



[Portal](#) > [Knowledgebase](#) > [iOffline](#) > [I have trouble updating or installing my iOffline installation.](#)

I have trouble updating or installing my iOffline installation.

Roshan - 2021-10-27 - [0 Comments](#) - in [iOffline](#)

iOffline requires Adobe AIR to run. Unfortunately, you might have version 3.4 installed which has a bug that prevents iOffline from getting installed or updated.

While Adobe is fixing this bug, as a temporary workaround you can get iOffline to work by downgrading to Adobe AIR v3.3. This is an easy process:

Windows:

Go To > Control Panel > Programs and Features (in xp: Add or Remove Programs)

Select "Adobe AIR" and uninstall the runtime.

The link <http://helpx.adobe.com/air/kb/archived-air-sdk-version.html> allows you to download and reinstall the previous (3.3) version of Adobe Air.

Mac:

<http://helpx.adobe.com/air/kb/archived-air-sdk-version.html> to uninstall the current version (Double-click the "Adobe AIR Uninstaller", which is located in the /Applications/Utilities folder) reinstall the previous version of Adobe Air Runtime.