

Run the CS4 Clean Script

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The Adobe CS4 Clean Script will help resolve installation problems experienced by users of Adobe Creative Suite 4 software. The script can clean up install records for any pre-release installations of Adobe Creative Suite 4 or Point Products. The Adobe CS4 Clean Script is designed to not interfere with a pre-existing installation of an Adobe Creative Suite 3 product. For additional information, please refer to, "Using the Adobe Creative Suite 4 Clean Script" (TechNote [kb403995](#).)

Run the CS4 Clean Script on Windows

Important: Before running the CS4 Clean Script you should backup any files stored in our product directories. This can include custom plug-ins or profiles you have installed. The clean script is designed to remove components that may prevent the product from installing. Custom plug-ins or preference can be deleted if stored in these locations.

1. Uninstall the Adobe Creative Suite 4 products prior to using the CS4 Clean Script.
 - On Windows XP
 1. Choose Start > Control Panel.
 2. Double click Add or Remove Programs.
 3. Select the Adobe Creative Suite 4 product and click Remove or Uninstall.
 4. Follow the on screen instructions to complete the uninstall process.
 - On Windows Vista
 1. Choose Start > Control Panel.
 2. Double click Programs And Features.
 3. Select the Adobe Creative Suite 4 product and click Remove or Uninstall.
 4. Follow the on screen instructions to complete the uninstall process.

Download and run the Microsoft Windows Installer CleanUp Utility.

Important: The Microsoft Windows Installer CleanUp Utility is used by the Adobe CS4 Clean Script to remove the Adobe Creative Suite 4 product registry entries. If the Microsoft Windows Installer CleanUp Utility is already installed you can proceed to the next step.

0. Download the Microsoft Windows [Installer CleanUp Utility](#).
1. Double click msicuu2.exe and follow the on screen instructions to complete the installation process.

Restart your system and close any open applications.

Download the [Adobe CS4 Clean Script](#) for Windows.

Unzip the CS4_Cleanup_UTILITY_Win.zip.

Double-click on the CS4_Cleanup_UTILITY_Win folder to open the directory.

Right click CS4InstallerDatabaseUtility.exe and select Run As Administrator.

Note: When the Run As Administrator option is not available double click on CS4InstallerDatabaseUtility.exe.

Follow the on-screen prompt to complete the script.

0. Choose your language by entering **e** for English or **j** for Japanese.
Note: It does not matter if you use lower or upper case letters anywhere in the script.
1. Review the Adobe End-User License Agreement and enter **y** to Accept or **n** to Decline. Declining will exit the Adobe CS4 Clean Script.
2. Choose your product to remove by typing the number to the left of the product name and press Enter.
3. To confirm you wish to remove the product type **y** or type **n** to proceed back to the installed products list and press Enter.
4. Once the script completes press Enter to exit.

Restart your system.

Important: After removing a product through the CS4 Clean Script you may still see an entry in Add Or Remove Programs. Double click the Adobe Creative Suite 4 product and choose Yes to delete the entry.

Run the CS4 Clean Script on Macintosh

Important: Before running the CS4 Clean Script you should backup any files stored in our product directories. This can include custom plug-ins or profiles you have installed. The clean script is designed to remove components that may prevent the product from installing. Custom plug-ins or preference can be deleted if stored in these locations.

1. Uninstall the Adobe Creative Suite 4 products prior to using the CS4 Clean Script.
 1. Using Finder navigate to /Applications/Utilities/Adobe Installers.
 2. Double click on the Adobe Creative Suite 4 or Point Product uninstaller.
 3. Follow on screen instructions to uninstall the product.
2. Restart your system and close any open applications.
3. Download the [Adobe CS4 Clean Script](#) for Macintosh.
4. Unzip the CS4_Cleanup_Utility_Mac.dmg.
5. Double click MacCS4CleanupUtility to open the directory.
6. Double click Adobe Creative Suite Cleanup and follow the on-screen prompt to complete the script.
Note: Enter you administrator password in order to continue when prompted.
 1. Review the Adobe End-User License Agreement and click to Accept or Decline. Declining will exit the Adobe CS4 Clean Script.
 2. Select the Adobe Creative Suite 4 product to remove and click Cleanup.
 3. Click Cleanup to continue.
 4. Click Quit to exit.
7. Restart your system.