Adobe-gate

Adobe is working on a fix for its Creative Cloud file deletion problem
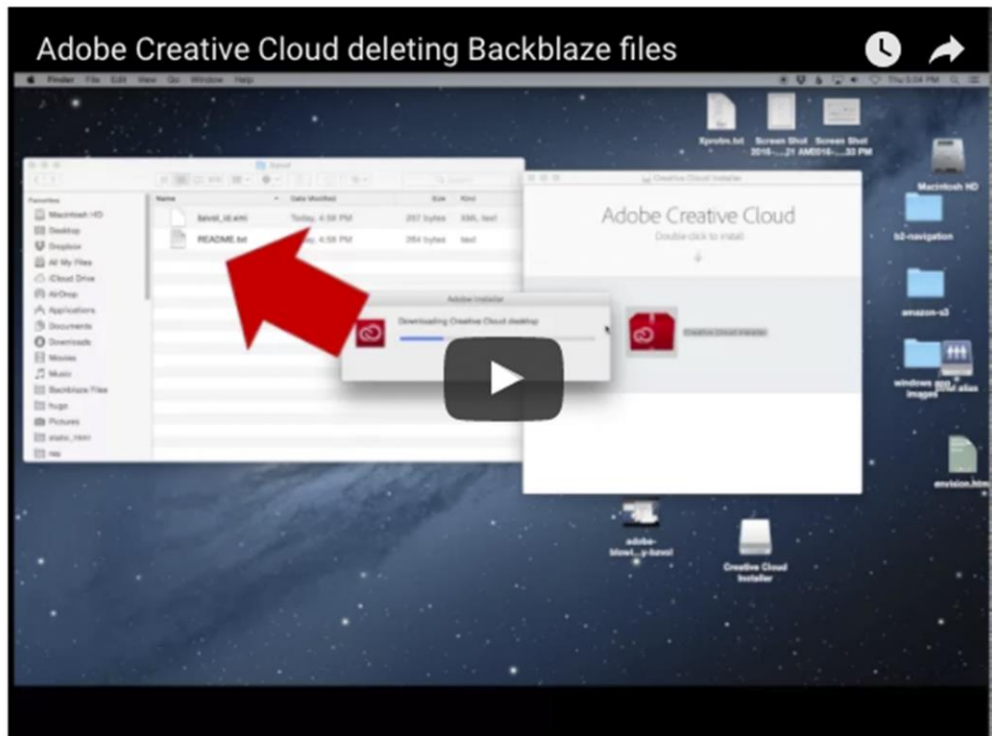
by NATE SWANNER — Feb 14, 2016 in DESIGN & DEV

Late last week, a troubling issue with Adobe Creative Cloud popped up. Fortunately, Adobe ⓘ is now working on a fix, and has stopped issuing the update that was causing all of the issues.

With an update to Adobe Creative Cloud version 3.5.0.206, users were reporting that Creative Cloud was deleting folders on the root drive without authorization. Originally thought to be limited to customers of online backup service Backblaze ⓘ , it was quickly found to have affected just about everyone.

Adobe is now aware of the issue. Speaking to Ars Technica 🔷 , an Adobe spokesperson says a fix is in the works:

> *We are aware that some customers have experienced this issue and we are investigating in order to resolve the matter as quickly as possible. We are stopping the distribution of the update until the issue has been resolved.*

If you haven't updated your Creative Cloud suite yet — **don't**. If you have, I hope you're not missing any critical files. The deletion is absolute.

The problem only exists when you login to Creative Cloud so if you've updated already, don't use it. The folder deletion seems to be alphabetical, so creating a hidden '.a—' folder may be helpful.

If you want to do that, enter "cd /" in terminal, followed by "sudo mkdir /.aaaaaaa" or a file name of your choosing.

Adobe Mac App Accidentally Wipes Users' Files

David Meyer
Feb 15, 2016

Photograph by Kris Tripplaar — Sipa USA/AP

Adobe has quickly pulled an update for its Creative Cloud desktop app or Mac, which accidentally deleted some users' files.

Creative Cloud is the subscription-based umbrella for the cloud versions of Adobe (ADBE, +0.93%) apps such as Photoshop and Lightroom, and it comes with a desktop application for managing data stored in Adobe's cloud.

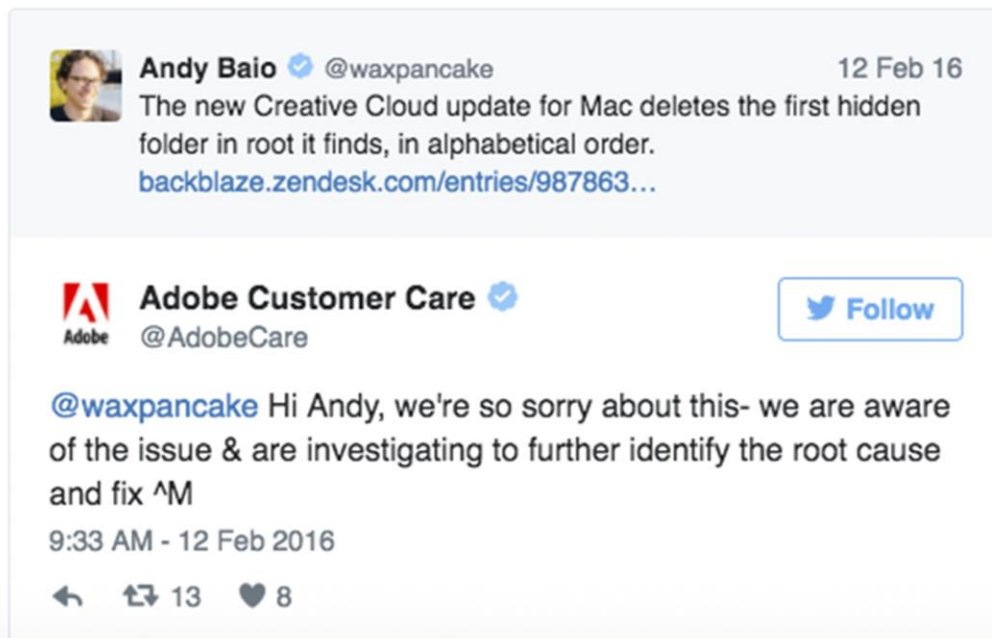*Get Data Sheet, Fortune's technology newsletter.*

Adobe pushed out an update on Thursday to Mac users with "auto-update" turned on. Many of those people, as well as those unlucky enough to download the Mac version of the Creative Cloud desktop app at the time, found files inexplicably vanishing.

