Adobe Creative Cloud for enterprise
Licensing update for education ETLA customers
Frequently asked questions

This document is Adobe Confidential and includes reference to Adobe's current product roadmap, which is subject to change.

October 29, 2018

Overview

As you may know, Adobe released Creative Cloud 2019 at MAX, but Creative Cloud 2019 is not currently available for labs. If customers attempt to update shared environments (labs and classrooms) to Creative Cloud 2019, the apps installed on a machine will run in trial mode. We understand the frustration surrounding updates to Creative Cloud 2019 for lab environments and are working to resolve this. This FAQ is intended to help you manage the situation in your institutions.

Why haven't education enterprise customers been informed about the October 15, 2018 Creative Cloud update to Adobe's application licensing technology?
Adobe informed education enterprise customers of the Creative Cloud update in May 2018 via email notification. The notification informed customers that a new version of Creative Cloud would be released in the Fall of 2018. The notification also informed customers that the new software would not be immediately available for lab use. The lab solution, called Shared Device License, will be available the first quarter of 2019.

Why did Adobe release Creative Cloud 2019 without lab support?
In order to deliver the improved lab experience that we'll release the first quarter of 2019, an update to our licensing technology was required before we could build the shared device application on it. That update launched October 15, 2019 at MAX, and now that the new application licensing technology has launched, we're working as fast as we can on the lab build.

What happens if I try to update lab environments to Creative Cloud 2019?
First, please do not attempt to upgrade lab environments to Creative Cloud 2019 at this time as, unfortunately, Creative Cloud 2019 is not currently available for labs. If you attempt to update shared environments (labs and classrooms) to Creative Cloud 2019, the apps installed on a machine will run in trial mode.

What happens if I have already attempted to update labs to Creative Cloud 2019 and, as a result, have machines running in trial mode?
This situation can occur if you deployed with a serial number and did not disable installation and update in the Creative Cloud application. You should:
1) Uninstall Creative Cloud. Uninstall instruction can found at this URL, **https://helpx.adobe.com/creative-cloud/help/uninstall-remove-app.htm/**.
2) Create a new installer package containing needed applications using the Creative Cloud Packager with "Apps and Updates" disabled.

3) Deploy the software to the shared environment.
4) If you currently deploy software via serial numbers, you should continue using Creative Cloud 2018 until the Shared Device License is available the first quarter of 2019. If you need assistance, please contact Adobe Customer Care for Technical Support—email ecs@adobe.com—with any questions. We apologize for this inconvenience.

I have heard of individual users who updated and had their software revert to trial mode. What should they do?
This situation occurs if individual users have a serialized installation and the rights to install software via the Creative Cloud app. You must convert back to Creative Cloud 2018. To convert back to Creative Cloud 2018, you must uninstall Creative Cloud 2019 apps and reinstall the previous version of Creative Cloud. Uninstall instruction can found at this URL, **https://helpx.adobe.com/creative-cloud/help/uninstall-remove-app.html/**. Reinstall instruction can be found at this URL, **https://helpx.adobe.com/download-install/using/install-previous-version.html**.

When will the Shared Device License solution be available for education customers?
The Shared Device License will be available the first quarter of 2019. If you have serial numbers that expire November 30, 2018, please contact your Adobe representative for a bridge serial number that expires in 2019 or later.

What if I don't know when my serial numbers expire? How do I find that information?
If you are unsure if your serial number is expiring, please run our AdobeExpiryCheck tool to check expiration dates.

What will happen if I'm running Creative Cloud on named user licensing machines?
If you are running on Named User Licensing, you will not be affected and can begin using the new features in Creative Cloud 2019 now.