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Error "Adobe Application Manager is needed" | CS5, CS5.5 [Products affected](#)

Was this helpful? ☐ Yes ☐ No

Issue

One of the following error messages occurs when you launch or use a Creative Suite 5 or CS5.5 product:

- Adobe Application Manager is needed to update your product.
- Adobe Application Manager is needed to start your trial.

Solutions

- [Solution 1: Install the AAM patch \(www.adobe.com#main_Patch\)](#)

- [Solution 2: Verify short filename path \(www.adobe.com#main_ShortFilePaths\)](http://www.adobe.com/main_ShortFilePaths) s ([www.adobe.com#main_ShortFilePaths](http://www.adobe.com/main_ShortFilePaths))
- [Solution 3: Install the Creative Suite 5 or CS5.5 product silently \(www.adobe.com#main_SilentlyInstall\)](http://www.adobe.com/main_SilentlyInstall)

1. Install the AAM patch

The AAM patch installs the correct version of the Adobe Application Manager. Select the patch from your operating system below:

- [Windows \(www.adobe.comhttp://www.adobe.com/support/downloads/detail.jsp?ftpID=4773\)](http://www.adobe.comhttp://www.adobe.com/support/downloads/detail.jsp?ftpID=4773)
- [Mac OS \(www.adobe.comhttp://www.adobe.com/support/downloads/detail.jsp?ftpID=4774\)](http://www.adobe.comhttp://www.adobe.com/support/downloads/detail.jsp?ftpID=4774)

2. (Windows) Verify short filename paths

1. Determine whether short filenames are causing the problem.

1. Launch a command prompt with administrator privileges.
 - **Windows XP:** Click Start > Run, type `cmd`, and press Enter.
 - **Windows Vista/7:** Click Start, type `cmd` in the Search field, and press Enter.
2. Type `fsutil behavior query disable8dot3` and press Enter.
 - If the output of the command is 1, then proceed to [Manually create short file paths \(www.adobe.com#main_ManuallyCreateShort\)](http://www.adobe.com#main_ManuallyCreateShort) .
 - Otherwise, proceed to [Install the Creative Suite 5 or CS5.5 product silently \(www.adobe.com#main_SilentlyInstall\)](http://www.adobe.com#main_SilentlyInstall) .

2. Manually create short file paths

Important: Substitute `<user_name>` with your user name.

1. Log out of your current user account and log in to another Administrative account.
2. Launch an administrative command prompt.
 - **Windows XP:** Click Start > Run, type `cmd`, and press Shift + Enter.
 - **Windows Vista/7:** Click Start, type `cmd` in the Search field, and press Shift + Enter.
3. Set short filenames.
 - **Windows XP**
 - a. Type `fsutil file setshortname "c:\Documents and Settings\<user_name>\Local Settings" local~1` and press Enter.
 - b. Type `fsutil file setshortname "c:\Documents and Settings\<user_name>\Local Settings\Application Data" applic~1` and press Enter.
 - **Windows Vista/7**
 - a. Type `fsutil behavior set disable8dot3 2` and press Enter.
 - b. Type `fsutil file setshortname "C:\Users\<user_name>" user~1` and press Enter.
4. Log off from the current user and log in to your original user.
5. Reinstall the Creative Suite 5 or CS5.5 product.

3. Install the Creative Suite 5 or CS5.5 product silently

Windows

1. Using a command prompt, navigate to the folder containing the Set-up.exe file.
2. Open a command prompt with administrative privileges, or enter the command into the

run/command line field within your deployment technology.

3. Type **Set-up.exe --mode=silent** and press Enter.

Mac OS X

Important: In a Terminal window, navigate to the folder containing the Install.app.

1. Open a Terminal window or enter the command into the Unix command-line field within your deployment technology.
2. Type **sudo Install.app/Contents/MacOS/Install --mode=silent** and press Return.
3. Type your administrative password and press Return.

