



 GERBER

YUNIQUEPLM

AI Plugin Downgrade CC15

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Adobe Illustrator version CC 2015.3 and later are not compatible with the YuniquePLM AI Plugin and Illustrator must be downgraded to CC 2015.2.1.

Symptoms

- When attempting to install the YuniquePLM AI Plugin on a machine with CC 2015.3 or later, the user receives an error message stating that the plugin is not compatible with their version of Illustrator.

Solution

- Illustrator must be downgraded to CC 2015.2.1. Instructions on how to downgrade are listed below.
- All will be informed upon a new version of the AI Plugin which supports Adobe CC2015.3.

Potential issues downgrading

- Even after downgrading to CC 2105.2.1, some users may still receive a message stating that the version of the plugin attempting to be installed is not compatible with the installed version of Illustrator. Should this occur, the Adobe CC Cleaner Tool must be used to completely remove all traces of CC 2015.3. The tool can be found along with instructions on how to use it at <https://helpx.adobe.com/creative-cloud/kb/cc-cleaner-tool-installation-problems.html>

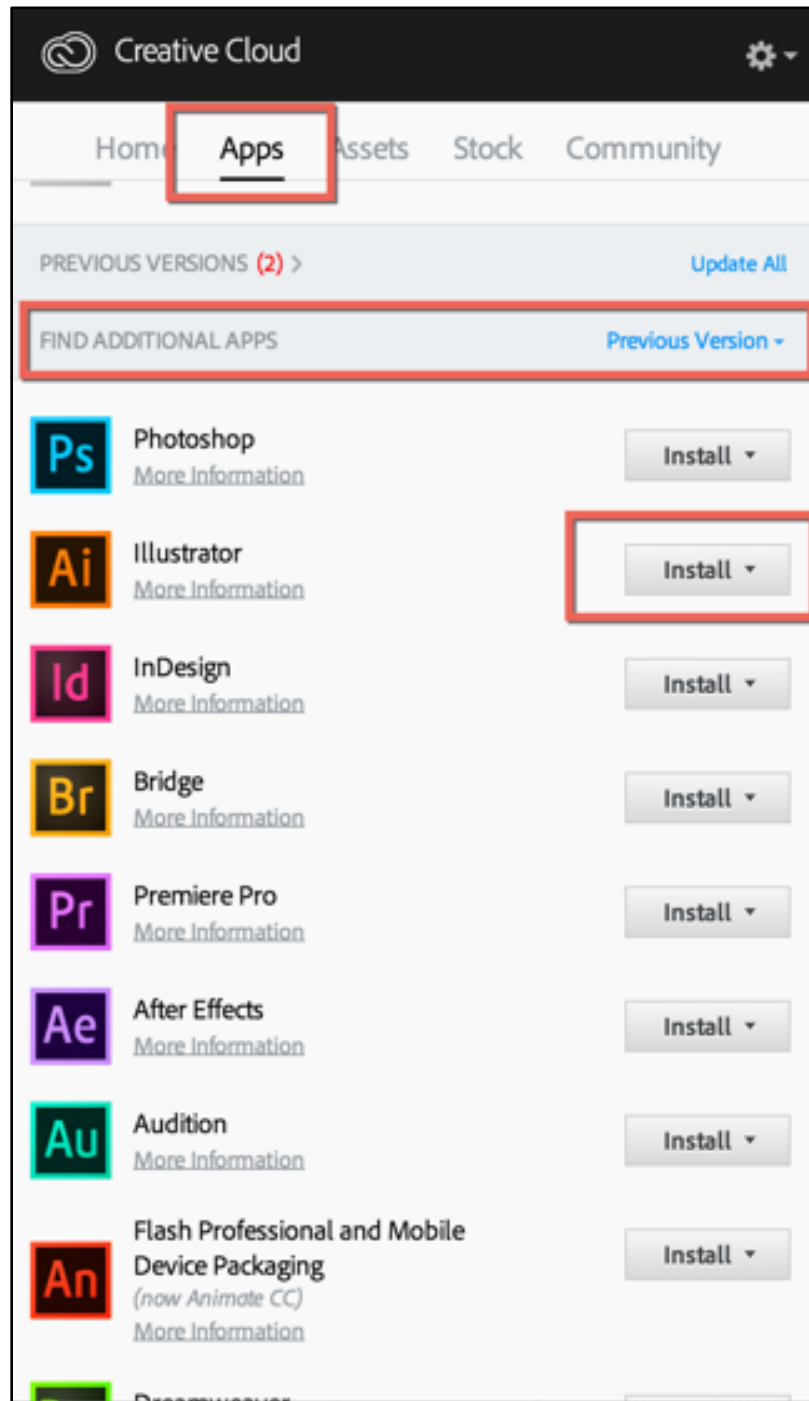
Cause

- Adobe made an infrastructure change starting with Adobe Illustrator CC 2015.3 and now only allows HTML5 plugins. As our plugin is not written in HTML5, it is no longer compatible with Illustrator.
- Many companies and developers are struggling with Adobe's change in CC 2015.3. We are currently working with Adobe to get better visibility of what changes are coming in future versions.

Downgrading Illustrator:

Illustrator must be downgraded to a previous version, preferably 19.2.1. Thankfully, Adobe has made it very easy to downgrade.

1. On the user's computer, **uninstall Adobe Illustrator**.
2. Open the **Adobe Creative Cloud** application.
3. On the Apps tab, scroll down to the *Find Additional Apps* section and select **Previous Version** from the menu.



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4. Next, click the **Install** button beside Illustrator.
5. Select **CC (2015) 19.2.1** from the drop-down list.



6. **Restart** the user's computer after the installation is complete.
7. **Re-install** the AI Plugin using ZXP Installer.



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Customer Service Center

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