The company pulled the update on Friday after cloud storage outfit Backblaze identified the problem. Here's how Backblaze described what went down:

> "...files from folders within your root directory could have been removed. We typically saw this occur to the user's top-most (when alphabetically sorted) hidden folder, or to a folder that had a space at the front of its name (a semi-common practice to force a folder to always appear at the top of the list)."

Adobe pushed out a new version of the desktop app, version 3.5.1.209, on Sunday. In the interim, its customer care team was busy being super-apologetic over social media:

Andy Baio ✔ @waxpancake   12 Feb 16
The new Creative Cloud update for Mac deletes the first hidden folder in root it finds, in alphabetical order.
backblaze.zendesk.com/entries/987863...

Adobe Customer Care ✔   ✔ Follow
@AdobeCare

@waxpancake Hi Andy, we're so sorry about this- we are aware of the issue & are investigating to further identify the root cause and fix ^M
9:33 AM - 12 Feb 2016

↩   ⟲ 13   ♥ 8

Adobe issues patch to nix its Mac-killing Creative Cloud update

No more will service delete important bits from your root directory

15 Feb 2016 at 17:01, Gavin Clarke

Adobe has re-issued a software a Creative Cloud update that had gobbled users' storage data.

The firm Monday said it had removed the Creative Cloud Desktop update, which it admitted "incorrectly removed" files from the Mac's system root directory.

"We have removed the update from distribution, and are in the process of deploying a new update which addresses the issue," Adobe said.

"When prompted for the update, Creative Cloud members should install it as normal."

Problems surfaced on February 12 when it emerged the Creative Cloud update was deleting vital data for users of BlackBlaze drives, leaving them with the error message "your drive is no longer backed up."

Deletions were triggered when installing 3.4.0.206 of the Adobe application or by signing into the cloud service with the build. ®

Adobe pulls update that deletes unrelated files without warning

Samuel Gibbs

Creative Cloud for Mac update removed the first folder in alphabetical order without permission, even if it had nothing to do with Adobe

ⓘ 'In a small number of cases, the updater may incorrectly remove some files from the system root directory with user writeable permissions,' Adobe said. Photograph: Corbis RF / Alamy/Alamy

Adobe has pulled an update for its Creative Cloud desktop application for Mac computers after users complained that it was deleting important files from their machines without reason or warning.

During the installation of the update, which could happen automatically if set to do so, the Adobe program deleted the first folder on a user's machine, as listed alphabetically.

Adobe said in a statement: "In a small number of cases, the updater may incorrectly remove some files from the system root directory with user writeable permissions.

"We have removed the update from distribution, and are in the process of deploying a new update which addresses the issue. When prompted for the update, Creative Cloud members should install it as normal."

The issue was brought to light by users of backup software Backblaze. Part of the Backblaze backup system was stored within a folder on a Mac's root directory named ".bzvol" and therefore was highly likely to be the first folder on the system which the Adobe update would delete.

Backblaze's suggested solution was to create a folder called ".adobedontdeletemybzvol" on the user's system that was higher in alphabetical order than the crucial .bzvol directory. The company later rolled out an update for its software that automatically created a dummy directory ".aBackblaze" for the Adobe updater to delete without issue.

Other users found the Adobe update would delete a folder required for the proper functioning of OS X's autosave and versioning functions for documents, while any folder that started with a space on the root directory would likely fall victim to the update's deletions.

Head of social for Backblaze Yev Pusin said: "It's difficult to tell exactly which data may have been removed, but you can open the root directory on your Mac and try to look towards the top for any folders that are empty. This would have occurred to only one folder (that we know of) so the topmost hidden folder or the first folder with a space as the first character would have been affected."

Adobe said a fixed version of the update should be immediately available.

Fury after Adobe Creative Cloud deletes files

🕐 15 February 2016 | Technology ⠀⠀⠀⠀⠀⠀⠀⠀ ⤴ Share

Software firm Backblaze noticed Creative Cloud was removing files
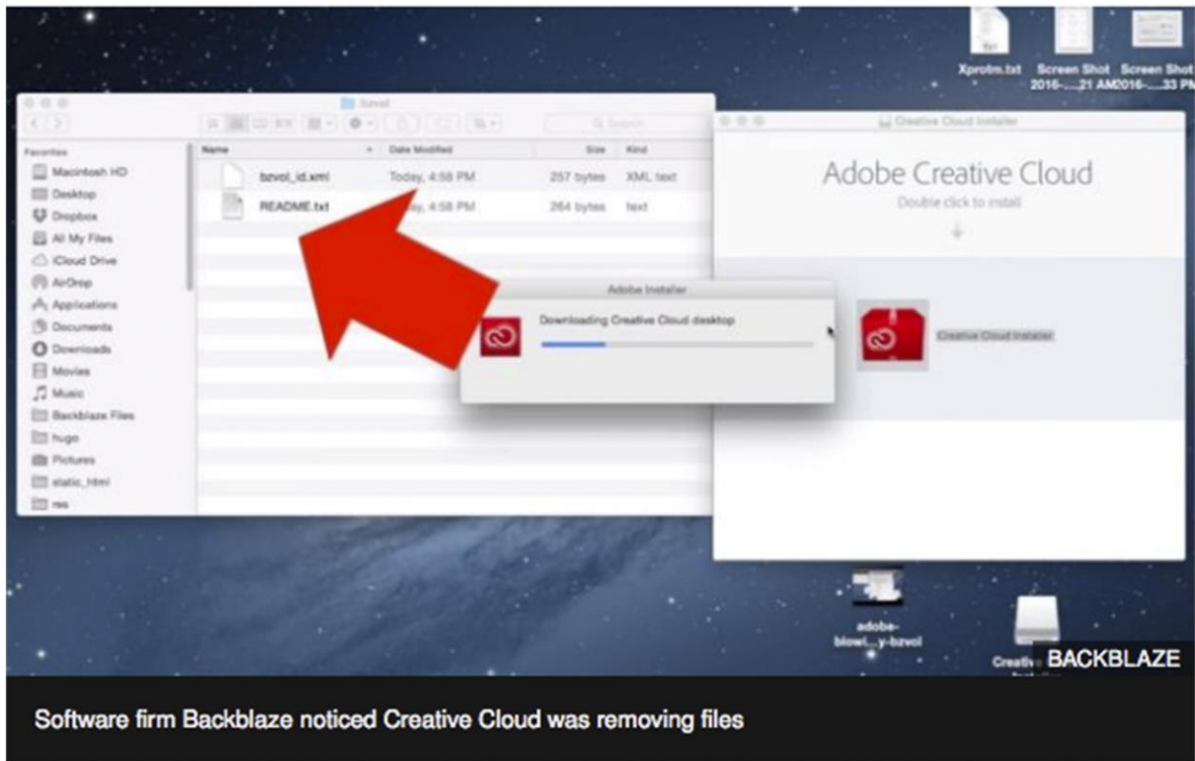
Adobe has patched its Creative Cloud apps after people noticed the software was deleting Mac users' files without warning.

