Adobe In-App File Extension Resolution

In most installations, users encounter no issues. However, for those who do experience this specific problem, we've developed a solution.
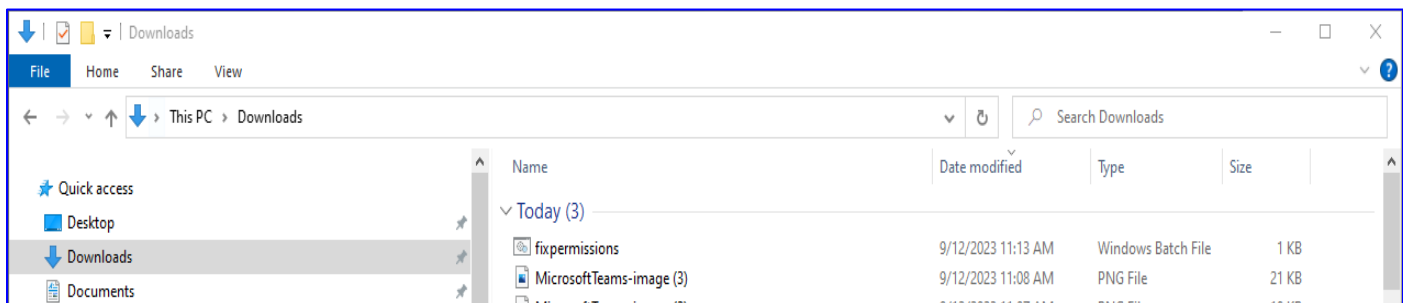
Please see the following instructions for a fix that should resolve your issue with the **MSi Adobe Courseware**. A temporary folder needs to be writable by our application inside each user's "Roaming" folder. An empty folder named "**msi**" needs to be created.

Please note that in our recent testing we have found that the fix does not require an administrative account. This is a one-time per user fix that should resolve the issue.
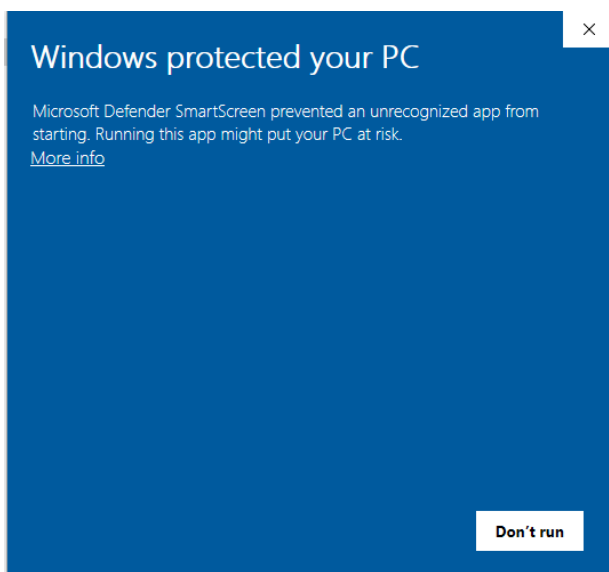
In our research we have found that certain windows environments are restricting our application from creating the folder on its own. Once the "msi" folder is created the application should work as normal.
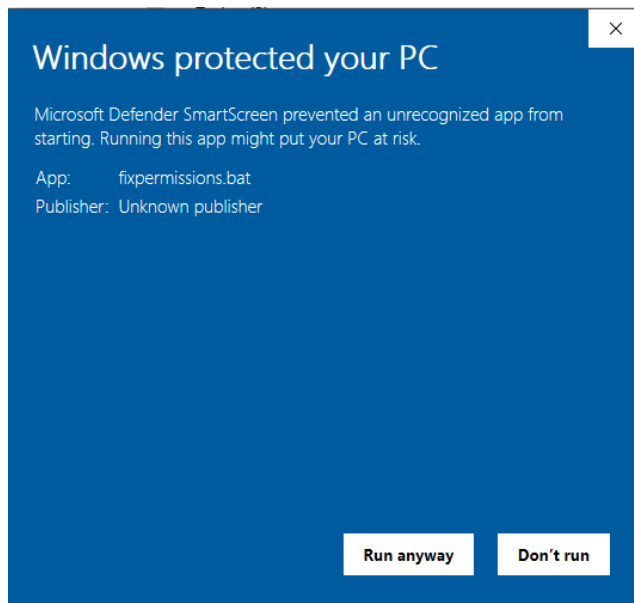

Windows 10/11 Instructions

1. Download the **Script**

    a. **Script**
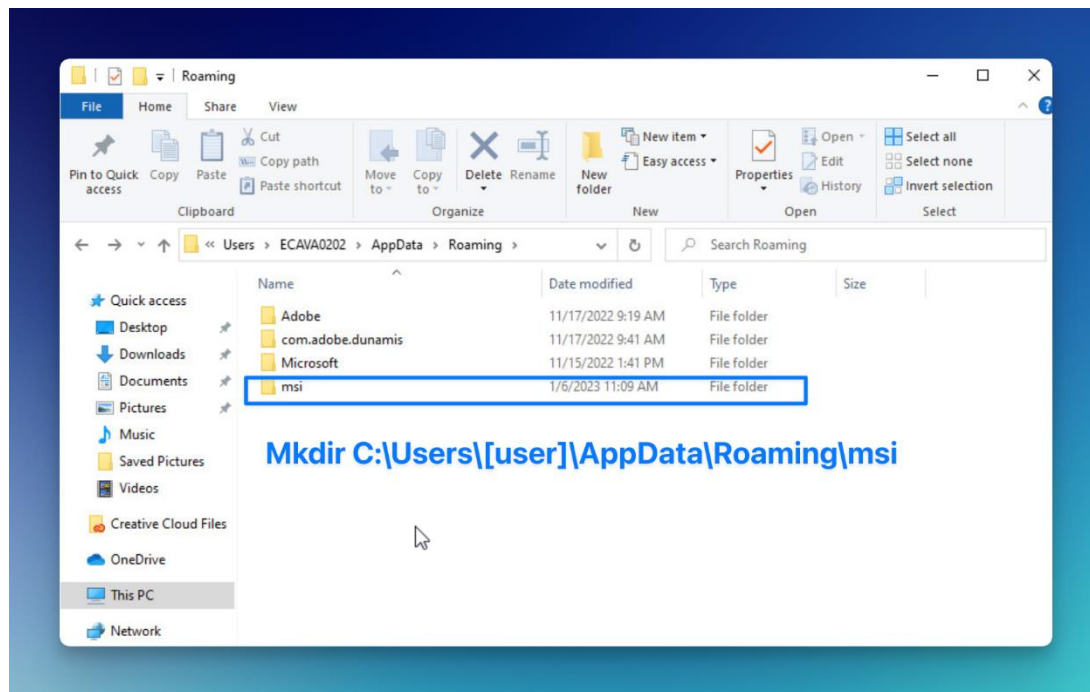

2. Navigate to your **Downloads Folder**

3. Right click on the "fixpermissions" File and Select **Open**

4. If you receive a "Windows Protected your PC" message, Select **More info**

5. Select "**Run anyway**"

6. Navigate to "**C:\Users\[user]\AppData\Roaming**" to verify the "**msi**" Folder was downloaded

This can be done manually by using the Windows File Manager to create the folder as well.