

Installation and Registration

Uninstalling - I uninstalled the trial version, and then installed the Enfold I purchased. It's not working.

You don't need to uninstall the trial version, you just need to activate it with your purchased serial number. When you purchase Enfold, Strata provides a download link for an Enfold installer - use this to make a backup copy of the installer.

NOTE: Enfold 3D CX is not compatible with Adobe Illustrator CS6.

However, if you have tried to uninstall Enfold, you must remove ALL of the files listed below. Removing only some of them will result in installation and application errors.

You will need to remove the Enfold program folder and a couple of other files and folders, and then reinstall Enfold. The files you need to remove are:

For Macintosh Users:

/Applications/Adobe Illustrator (CS3, CS4 & CS5.x) ->EskoArtwork

/Applications/Adobe Illustrator (CS3, CS4 & CS5.x)/Plug-ins ->EskoArtwork and Strata

NOTE: In older versions of Strata Enfold 3D CX, the folders are named "Esko-Graphics" rather than "EskoArtwork."

/Applications folder:

Strata Enfold 3D CX program folder

Esko Local License Manager

/Library/Receipts:

Enfold 3D CX Sample Files.pkg

Esko Local License Manager.pkg

Strata Enfold 3D CX.pkg

Licensing.pkg

Essential Files.pkg if present

NOTE: Older versions of Strata Enfold 3D CX installed a receipt called "Essential Files.pkg". You should also remove this receipt if it is present.

If you have installed other Esko software trials, you may need to remove the .pkg files relating to those products.

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For Windows Users:

Run the Uninstaller Control Panel to remove the program.

Unique solution ID: #1263

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Last update: 2013-11-07 10:14