After customers updated Creative Cloud, it accessed their hard drive and deleted the first folder that appeared in alphabetical order.

Due to file-naming conventions on Mac computers, the bug often deleted hidden system folders or data backup files.

Adobe issued a fix for the issue on Sunday.

Many people in the creative industries have reacted angrily on social media.

"So Creative Cloud is what screwed up my Backblaze backups. Thanks, Adobe," said **college instructor JJ Litke**.

"I think Adobe owes us an explanation, and owes Backblaze a public apology. This bug is disturbing and terrifying," **tweeted Funjon**.

"Great news that fix is out but very disappointed Adobe haven't been very transparent or apologetic about the issue," **said another user**.

The problem came to light on Thursday after Backblaze, which makes data backup software, started receiving hundreds of support requests from its customers.

Software firm Backblaze noticed Creative Cloud was removing files
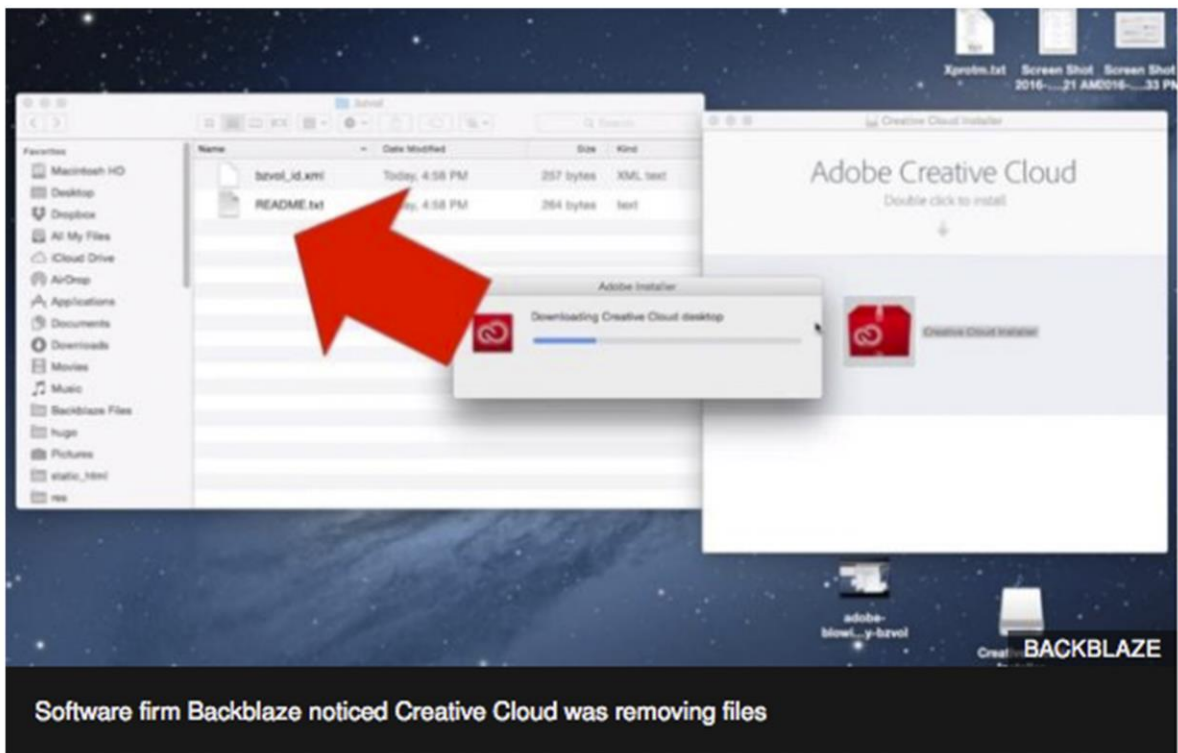
The firm's software detected that some of the files it uses to perform its duties had been deleted, and staff discovered that Creative Cloud was responsible after a designer installed Adobe's update.

The issue was present in Creative Cloud version 3.5.0.206 on a Mac.

"We kept testing and realised that this was occurring upon 'sign-in' to Creative Cloud," Backblaze **said on its blog**.

Alphabetical order

The company later identified the Creative Cloud bug was deleting the first folder that appeared on the hard drive in alphabetical order.

On a Mac, hidden files and folders are prefixed with "." which the operating system places before A in alphabetical order.

The flaw interfered with Backblaze's software by chance because the backup software places a hidden folder called ".bzvol" on the hard drives it indexes, which happened to be top of the list.

On machines without the backup software installed, a different folder may have been deleted instead.

"As someone affected by this bug I am pretty annoyed. Materially it hasn't (yet) cost me any work, but it's a huge violation of trust," said **one user on Reddit**.

In a statement, Adobe said: "On the 12 Feb we were notified that some customers had an issue with an update to the Creative Cloud Desktop application.

"We removed the update from distribution and deployed a new one which addresses the issue."

Warning: Bug in Adobe Creative Cloud deletes Mac user data without warning

Adobe has stopped distribution of an update believed to be triggering the deletions.

