

Adobe

Adobe Products

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How to: Uninstall Adobe Reader and Install Adobe Pro

There can be an issue when Adobe DC Reader is installed and a User needs Adobe Pro where Adobe Reader will not uninstall properly and then causes issues with logging into Adobe Pro and will not show the request for signature option in tools.

Reva uninstaller is also very handy (use portable version on the pc you want the program off)
<https://www.revouninstaller.com/products/revo-uninstaller-free/>

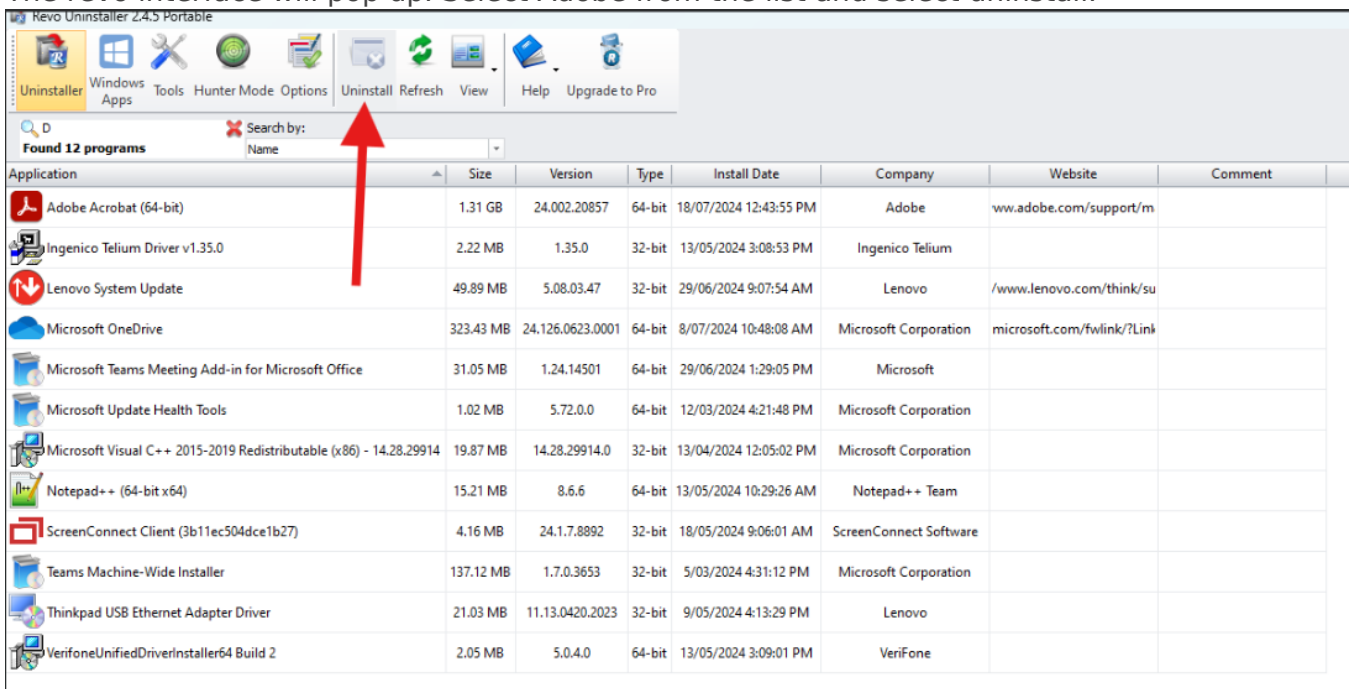
A Step by Step Guide

1. Uninstall **all** Adobe products from Add or Remove Programs. This includes Adobe Creative Cloud and any other adobe products installed.
2. Open registry editor as an administrator
3. Delete Adobe folders from the following locations
 - HKEY_CURRENT_USER\Software\Adobe
 - HKEY_LOCAL_MACHINE\SOFTWARE\Adobe
 - HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Adobe
 - HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Adobe
4. Login to Creative Cloud with the users Adobe account details they created
<https://creativecloud.adobe.com/cc/?locale=en>
5. Find **Acrobat** and install program
6. Open app and Login

Uninstall Adobe with Revo Uninstaller

revo.exe is found in the I drive: I:\Software_Drivers\Revo Uninstaller\RevoUninstaller_Portable (2)\RevoUninstaller_Portable

1. Copy the whole folder "RevoUninstaller_Portable" to the computer you want to uninstall Adobe off.
2. Run "RevoUPort.exe" and enter your admin creds.
3. The revo interface will pop up. Select Adobe from the list and select uninstall.



4. Follow the prompts. After the programs uninstall is complete, do a scan to check if there are any files leftover. If there are delete them.