Doc ID

(cpsid_84344)

Last updated

2011-05-10

OS

Mac OS 10.5

Mac OS 10.6

Windows Vista

Windows XP

Windows 7

Products affected

After Effects CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/aftereffects/)

After Effects CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/aftereffects/)

Contribute CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/contribute/)

Contribute CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/contribute/)

Creative Suite 5.0

(www.adobe.comhttp://www.adobe.com

/support/creativesuite/)

Creative Suite 5.5

(www.adobe.comhttp://www.adobe.com

/support/creativesuite/)

Dreamweaver CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/dreamweaver/)

Dreamweaver CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/dreamweaver/)

Encore CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/encore/)

Encore CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/encore/)

Fireworks CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/fireworks/)

Fireworks CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/fireworks/)

Flash Catalyst CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/flashcatalyst/)

Flash Catalyst CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/flashcatalyst/)

Flash CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/flash/)

Flash CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/flash/)

Illustrator CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/illustrator/)

Illustrator CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/illustrator/)

InCopy CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/products

/incopy.html)

(www.adobe.comhttp://www.adobe.com

/support/encore/)

InCopy CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/products

/incopy.html)

Adobe CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/indesign/)

Adobe CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/indesign/)

Adobe CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/photoshop/)

Adobe CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/photoshop/)

Adobe Premiere Pro CS

(www.adobe.comhttp://www.adobe.com

/support/premiere/)

Adobe Premiere Pro CS

(www.adobe.comhttp://www.adobe.com

/support/premiere/)

Adobe Premiere Pro CS

(www.adobe.comhttp://www.adobe.com

/support/premiere/)

Adobe Soundbooth CS 5.0

(www.adobe.comhttp://www.adobe.com

/support/soundbooth/)

Adobe Soundbooth CS 5.5

(www.adobe.comhttp://www.adobe.com

/support/soundbooth/)

Adobe Community Help

Contacting Adobe Support

Still need help?

Find out about all your support options.

[Contact support](#)

(www.adobe.comhttp://www.adobe.com

[/aboutadobe/contact.html/](#)

Products

- *Adobe Touch Apps* (www.adobe.com/go/gffooter_touchapps)
- *Acrobat* (www.adobe.com/go/gffooter_acrobat_family)
- *Creative Suite* (www.adobe.com/go/gffooter_creative_suite)
- *Digital Marketing Suite* (www.adobe.com/go/gffooter_online_marketing_suite)
- *Digital Publishing Suite* (www.adobe.com/go/gffooter_digital_publishing_suite)
- *Elements* (www.adobe.com/go/gffooter_elements)
- *Mobile Apps* (www.adobe.com/go/gffooter_mobile_apps)
- *Photoshop* (www.adobe.com/go/gffooter_photoshop_family)

Solutions

- *Digital marketing* (www.adobe.com/go/gffooter_online_marketing)
- *Digital media* (www.adobe.com/go/gffooter_content_authoring)
- *Web Experience Management* (www.adobe.com/go/gffooter_web_experience_management)

Industries

- *Education* (www.adobe.com/go/gffooter_education)
- *Financial services* (www.adobe.com/go/gffooter_financial_services)
- *Government* (www.adobe.com/go/gffooter_government)

Help

- *Product help centers* (www.adobe.com/go/gffooter_product_help_centers)
- *Orders and returns* (www.adobe.com/go/gffooter_order_return)
- *Downloading and installing* (www.adobe.com/go/gffooter_download_install)
- *My Adobe* (www.adobe.com/go/gffooter_myadobe)

Learning

- *Adobe Developer Connection* (www.adobe.com/go/gffooter_adobe_developer_connection)
- *Adobe TV* (www.adobe.com/go/gffooter_adobetv)
- *Training and certification* (www.adobe.com/go/gffooter_training_certification)
- *Forums* (www.adobe.com/go/gffooter_forums)
- *Design Center* (www.adobe.com/go/gffooter_design_center)

Ways to buy

- *For personal and home office* (www.adobe.com/go/gffooter_homeuse)
- *For students, educators, and staff* (www.adobe.com/go/gffooter_students_store)
- *For small and medium businesses* (www.adobe.com/go/gffooter_small_medium_business)
- *For businesses, schools, and government* (www.adobe.com/go/gffooter_licensingprograms)
- *Special offers* (www.adobe.com/go/gffooter_special_offers)

Downloads

- *Adobe Reader* (www.adobe.com/go/gffooter_adobe_reader)
- *Adobe Flash Player* (www.adobe.com/go/gffooter_adobe_flashplayer)
- *Adobe AIR* (www.adobe.com/go/gffooter_adobe_air)
- *Adobe Shockwave Player* (www.adobe.com/go/gffooter_adobe_shockwave_player)

Company

- *News room* (www.adobe.com/go/gffooter_news_room)
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