DAN GOODIN - 2/12/2016, 1:42 PM
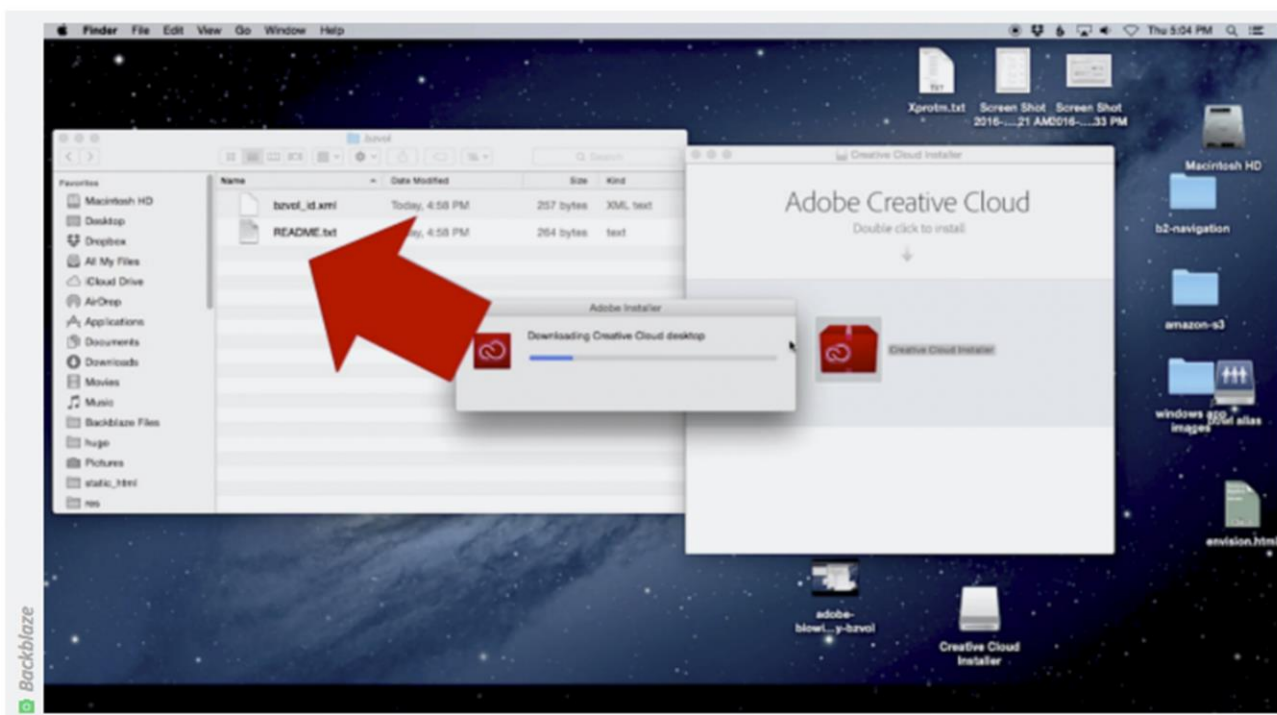
Adobe Systems has stopped distributing a recently issued update to its Creative Cloud graphics service amid reports a Mac version can delete important user data without warning or permission.

The deletions happen whenever Mac users log in to the Adobe service after the update has been installed, according to officials from Backblaze, a data backup service whose users are being disproportionately inconvenienced by the bug. Upon sign in, a script activated by Creative Cloud deletes the contents in the alphabetically first folder in a Mac's root directory. Backblaze users are being especially hit by the bug because the backup service relies on data stored in a hidden root folder called .bzvol. Because the folder is the alphabetically top-most hidden folder at the root of so many users' drives, they are affected more than users of many other software packages.

"This caused a lot of our customers to freak out," Backblaze Marketing Manager Yev Pusin wrote in an e-mail. "The reason we saw a huge uptick from our customers is because Backblaze's .bzvol is higher up the alphabet. We tested it again by creating a hidden file with an '.a' name, and the files inside were removed as well."

Backblaze officials have published three videos that show the deletion bug in action, including the one below.
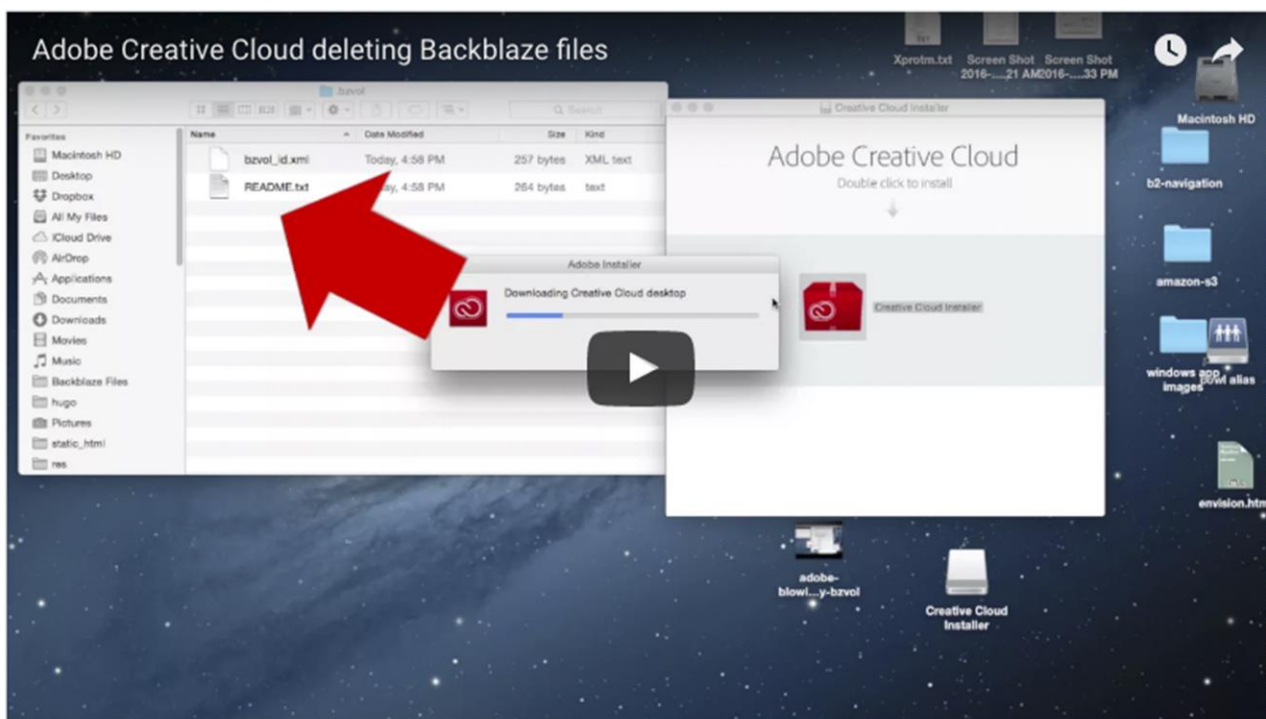
Adobe Creative Cloud deleting Backblaze files.

On Friday morning, Adobe Creative Cloud users flooded Twitter with complaints about the unauthorized data deletions. Many users who don't use Backblaze (the reporter of this Ars story included) will find the first folder in their Mac root drive is .DocumentRevisions-V100, a folder that stores data required for Mac autosave and Version history functions to work properly. Deleting its contents could have negative consequences. The Adobe bug could also have dire consequences for users who have important folders with spaces in them, since those also assume a top alphabetically sorted spot on the Mac hard drive (which by default is labeled Macintosh HD).