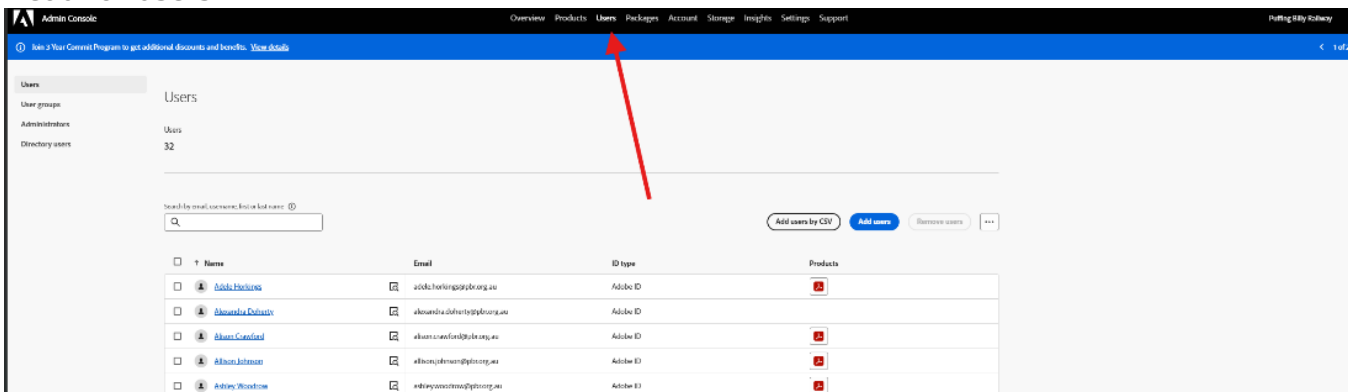
Install Adobe Pro

The Adobe pro .exe can be found in I:\Software_Drivers\Acrobat Pro\Adobe Acrobat Enterprise

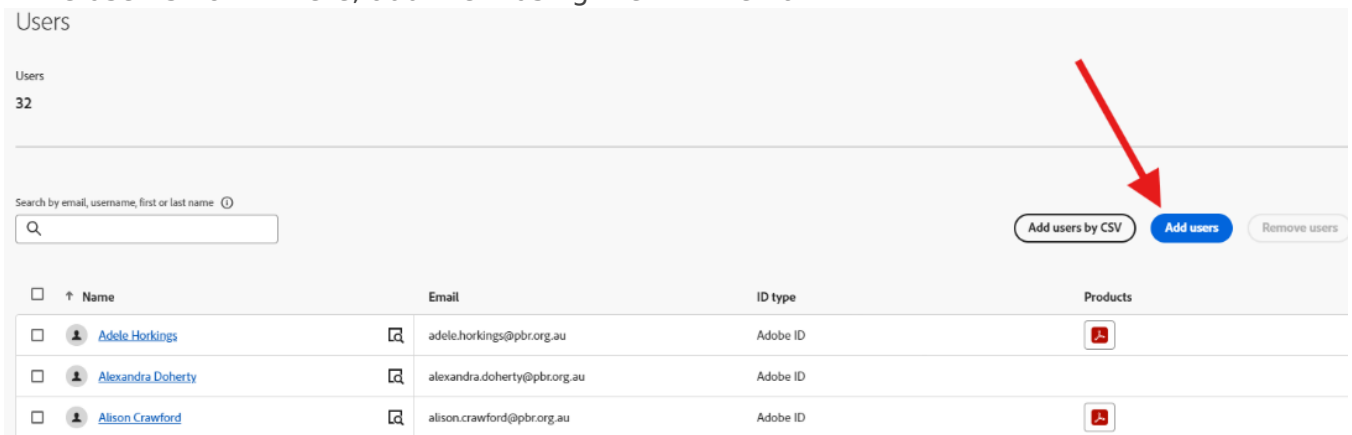
Or <https://helpx.adobe.com/au/acrobat/kb/acrobat-dc-downloads.html>

Assigning Adobe Pro Licenses

1. Head to <https://adminconsole.adobe.com/team> and use the it@pbr.org.au email to log in. Creds in 1pass.
2. Head to "users".



3. If the user is not in there, add them using their PBR email.



4. You can assign them a license by clicking on their name and selecting products > edit products.

User details

Email

david.clowes@pbr.org.au

Username

david.clowes@pbr.org.au

Identity type

Adobe ID

Products

No products

User groups

No user groups

Administrative rights

No assigned admin rights

5. Select the + sign under products and select the pro license.

Edit products and user groups

David Clowes

Add or remove products and user groups assigned to this user. Removing a product will remove this user's access to it.


Assigned products and user groups: 0

Products

+

User groups

+



Cancel

Save

Note: You will need to install the pro version to use a pro license.