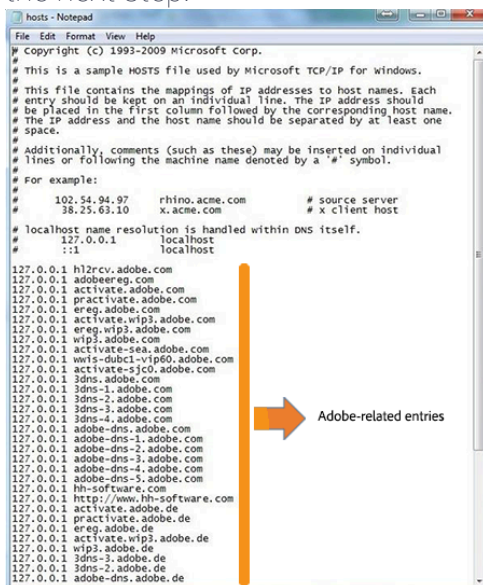


# Manually reset your host files

If you still experience this issue, Sign out of the Creative Cloud desktop app and all other Adobe applications and attempt to manually reset your host files with the steps below.

## Windows

1. Navigate to C:\WINDOWS\System32\drivers\etc.
2. Open the hosts file with a text editor such as Notepad.
3. Check for any Adobe-related entries in the hosts file. These files usually end with adobe.com or adobe.de. If there are no Adobe-related entries in the hosts file, move to step 7. If there are Adobe-related entries in the hosts file, proceed to the next step.



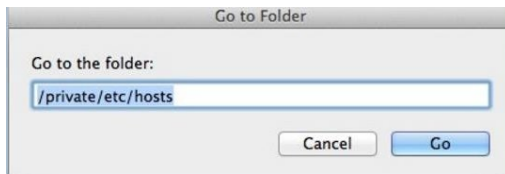
```
File Edit Format View Help
# Copyright (c) 1993-2009 Microsoft Corp.
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
# For example:
#       102.54.94.97       rhino.acme.com       # source server
#       38.25.63.10      x.acme.com          # x client host
# localhost name resolution is handled within DNS itself.
#       127.0.0.1        localhost
#       ::1             localhost
127.0.0.1 h12rcv.adobe.com
127.0.0.1 adobeereg.com
127.0.0.1 activate.adobe.com
127.0.0.1 practivate.adobe.com
127.0.0.1 ereg.adobe.com
127.0.0.1 activate.wip3.adobe.com
127.0.0.1 ereg.wip3.adobe.com
127.0.0.1 wip3.adobe.com
127.0.0.1 activate-sea.adobe.com
127.0.0.1 wip3-dubcl-vip60.adobe.com
127.0.0.1 activate-sjco.adobe.com
127.0.0.1 3dns.adobe.com
127.0.0.1 3dns-1.adobe.com
127.0.0.1 3dns-2.adobe.com
127.0.0.1 3dns-3.adobe.com
127.0.0.1 3dns-4.adobe.com
127.0.0.1 adobe-dns.adobe.com
127.0.0.1 adobe-dns-1.adobe.com
127.0.0.1 adobe-dns-2.adobe.com
127.0.0.1 adobe-dns-3.adobe.com
127.0.0.1 adobe-dns-4.adobe.com
127.0.0.1 adobe-dns-5.adobe.com
127.0.0.1 hh-software.com
127.0.0.1 http://www.hh-software.com
127.0.0.1 activate.adobe.de
127.0.0.1 practivate.adobe.de
127.0.0.1 ereg.adobe.de
127.0.0.1 activate.wip3.adobe.de
127.0.0.1 wip3.adobe.de
127.0.0.1 3dns-3.adobe.de
127.0.0.1 3dns-2.adobe.de
127.0.0.1 adobe-dns.adobe.de
```

4. Move the file to the desktop, for example by dragging, and delete the Adobe-related entries from the hosts file.
  - o Make sure that you do not delete any other entries.
5. Save the hosts file that you edited in the previous step.
6. Move the file from desktop to the original location: C:\WINDOWS\System32\drivers\etc
7. When moving the file, select the Replace option.
8. Repeat steps 4 and 5.

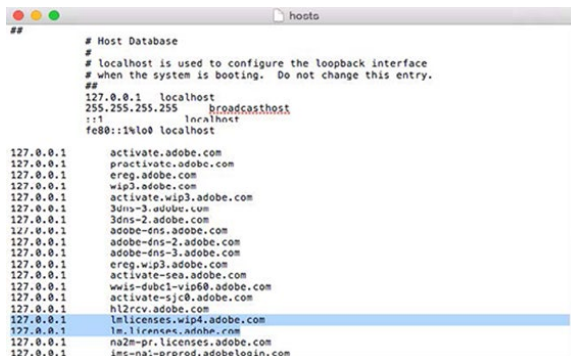
[Top](#)

## Mac

1. To find the hosts file, open Finder and then choose Go to Folder.
2. In the box, type /private/etc/hosts and then press the Return key.



3. If you are unable to locate the file, it means that the hosts file is hidden. Do the following command in terminal to unhide the file:
  - Open Finder and then choose Go to Folder.
  - In the box, type `/chflags nohidden /etc/hosts` and then press the Return key.
4. Open the hosts file with a text editor such as Text Edit.
5. Check for any Adobe-related entries in the hosts file.
  - If there are no Adobe-related entries in the hosts file, move to uninstall Creative Cloud and its associated apps and then reinstall. To ensure you remove all remnant files, use [the Adobe CC Cleaner tool](#).
  - If there are Adobe-related entries in the hosts file, proceed to the next step.
6. Move the file to the desktop, for example by dragging. Delete the Adobe-related entries from the hosts file. These entries usually end with `adobe.com`. Make sure that you do not delete any other entries.



7. Save the hosts file that you edited in the previous step.
8. Move the file from desktop to the original location: `/private/etc/hosts`
9. When moving the file, select the Replace option.

Thanks

Aamir Khan