An Adobe spokeswoman issued a statement that read: "We are aware that some customers have experienced this issue and we are investigating in order to resolve the matter as quickly as possible. We are stopping the distribution of the update until the issue has been resolved." The version that appears to be causing the deletions is 3.5.0.206, Pusin said.

Creative Cloud users who have not yet installed the update should hold off doing so until Adobe releases detailed guidance. People who have already installed the update shouldn't log in for the time being. One work-around for people who have installed the update and want to log in right away is to create a folder that assumes the alphabetically top-most spot in the root folder. A hidden folder with the name ".aaaaa" comes to mind, but the Backblaze guidance, perhaps offering some comic relief for its aggrieved users, suggested creating a folder called ".adobedontdeletemybzvol."

To do so, users can Open Terminal and paste in "cd /" followed by "sudo mkdir /.adobedontdeletemybzvol" (minus the quotes).

Remains of the Day: Adobe Creative Cloud Bug Deletes User Data

Andy Orin
2/12/16 3:30pm · Filed to: IN BRIEF ∨

We made it to the weekend but Adobe Creative Cloud is having a case of the Mondays. For some users, a bug is deleting hidden folders while Adobe is working on a fix. Meanwhile Amazon Echo gets updated again, the rumored iPhone 5se has a street date, and more.

- An Adobe Creative Cloud bug in a recent update is deleting some users' data without warning. Adobe is already working on a fix and has halted distribution of the update. Backblaze users in particular are being affected because the specific folder structure of that service makes it prone to the bug. [Ars Technica]

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- Amazon Echo can now control your thermostat if you have an Ecobee 3. Look at you, future guy, shouting commands about the temperature to your robot house. (The Verge points out that you can also get it work with Nest through IFTTT, though not reliably.) [The Verge]

- WhoSampled is a fun app that maps which songs sample other songs, and now it can connect to Spotify so you can pleasantly fall down the who-sampled-who rabbit hole. [The Next Web]

- The rumored iPhone 5se and iPad Air 3 will be on sale on March 18th, says 9to5Mac. That's a few days after the also-rumored press event. [9to5Mac]

- Apple TV users will be happy to hear that they're planning on updating the iPhone's remote app to have the same functionality as an actual Apple TV remote. Useful! [TechCrunch via Daring Fireball]

- Some are saying that the Torrent Time plugin that allows you to stream movies in-browser is horribly insecure—but the development team has already refuted the claims. Either way, it's always a good idea to tread lightly when traversing the internet's underbelly. [Gizmodo & The Next Web]

'Adobe Creative Cloud update ate my backup!'

Photoshop giant pulls download after directories go missing

13 Feb 2016 at 00:52, Chris Williams

How about this for bizarre bug of the week: the latest version of Adobe Creative Cloud deletes the first hidden directory in root directories on Macs.

That's bad news for users of BackBlaze: the backup software stores a `.bzvol` folder in the top level of every drive it backs up, and uses these folders to store information about the drives. Adobe's Creative Cloud app wipes away these directories, leaving BackBlaze's users faced with "your drive is no longer backed up" errors.

"We've encountered an issue on the Mac where Adobe Creative Cloud appears to be removing the contents of the first hidden folder at the root of the drive, in alphabetic order. By happenstance, the first hidden folder on most Backblaze customers' internal drive is the .bzvol folder," writes a BackBlaze staffer after a flood of inquiries from customers.

One way to stop this from happening is to run `sudo mkdir /.adobedontdeletemybzvol` in a Terminal and enter your administrator password. This will create a sacrificial file for Creative Cloud to eat. It'll also stop Adobe's code from destroying other important hidden directories, such as `.DocumentRevisions-V100`, used by OS X for versioning files.

Another issue is that Adobe's software may also delete the first file or folder in a root directory that starts with a space character, since that will always appear first in an alphabetical listing and thus fall prey to Creative Cloud.

The deletions are triggered when installing version 3.5.0.206 of the Adobe app, or signing into the cloud service with that build. Adobe has since pulled that download while it investigates the programming cockup.

