# Adobe Education Enterprise

**4/4/2018 webinar Q&A**

<span style="color:red">*SUBJECT TO CHANGE*</span>

Q:  **Adobe has announced that new software updates and feature enhancements of many Adobe applications like Photoshop, Illustrator, InDesign and others will no longer be delivered with a serial key after October 2019. How does this decision impact education customers who need serial keys for single users and/or multi-user lab and classroom environments?**

A:  Depending on how education customers purchase Adobe software applications for individuals (faculty, staff, and/or students) and for lab/classroom environments, customers are required to make certain software deployment preparations for a change of license management starting in the fall of 2018. In view of academic calendars and the fact that many schools and universities update software packages only during semester breaks, Adobe is providing the ability to remain on existing deployments until they can upgrade specific computers and/or users.

Q:  **After the fall of 2018, will customers be able to continue to use current versions of software applications in labs/classrooms?**

A:  Whether customers can remain on existing deployment methodologies depends largely on the timing of their software subscription contracts. For each use-case, Adobe will be able to provide detailed transition timeline options later this year.

Q:  **How do we avoid compatibility issues if serialized versions aren't updated (ex. Premiere Pro must stay in sync)?**

A:  Adobe recommends keeping license parity between users and lab installations by communicating with stakeholders ahead of the upcoming license changes. To keep version control, customers should wait for the availability of a new named-user enabled, multi-user lab license before telling users to upgrade their personal license.

Q:  **Are all Adobe Creative Cloud storage centers in the US?**

A:  Adobe utilizes best-of-breed hosting through Amazon Web Services (AWS) in a multi-region, multi-datacenter configuration to provide customers with constantly replicated data backup so content is available when needed. Components of Creative Cloud are hosted on AWS, including Amazon EC2 and Amazon S3, in the United States, the European Union (EU), and Asia Pacific. For more information visit [Adobe Security](#).

Q:  **I manage lab licenses with a software entitlement expiration in 2020. Will the current way I deploy these licenses in the classroom be valid through the contract period?**

A:  Depending on the purchasing program (VIP/ETLA), licenses for existing software will remain valid through the remainder of your contract. Any exceptions to this rule will be communicated later in 2018.

Q: **The last serialized deployment that will be supported is Creative Cloud 2019? Or is that just when 2018 and previous versions will deactivate?**

A: Adobe is no longer identifying Creative Cloud applications by year but rather by individual application version numbers. You can check current version numbers in the "About" help menu within each application or the Adobe Desktop application. Applications that update with the new licensing technology this fall will no longer be supported with serialized deployment but prior version will remain active based on the subscription term.

Q: **How will "named-user licensing" affect Adobe XD for education?**

A: With the introduction of a new named-user enabled lab licenses in 2019, individual users in labs will receive access not just to the regular desktop applications like Photoshop and InDesign but will also be able to utilize named-user only apps like Adobe XD (currently not available for lab deployment) and Cloud Services.

Q: **What is the per-user activation limit for Creative Cloud?**

A: Each named-user is entitled to two activations per account (not to be used simultaneously) and includes the option for work-at-home use. Software can be installed on additional computers but a third activation will require the deactivation of one of the two initial activations. Use in multi-user lab environments will not count as part of the two-activation limit.

Q: **Are "serialized deployments" the same as "device licenses"?**

A: Adobe refers to "serialized deployment" when IT managers utilize a serial key to create software packages. These packages do not provide access to cloud services but can be utilized in an anonymous manner (lab/classroom example). So-called "device licenses" are similar in nature but are only available via the Value Incentive Plan (VIP). These licenses do not require a serial key but can be equally used in a multi-user environment with anonymous use.

Q: **Does the two-computer activation limit include home use as well?**

A: Yes, a second activation can be used for work or for home use.

Q: **How do I move lab machines to the Adobe Admin console? I do not see that option.**

A: With the introduction of new named-user enabled lab licenses in 2019, customers will be able to manage lab computers via the Adobe Admin Console more effectively. Additional details will be made available later in 2018.

Q: **Can we continue to use the current licensing or will it eventually expire?**

A: Unless you purchased a perpetual license of Adobe software, all of Adobe's subscription and/or term licenses eventually expire either based on the contractual agreement or an expiring serial key.

Q: **We utilize SCCM 2012 for software deployment to labs? Will Adobe continue to support this methodology?**

A: Adobe will continue to support software deployments using an enterprise deployment tool such as Microsoft System Center Configuration Manager (SCCM), Apple Remote Desktop, or JAMF Casper

Suite. For more information about the current set up, see [Deploying Adobe packages with ARD](#) and [Deploying Adobe packages with SCCM](#).

