

Adobe Licensing and Installation Troubleshooting

Click on any applicable buttons below for assistance. If the trouble you're having isn't covered below or the instructions are unclear, please call the Service Desk at (250) 807-9000 for further assistance.

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I received an error when I tried to add Adobe Acrobat DC or the Creative Cloud Suite to my cart at ubc.onthehub.com

I've licensed the software at ubc.onthehub.com but only have the option to start free trials in the Creative Cloud desktop software

I'm trying to run Adobe Acrobat DC, Photoshop etc and I'm receiving a device activation limit error message

I'm logged into ubc.onthehub.com but don't see the Adobe Acrobat or the Creative Cloud Subscription icons

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Posted by: Geoffrey Pouliot - Wed, Apr 28, 2021 at 12:59 PM. This article has been viewed 420 times.

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