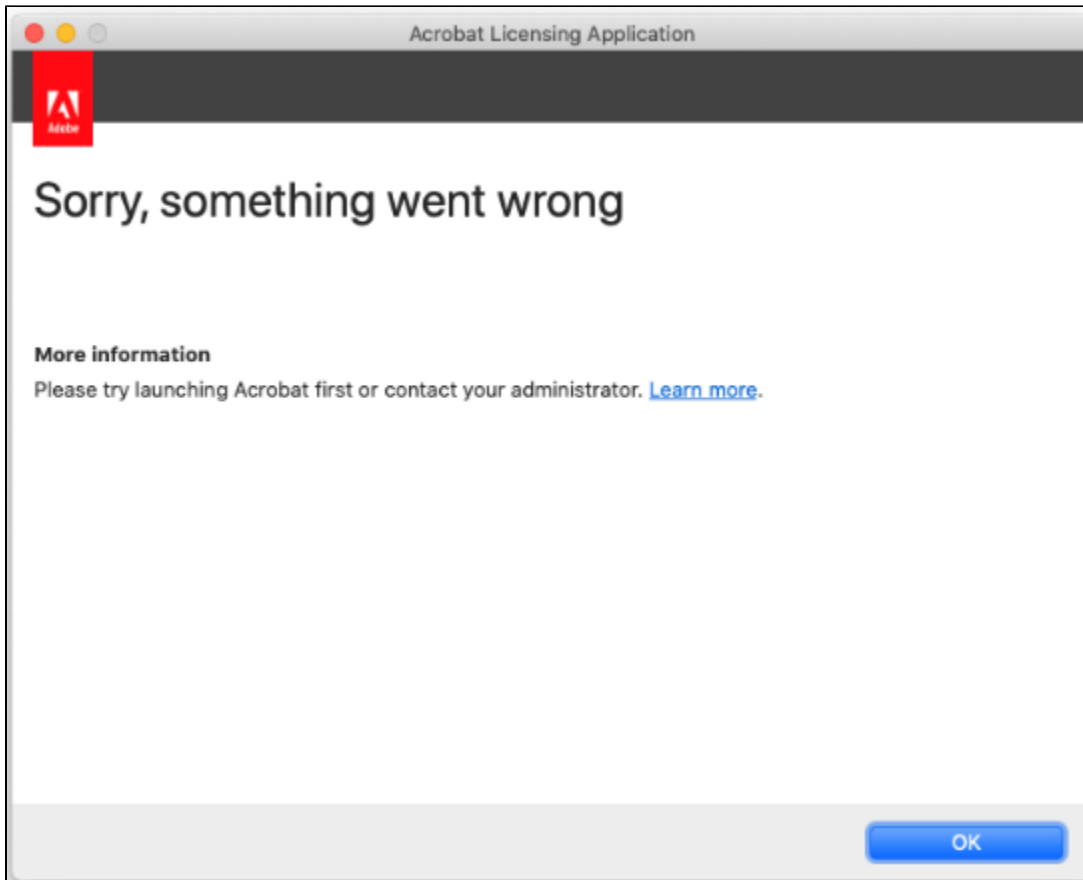


Error when activating Adobe Acrobat DC (macOS)

Context

"Sorry, something went wrong" error is encountered when attempting to activate Acrobat DC on macOS.



Solution

Quit Acrobat DC/Acrobat Reader DC application if it's already running.

Download the [AcrobatNGLEnableTool.zip](#) file and extract

Open Terminal, and run the following command - type the complete path to the file and press return:

```
$ chmod 775 <Path to the tool>
$ <Path to the tool>
```

For example,

```
<Device name> ~ % chmod 775 /Users/<username>/Desktop/AcroNGLEnableTool
<Device name> ~ % /Users/<username>/Desktop/AcroNGLEnableTool
```

Quit Terminal and launch Acrobat DC