Q: **How will these changes affect Adobe VIP (non-enterprise) license management?**

A: The licensing technology update will affect all users of Adobe software including software acquired under the VIP program. Starting with the launch of the new licensing technology in October of 2018, Adobe will slowly remove access to VIP device licenses and will replace them with named-user enabled lab licenses in early 2019.

Q: **One important consideration is maintaining compliance with regards to off-boarding staff that are no longer with a subscription. What resources are there for time-bombed named-user licensing accounts or having accounts brought in via the sync tool to be automagically disabled?**

A: Adobe's enterprise offerings allow customers to utilize LDAP integration in support of SSO. In addition, Adobe has made available user management APIs and user sync tools to assist with the automation of user on- and off-boarding. Licenses acquired under the VIP program for higher education currently do not have this option. [More info>](#)

Q: **Right now, we only have device licenses. Can we move to named user licenses now or do we need to wait?**

A: Customers who purchased VIP device licenses cannot convert them to named-user licenses. Customers may switch license types at the next agreement renewal date. Customers who purchased Creative Cloud with Services under an ETLA agreement may start deploying named-user licenses utilizing the Adobe Admin Console.

Q: **Where is the Admin Console hosted?**

A: Adobe utilizes best-of-breed hosting through Amazon Web Services (AWS) in a multi-region, multi-datacenter configuration to provide customers with constantly replicated data backup so content is available when needed. Components of Creative Cloud are hosted on AWS, including Amazon EC2 and Amazon S3, in the United States, the European Union (EU), and Asia Pacific. For more information visit [Adobe Security](#).

Q: **If we use user sync, will all users receive an email invitation? or can we direct them to a URL?**

A: Administrators can turn email invitations on or off.

Q: **Does user sync support multiple domains?**

A: For enterprise customers, Adobe now supports multiple domains and user sync for each of them

Q: **Can we move to the named licenses and deny users all access to Adobe Services?**

A: Certain Services are regarded as core services and cannot be turned off. For more information visit "[enable/disable services for a product profile](#)."

Q: **Our licensing is based on FTE - so the total named users available for named user licensing is our FTE count. But more people than the FTE might require access to single apps (e.g. Acrobat) when they don't require the full suite. How would that be handled?**

A: Adobe's FTE-based Access ETLA agreements use the FTE count as pricing metric only. All employees (part-time and full-time staff and part-time and full-time faculty counted as part of the total FTE) are entitled access to the purchased apps that were purchased on an FTE basis.

Q: **Do we know when the user migration tool is coming out to allow easy transition from Adobe ID's to Federated ID's?**

A: Adobe is continuously improving identity management and will release improvements from time to time. Visit [Manage Identity Types](#) for more information.

Q: **For my users who currently have CC installed via serial key, will there be an easy option for us to convert them to Named-user licensing**

A: Visit [Migrate user management to the Adobe Admin Console](#) to learn more about migration options. Serialized software should be uninstalled prior to installing a named-user version.

Q: **Is FTE count inclusive or exclusive of non-knowledge workers (i.e. say service staff or contract vendors)?**

A: Under Adobe's FTE-based Access ETLA agreement, non-knowledge workers like maintenance staff, bus drivers, cooks, and other service staff do not need to be included in the FTE calculation. However, they may not be licensed with any of the software if they were not included.

Q: **What's the best practice to setup CCE for my 400+ lab computers?**

A: Currently, using the Creative Cloud Packager with serial keys is the easiest way to deploy software in labs. Starting in FY19, customers may choose to deploy software in labs using the Admin Console which will provide more license visibility and control.

Q: **What happens when a student leaves the institution and their account is disabled per that process?**

A: When you remove a user, all permissions and access to services conferred by the organization are revoked. For example, the licenses for products are revoked and users are unable to use the products. Adobe ID type users own and manage their IDs, so removing a user with an Adobe ID only removes a user from the organization. Users can still access Creative Cloud, and other Adobe services as a free member. Any files or folders stored on Creative Cloud remain available to the user. On the other hand, the organization owns and manages Enterprise and Federated IDs. When an administrator deletes a user, the ID is deleted permanently. Users lose access to any associated data, and then even administrators cannot access the account or data of the user. If you only want to revoke access to products and services, without deleting any associated data, do not delete the user but remove the user from any product profile that confers entitlements.