Adobe Air [MacOS] Troubleshooting Guide

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Adobe Air
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Issue 1: Mac will not open Adobe Air after Installation

Error Message: An error occurred while installing Adobe AIR.

In this section, you will learn how to install Adobe Air files (e.g. laboratory simulations) through a simple line of code.
Adobe Air Issue #1: Mac will not open Adobe Air after Installation

1. Open *Terminal*

   - The exact location may vary

   - Terminal is a factory default application that can be retrieved through either *Finder* or *Utilities*
Adobe Air Issue #1: Mac will not open Adobe Air after Installation

2. In Terminal, type the following line of code and then press enter:
   
   ```
   cd /Library/Frameworks
   ```
   - Tip: Make sure to not include any additional spaces or render any line breaks.

3. Now type the following line and then press enter:
   
   ```
   sudo xattr -r -d com.apple.quarantine ./Adobe\ Air.framework
   ```
   - If you did not get to this step, please double-check your code from the previous step.

4. You’re now prompted to enter your password
   - You may notice that as you type your password, no characters appear on Terminal.
   - Characters will not be displayed on-screen for privacy/security purposes.
   - However, Mac does allow the input of your password.
   - Please type in your password and then hit enter.

5. Lastly, enter this line:
   
   ```
   ls -l@ ./Adobe\ AIR.framework/
   ```
Adobe Air Issue #1: Mac will not open Adobe Air *after* Installation

Open Terminal → Type Command Line 1 → Enter → Type Command Line 2 → Enter → Type Command Line 3 → Enter → Type Password

*JOB DONE!*
Adobe Air Issue #1: Mac will not open Adobe Air after Installation

6. After you have entered those three lines of code in Terminal, you should be good to go!

➢ Adobe Air and all .air files should now be able to run.

➢ You may now close Terminal and try opening the laboratory experiment .air file

➔ If this doesn’t work, please consult a technician for further assistance.
Adobe Air Mac OS Issues

Issue 2: Default Programs

Error Message: Adobe Air is not the default program for opening “.air” files

In this section, two solution methods will be provided for resolving problems concerning default programs / application settings. Error messages may look like the following:
Adobe Air Issue #2: Default Programs – Method 1 (Mac)

1. Load the .air file on Finder
2. Control click on the file
3. Hover your cursor over “Open With”
4. Select “Adobe Air”

Notice how the default program in the provided example is set to Microsoft Excel instead of Adobe Air?

If Adobe Air is not readily listed, click “Other…”

Change the default app to Adobe Air.
Adobe Air Issue #2: Default Programs – Method 2 (Mac)

1. Right click on the lab file you’re trying to run and choose “Get Info”

2. A new menu should appear (see right). Proceed to next slide for more instructions.
   ➢ If not, try clicking on the file and entering ⌘ + I (i.e. the Mac Command and the letter “i”)
Adobe Air Issue #2: Default Programs – Method 2 (Mac)

3. Expand the “Open with” disclosure triangle

4. Select the “Adobe Air” as the default app from the drop-down menu

5. Click the “Change All” button.

✓ This will ensure that all .air files will open utilizing the newly defined default app.

➢ Now try to run the file

➢ If this doesn’t work, contact a technician for further assistance.
Adobe Air
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Issue 3: Permissions Error

Error Message: “Application” cannot be opened because the developer cannot be verified.

Here’s a solution guide if you are seeing an error stating that the application is from an unidentified developer.
Adobe Air Issue #3: Permissions Error

1. Open *Finder* and locate the file that you are trying to run.

   ➢ Sometimes the file may be located in your Downloads or Desktop file folder. Please check both folder locations.
Adobe Air Issue #3: Permissions Error

2. Once the file has been located from *Finder*, try to open the file:

➢ Control-click the file, then choose "Open"
Adobe Air Issue #3: Permissions Error

3. Upon trying to run the file (see prior step), a Permissions Error may pop-up. If this error message pops up, please close it (i.e. click cancel). Do not close Finder – please leave this open.
Adobe Air Issue #3: Permissions Error

4. Let’s go to the Security & Privacy settings.


Start here - click the Apple Menu. For all Macs, it is in the upper left corner.