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BackBlaze has made two videos demonstrating the flaw. Remember, always keep backups. And then backup your backups. ®
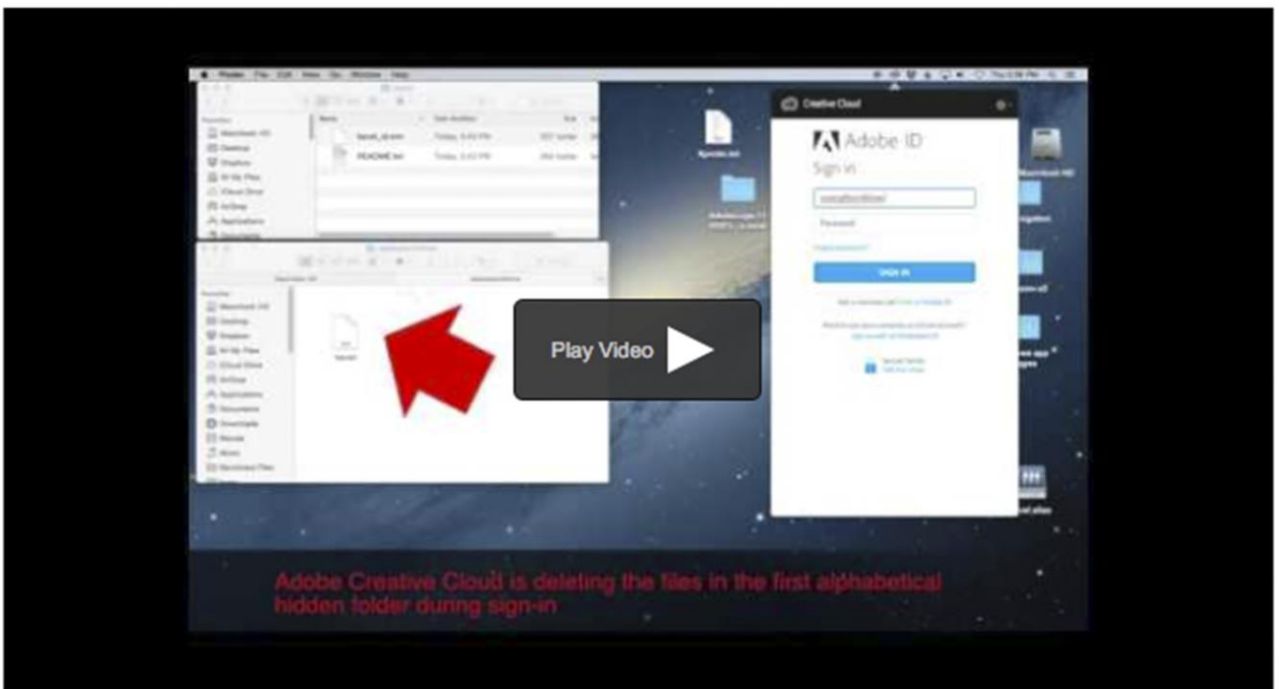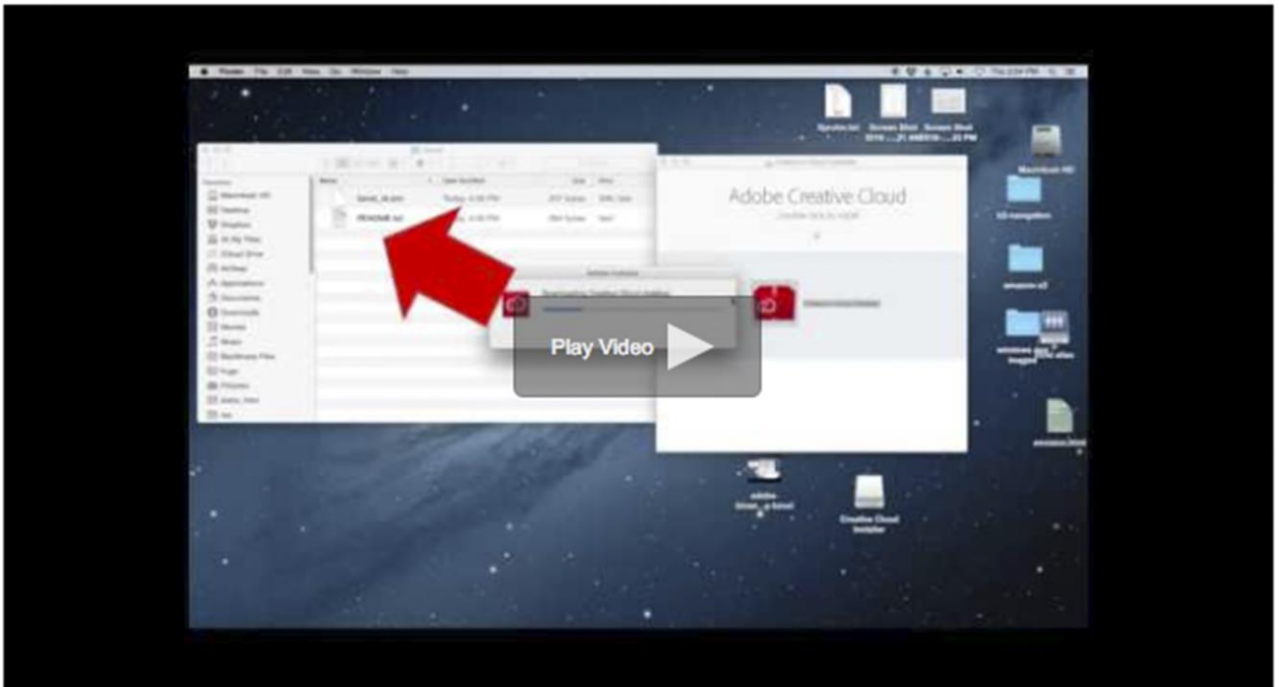
Warning: Adobe Creative Cloud Deletes Data In Your Mac Root Directory

FEB 13, 2016   MICHAEL ZHANG
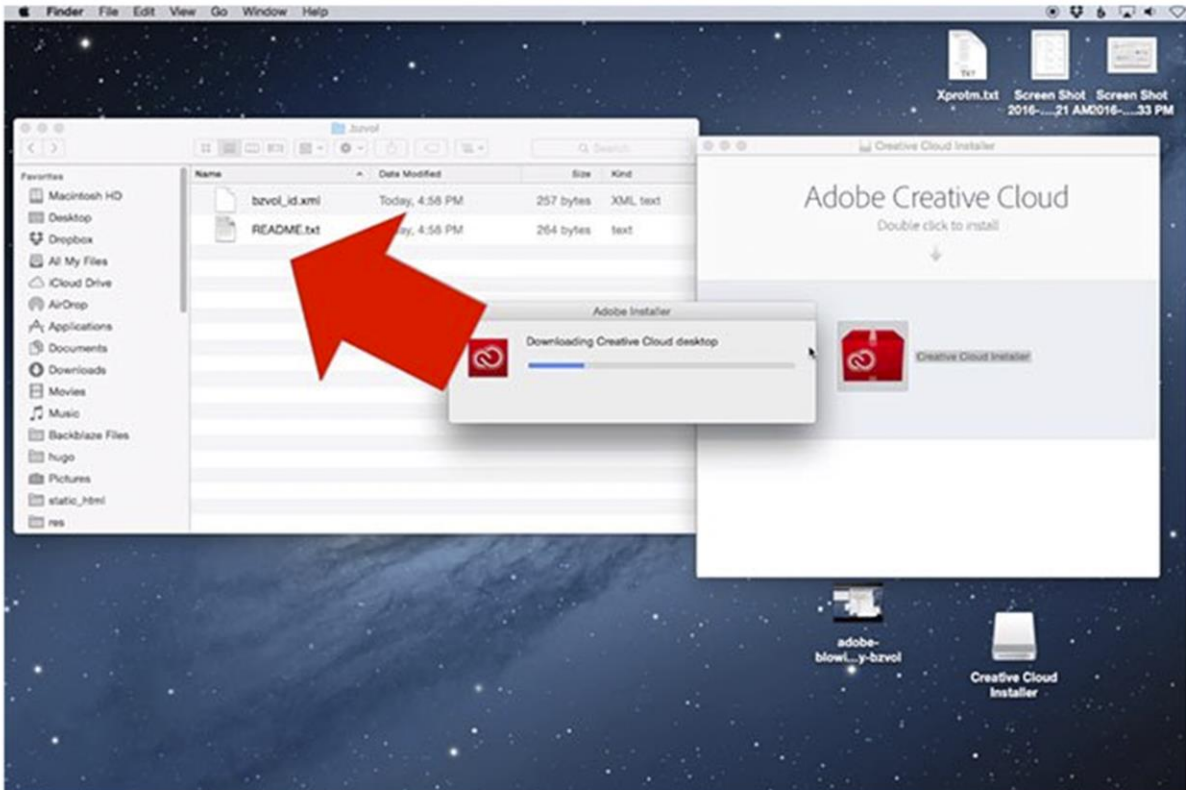
Here's a *major* warning to those of you who use Adobe Creative Cloud on a Mac: the latest version of Creative Cloud has a bug that deletes unrelated data from your root directory without warning.

