# ADOBE READER AND ACROBAT CLEANER TOOL FOR 9.X

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## Download Description

The Adobe Reader and Acrobat Cleaner Tool for 9.x remove the product including any preferences and settings that may be preserved during a standard program uninstall. The tool has both a user interface as well as a command line interface.

> **Note**: For product versions 10.x and later, please use the AcroCleaner provide for those versions.

## Overview

While most installs, uninstalls, updates, and repair operations happen without incident, there are cases where a use may not be able to complete such tasks due to some registry or file conflict on the machine. This is particularly problematic when permissions set on registry entries or files prevent the successful installation of new installs and/or updates. The Adobe Reader and Acrobat Cleaner Tool is designed to fix such issues by cleaning up corrupted installations, including removing or fixing corrupted files, removing or changing permissions registry entries, etc. The tool provides options for removing problematic Acrobat items only while leaving Reader untouched and vice versa.

# User instructions

## User Interface Workflow

1. Double click the AdbeArCleaner.exe file.
2. Verify you want to continue, and choose **Next**.
3. Accept the EULA and choose **Next**.
4. Choose the product to clean and choose **Next**.

   - If the product to be cleaned is installed on the machine, tool directly proceeds to cleanup.
   - If the product is not found, then Acrobat/Reader is cleaned from default installation location at ProgramFilesFolder\Adobe\Acrobat *.* folder. The user is also given an option to select and add any other additional installation.
5. If more than one product is detected, choose which product to remove and whether or not to remove any files that may be shared between Adobe Reader and Acrobat.
6. Choose **Clean Now**. Cleanup begins.
7. When finished, restart the machine.

## Command line usage

1. Open a command prompt.
2. Run tool with the desired command line parameters as follows:

```
AdbeArCleaner.exe /silent /product=<ProductId> /installpath=<InstallPath>
/cleanlevel=<CleanLevel> /scanforothers=<ScanForOthers>
```

| | |
|---|---|
| ProductId | Identifies the product:<br>**0** = Acrobat (**Default**)<br>**1** = Reader |
| InstallPath | Specifies the product installation path. **Default** = the product's default location; e.g. C:\Program Files (x86)\Adobe\Reader 10.0. You must use this parameter when using ScanForOthers = 0. |
| CleanLevel | Specifies the level of cleanup; i.e. shared components should be cleaned or not.<br>**0** (**Default**) = clean only components for the selected product.<br>**1** = clean components for the selected product as well as shared components. |
| ScanForOthers | Specifies whether to search for and delete only the installation directory identified by InstallPath or all directories on the machine:<br>**0** = Search for and delete only directories found on the path specified by the InstallPath parameter.<br>**1** (**Default**) = Search for and delete installation directories system wide. This search includes non-default paths as well as default paths such as C:\Program Files\Adobe\Acrobat 10.0. |
| /? | Invokes the tool's Help; for example: AdbeArCleaner.exe /? |

# FAQs

## What products and versions work with the cleaner tool?
The tool supports both Acrobat and Reader versions 9 and 10.

## Does running the tool write to a log?
During execution, a log file is created at:

- Windows 7:  C:\Users\[USERNAME]\AppData\Local\Temp\RaftLogs\AdbeArCleaner.log
- Windows XP:  C:\Documents and Settings\[USERNAME]\Local Settings\Temp\RaftLogs\AdbeArCleaner.log

If the cleaner tool executes the MSI uninstaller as part of the cleanup process, then an additional log file named Msi[RANDOM_NUMBER].tmp.log is created in the above location.

## What are the system requirements?
The tool can be used on any system that is supported by product versions 9.x and 10.x.

## When should the tool be used?
The tool should only be used when a regular uninstalls fails or when an install fails on a machine where an earlier version of the product was installed.

## How do I uninstall the tool?
To uninstall the tool, just delete it.

## How do I provide feedback?
Send comments via the form at https://adobeformscentral.com/?f=W3kizLje3MwSUb1Pwc3mhg.

## What are the known issues and bugs?
- If you have both Acrobat and Reader installed, removing the product that is the default PDF viewer can result in the other product failing to become the new default PDF viewer. When this problem occurs, run Repair on the remaining product **and reboot the machine** to make the remaining product the default PDF handler.
- For Acrobat Pro Extended 9.x, the tool leaves the Acrobat entry in Add Remove Programs. To manually remove this entry, run an uninstallation from the ARP entry or manually remove the following registry entries:
    - 32 Bit OS: HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\<Product-Code>
    - 64 Bit OS: HKLM\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\<Product-Code>
    - The product code is language specific. For example, for EFG it would be {AC76BA86-1033-F400-7761-000000000004}

- The Cleaner Tool removes the Reader 9.x or Acrobat 9.x installation even if the user chooses **Cancel** at the Files in Use dialog during uninstallation. The File in Use dialog appears when you try to uninstall a product that is already running.

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