Now, click “System Preferences” from the highlighted Apple Menu.

Lastly, please click “Security & Privacy”.

Adobe Air Issue #3: Permissions Error

5. In the Security & Privacy settings, check your General Settings.

➢ Note: The exact color and text may vary

➢ Make sure that you have already enabled to allow apps to be downloaded from the “App Store and identified developers”.
Adobe Air Issue #3: Permissions Error


➢ Now view the list on right right-hand side, entitled “Allow the apps below to control your computer”.

➢ Make sure that you have already added the corresponding applications for your experiment to this section. Use the “+” to add applications.
Adobe Air Issue #3: Permissions Error

7. After approving the list of allowed programs, try to run the file again from your desktop.

➢ You should be good to go!

➢ It is possible that you may have a different kind of error – if so, that’s okay because there are more guides to help!
Issue 4: Damaged Installation

Error Message: “Application” cannot be opened because the installer file is damaged.

Here’s a solution guide if you are seeing an error stating that the application is damaged. We’ll work through two methods on how to get a new Adobe Air installer.
Adobe Air MacOS Issue #4: Damaged Installation – Method 1

1. Open Finder
2. Go to “Applications”
3. Go to the folder “Utilities”.
4. Run “Adobe Air Uninstaller”

➢ Note: If there is no such file or you receive this error, please see Method 2

The File name and location may vary. In this example, the uninstallation file is in a folder called “Adobe Installers”.
Adobe Air MacOS Issue #4: Damaged Installation – Method 1

4. Following successful competition of the “Uninstall Adobe Air” file, please click the link below:

https://sims.physics.ucr.edu/sims/downloads/AdobeAir.zip

Once the file has finished downloading, please install Adobe Air on your computer.

After installation, your Air files should work!
Adobe Air MacOS Issue #4: Damaged Installation – Method 2

If you were unable to resolve the damaged installation using Method 1, then it is possible that Adobe Air is hosted across several directories within your computer.

In this section, we will showcase the different directory locations in which corrupted Adobe Air files may be located before proceeding to perform a clean, new installation of Adobe Air.

Bottom Line: It’s important to perform the search query and removal process of Adobe Air in each **all** directories.
Adobe Air MacOS Issue #4: Damaged Installation – Method 2

1. Open Finder and access your Desktop folder

2. Proceed to delete all instances of “Adobe Air”.
Adobe Air MacOS Issue #4: Damaged Installation – Method 2

3. Now, go to “Downloads”

4. Delete all instances of “Adobe Air” from this directory.

5. Once completed, repeat this process within the directory called “Macintosh HD”

Note: The location of “Downloads” and “Macintosh HD” may vary across Mac OS systems. Use Finder if needed.
6. Now, let’s go to the “Library”
   ▪ Note: This directory is sometimes tricky to find in *Finder* because it may be hidden
   ▪ Try entering the following code into your *Finder* search query:
     ~/Library
     Enter [Keyboard]
   ▪ Alternatively, type this command:
     Command + Shift + G
Adobe Air MacOS Issue #4: Damaged Installation – Method 2

7. After locating the “Library”, look for a folder called “Frameworks”.

8. Check to see if there’s a subfolder entitled “Adobe AIR.framework” and delete all content.
Adobe Air MacOS Issue #4: Damaged Installation – Method 2

9. After performing an exhaustive deep search of all instances of “Adobe Air”, go to your trash and empty all content.

Following the removal of all Adobe Air files, you are now ready for a clean, fresh version of Adobe Air.
10. Following successful competition of the “Uninstall Adobe Air” file, please click the link below:

https://sims.physics.ucr.edu/sims/downloads/AdobeAir.zip

Once the file has finished downloading, please install Adobe Air on your computer.

After installation, your Air files should work!