 64

https://www.adobe.com/products/captivate/vipdownload.html

This will start downloading a Zip file

Once the Zip file is downloaded successfully > Go to the download location > Select the Zip file > Right Click and extract the Zip file

Once the Zip file is extracted successfully > Open the unzipped folder > Open Adobe Captivate 2019 folder > Double click on Setup.exe to start the installation.

Gayle Meincken (Tue, 09 Aug 2022 10:38:51 GMT): Are ou able to download the link to my email address connected with the licence?

Gayle Meincken (Tue, 09 Aug 2022 10:38:53 GMT): gayle.meincken

Gayle Meincken (Tue, 09 Aug 2022 10:38:57 GMT): @bclplaw.com

Tulika (Tue, 09 Aug 2022 10:39:19 GMT): I'm able to see the license under your account.

Gayle Meincken (Tue, 09 Aug 2022 10:39:22 GMT): or email me the link to download?

Tulika (Tue, 09 Aug 2022 10:39:40 GMT): Let me email you the download link and steps.

Gayle Meincken (Tue, 09 Aug 2022 10:40:58 GMT): That would be phenominal. Can I ask if I can run the app on two machines, not at the same time, but be signed in at one time on one machine, then test it on the other machine? I don't want to relinquish my old laptop until I am satisfied I can use it on the smaller laptop. And it is a real headache having to get IT involved with the install each time.

Tulika (Tue, 09 Aug 2022 10:42:19 GMT): I completely understand that. Yes you can use the app on 2 machines until you are totally satisfied with the new machine.

Tulika (Tue, 09 Aug 2022 10:42:33 GMT): I've already shared the steps and link via email.

Gayle Meincken (Tue, 09 Aug 2022 10:42:36 GMT): This is music to my ears. Thank you very much.

Gayle Meincken (Tue, 09 Aug 2022 10:42:47 GMT): I will forward the email to our IT Team now. Thank you so very much.

Tulika (Tue, 09 Aug 2022 10:43:10 GMT): I'll follow up with you to know the status of installation.

Tulika (Tue, 09 Aug 2022 10:43:24 GMT): I hope that helps. Thanks for contacting Adobe!

Gayle Meincken (Tue, 09 Aug 2022 10:43:40 GMT): Thank you Tulika :-)

Tulika (Tue, 09 Aug 2022 10:43:59 GMT): You are welcome.

Tulika (Tue, 09 Aug 2022 10:44:03 GMT): Have a great day!

CUSTOM\_SYSTEM\_MESSAGE (Tue, 09 Aug 2022 10:44:15 GMT): Tulika has left the conversation.