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Adobe Creative Cloud - MacBook - Apps not Displaying

Jesse Slade - 2020-03-03 - Adobe

There are two issues that could be causing Adobe Creative Cloud Apps not to display.

Issue 1:

1. Quit Adobe Creative Cloud App

2. On the desktop go up to the 'Finder Bar', hold down the "ALT/OPTION" key and click on "GO", then select "Library".

3. From the Library window go to "Application Support" > "Adobe" > "OOBE".

4. There is a file called "opm.db", delete this file.

5. Relaunch Adobe Creative Cloud App.

Issue 2:

1. Quit Adobe Creative Cloud App

2. On the desktop go up to the 'Finder Bar', hold down the "ALT/OPTION" key and click on "GO", then select "Computer".

3. From the Computer window go to "Macintosh HD" > "Library" > "Application Support" > "Adobe" > "OOBE" > "Configs".

4. There is a file called "ServiceConfig", right-click this file and open with "TextEdit"

5. If the file looks like the picture below, you need to duplicate it and change "false" to "true"

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- 6. Replace the old file with the newly altered "true" file.
- 7. Relaunch Adobe Creative Cloud App.

Further Issue

If the steps above are not working follow the steps below:

- 1. Open 'Finder' and go to 'Applications'
- 2. Go into the 'Adobe Creative Cloud' folder
- 3. Run the 'Uninstall Adobe Creative Cloud'
- 4. Select 'Repair'
- 5. Relaunch Creative Cloud App, if the app is still not working attempt the fixes listed above.