

GSD. Adobe - How to deinstall and install Adobe Reader

Article ID: KB0039830

Created: 2024-12-19 14:03:39

Updated: 2024-12-19 14:03:39

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/b513d404c3ca1a100acd3300150131fb',

'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

User wants to know How to deinstall and install Adobe Reader?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Navigate user to their Software Center.

Ask user to search for Adobe ReaderAdvise user to double click on the appropriate item and press "Install" if it is not installed yet.

If already installed, ask user to deinstall and install it again.

If user have any problems with the local installation of Adobe Reader DC, advise them to get in contact with their local PC support.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A