The bug in Adobe Creative Cloud version 3.5.0.206 was **discovered by the cloud backup service Backblaze**, whose customers were having their data deleted by Adobe's app.

Here's what's going on: Creative Cloud appears to be deleting the contents of the 1st folder in your Mac's root directory, in alphabetical order. For Backblaze customers, this folder was often the Backblaze directory called **.bzvol**. If you have a different folder that comes earlier alphabetically, something like **.appdata**, for example, then *that* folder will be affected.

This video released by Backblaze shows how an update or fresh install of Creative Cloud abruptly deletes all the contents of their hidden .bzvol folder:
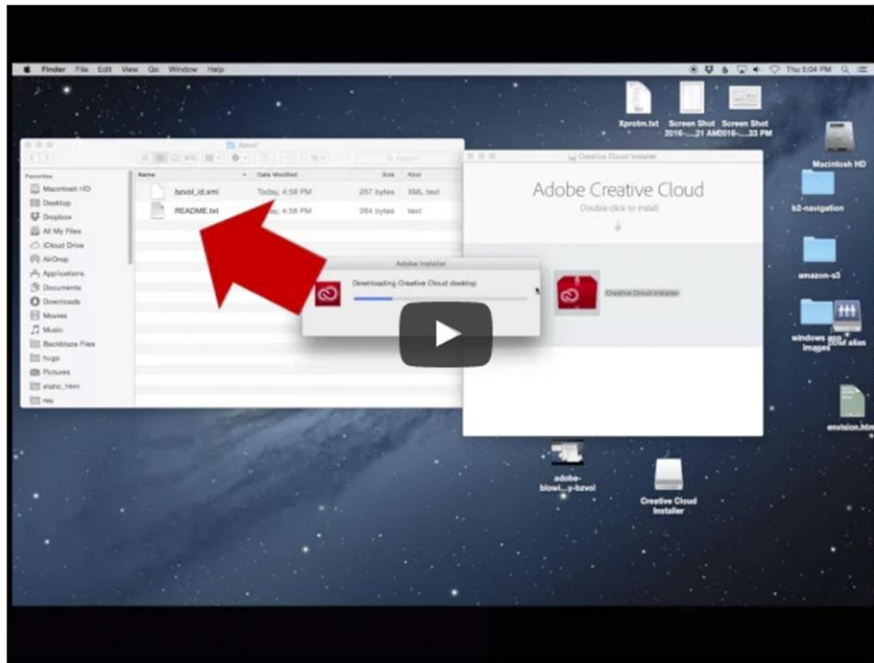
But to show that this bug would affect non-Backblaze customers as well, the company did another test with a hidden folder named **.adobedontkillme**. The same deletion happened while signing in to Creative Cloud:
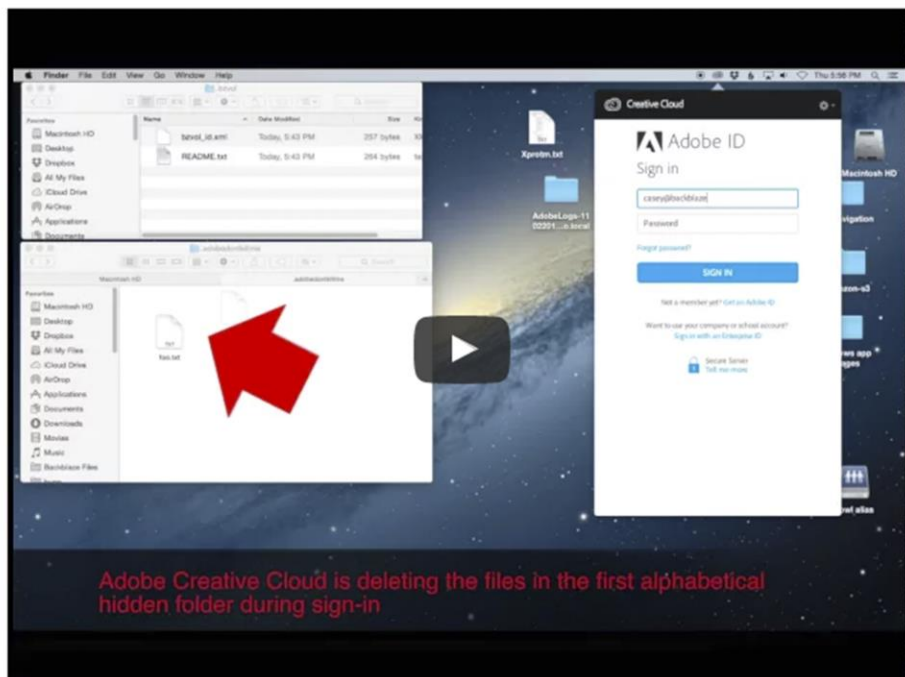
The issue also occurs when a *non-hidden* folder comes first alphabetically. Here's Creative Cloud deleting the contents of a folder titled ' **Adobe Precious Files**' (a space was added in front to give alphabetical precedence):
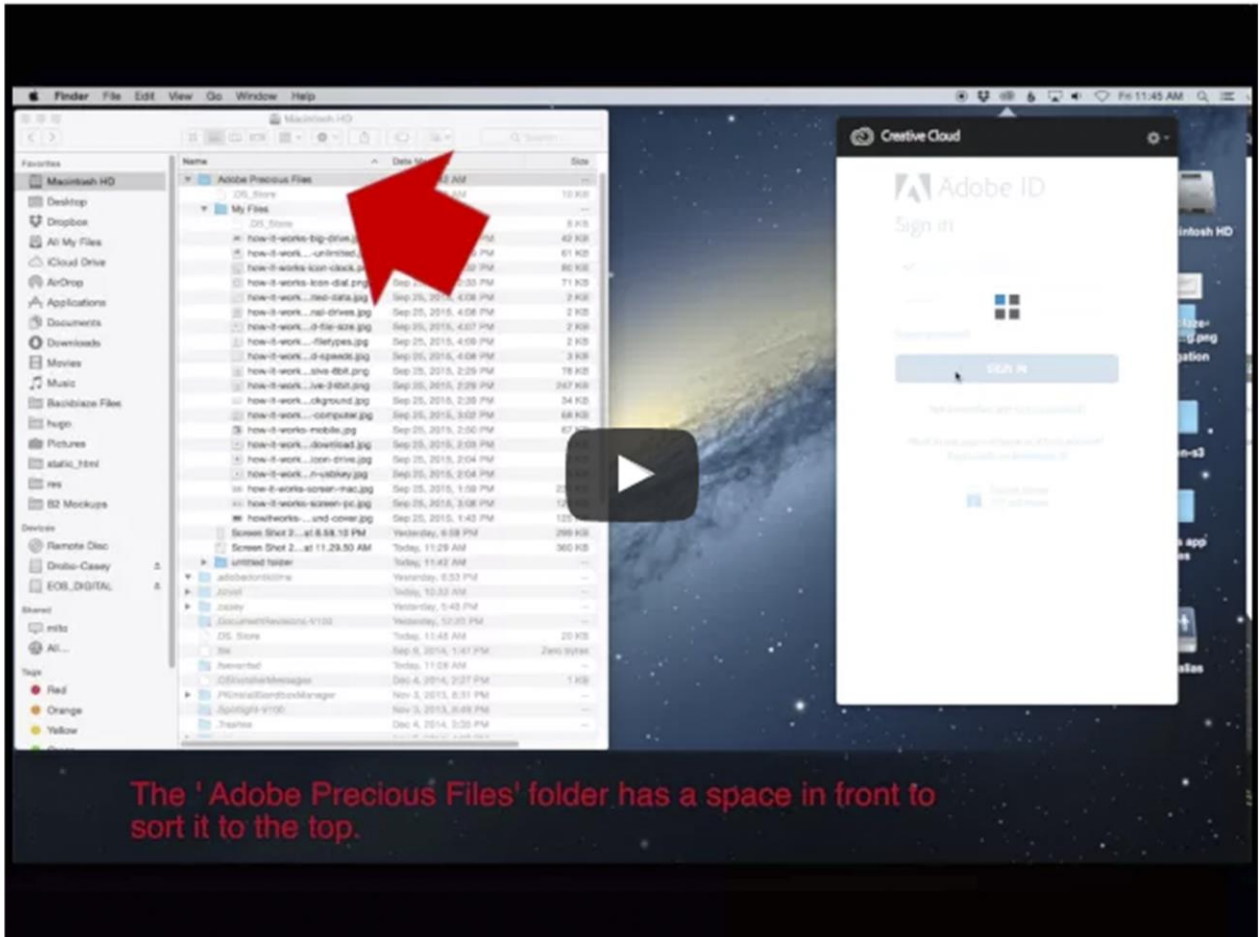
UPDATE

Adobe Creative Cloud bug deletes hidden folder contents on Macs

The company says it's working on a fix.

By Roman Loyola
Senior Editor, Macworld | FEB 12, 2016 11:49 AM PT

Update 1:45 p.m. PT: Adobe told Ars Technica that the company is "stopping the distribution of the update until the issue has been resolved."

If you are an Adobe Creative Cloud user, it's possible that the most recent CC update can prevent processes like online backups from working properly.

According to Backblaze [hat tip to Andy Baio], the CC update (version 3.5.0.206) looks for the first hidden folder (based on alphabetical order) at the root of the Mac's drive and removes the contents of that folder. For Backblaze users, a .bzvol hidden folder is created, and chances are it tops the list alphabetically.

Even if you are not a Backblaze customer, the CC update will delete the contents of the first hidden folder it finds alphabetically. [Update: @YevP of Blackblaze points out that folders with a space at the beginning of its name are also susceptible to the Adobe CC bug.] That could cause issues with your Mac and its apps. If you think you have encountered this problem, you can try using a backup to restore the hidden folder.

Backblaze users can execute a Terminal command if they are an Adobe CC user but have yet to install the latest update. Blackblaze also provides instructions on how to fix the problem if the .bzvol folder has been wiped.

According to a tweet by Adobe Customer Care, the company is working on a fix.

Adobe Pulls Update Which Deletes Important Files

Users of backup software were particularly badly affected by the error, which has now been fixed by Adobe.

11:56, UK,
Monday 15 February 2016

Adobe says it has pulled the update and fixed the problem

Adobe has pulled an update for one of its desktop programs after it randomly deleted important files from people's machines.

During installation of a Creative Cloud update, the program deleted the first folder on many users' machines when listed alphabetically.

Users of backup software Backblaze were particularly badly affected by the error, as the backup system is stored inside a folder called ".bzvol".

Blackblaze later rolled out an additional dummy directory called "aBackblaze" which Adobe updates could delete without causing any problems.

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Some other users found that Adobe deleted a folder required for the functioning of Mac autosave and document versioning functions.

Abobe has now pulled the update and is replacing it with a new one that will not damage computer systems.

A spokesman said: "In a small number of cases, the updater may incorrectly remove some files from the system root directory with user writeable permissions.

"We have removed the update from distribution, and are in the process of deploying a new update which addresses the issue. When prompted for the update, Creative Cloud members should install it as normal."

Creative Cloud is a desktop tool that lets users launch and update the Adobe suite of creative applications.

Adobe has fixed an update that deleted important files without notice

TheJournal.ie 15 February 2016

Adobe has fixed an update that deleted important files without notice

Adobe has issued a fix for a software update that deleted important files off people's Mac computers, even those that had nothing to do with the software in question.

Its Creative Cloud Desktop application was rolled out last week, but the update ended up removing files from the system's root directory. In this case, it was the first folder on a user's machine as listed alphabetically, sometimes being a folder whose name starts off with a space as the first character.

In some cases, the update would delete a folder dedicated to a Mac's autosave function for documents.

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Adobe released an update for both Windows and Mac and said users would be prompted to install it within the next 24 hours if they haven't done so already.

"We have removed the update from distribution, and are in the process of deploying a new update which addresses the issue," said Adobe in an earlier statement. "When prompted for the update, Creative Cloud members should install it as normal".

The issue was originally spotted by data backup service BackBlaze which found out because its hidden folder named '.bzvol,' which it relied on to run its service, was deleted.

After receiving reports about it, it advised users to create a 'sacrificial folder' in the root directory as a temporary solution to the problem.

> It's difficult to tell exactly which data may have been removed, but you can open the root directory on your Mac and try to look towards the top of any folders that are empty. This would have occurred to only one folder (that we know of) so the top-most hidden folder or the first folder with a space as the first character would have been affected.