

Adobe Creative Cloud

IT Guide

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Introduction

Adobe Creative Cloud is a suite of software used for graphic design, video editing, web development, photography, and more. It is not only a suite of apps however, Adobe CC includes a number of cloud services as well. [REDACTED] previously had been using Adobe CC apps for under a device license model, which ties a licenses to a serial number. In summer 2020 REDACTED (Organization Name) began using named-user licensing which has many advantages that will be discussed later in this guide.



Section 1.

General Information

Licensing

Adobe provides a few different licensing options for education users to choose from. REDACTED (Organization Name) had been using what are known as Device Licenses for Adobe CC Applications. These licenses were part of a package and would become assigned to a computer's serial number once the package had been run.

Unfortunately Adobe stopped supporting these licenses with 2018 or later Adobe CC applications. This is forcing many organizations including REDACTED (Organization Name) to switch to one of their newer licensing models as newer operating systems such as MacOS Catalina only support Adobe CC applications made since 2018.

REDACTED (Organization Name) now uses named-user licenses from Adobe which tie the licenses not to a specific machine, but to a specific Active Directory user. These licenses provide additional flexibility such as the use of the Adobe Creative Cloud Desktop app and cloud storage.

The following groups of users have Adobe licenses:

Faculty/Staff with REDACTED (Organization Name) computers

Grades 5-12

Note: All licensing is managed in the administrative console which is covered in depth later in this document.

Installation Procedures

Installing apps from Adobe CC could not be much easier. All app installs, updates, upgrades, and uninstalls are managed through the Adobe CC Desktop app (ACCCA) by the end user.

In order to install CC apps, users will utilize the FileWave or JAMF kiosk to install the ACCDA. Once the ACCDA is on their computer and they launch the application, the user will be asked to login. Users will select to sign in with Google. Once authenticated by Google users will be taken back to the ACCDA. All applications available for use by that user should now be accessible for installation on the main page of the ACCDA.

Users may install older versions of applications if needed by using the ellipsis next to the install button.

Updates & Upgrades

Updates and Upgrades both can be managed by the user in the Adobe Creative Cloud Desktop app (ACCCA). Users have the option to enable automatic updates the first time they update an app in the ACCDA if they do not wish to manage them themselves.

When an update is available users will receive a notification within the ACCDA the next time they open it. The **Open** button next to the application in the Apps panel will also change to **Update**. Users can click **Update** to install the update whenever is convenient for them.

Upgrades from yearly versions are still available for installation in the ACCDA and act the same as updates. If upgrading from an older version, the user will have to select to update in the ACCDA and in some cases select to uninstall the older version of the application using the ellipsis.

In addition, IT has the ability to force updates if needed using the Remote Update Manager Tool.

Remote Update Manager Tool

While users can manage application updates on their own, IT administration may force application updates via the Remote Update Manager (RUM) tool. All Adobe packages installed on REDACTED (Organization Name) School computers is configured to include RUM. To use the RUM tool an IT member must push a script via the MDM that specifies which app(s) to update and to which version(s).

RUM uses the following syntax:

```
RemoteUpdateManager --channelIds= --  
productVersions= --action= --help
```

channelIds (optional)

An abbreviation specifying which apps to update. Multiple apps may be specified using a comma-separated list. If null, all download apps will be targeted. Channel Id values can be found [here](#).

productVersion (optional)

Specify a version of the app to install. If null, the latest version will be installed.

action (optional)

list: Displays a list of applicable updates for the products installed on the machine.

download: Downloads the applicable updates.

install: Installs updates if they are downloaded already. If the updates are not already downloaded, this command first downloads the updates and then installs them.

If null, downloads and installs updates.

Adobe Creative Cloud Services

Adobe Creative Cloud is not just the a suite of apps, but also a number of services that work together to create a seamless user experience. Users are able to take advantage of these services to collaborate with others, keep their Adobe application files available across all their devices, download sets of existing assets made by other users, and more. For more information on these services, please see <https://helpx.adobe.com/enterprise/admin-guide.html>.

File Syncing & Cloud Documents

Adobe file syncing works much like how iCloud or Google File Sync work. Instead of choosing a directory Adobe will create a folder within the Home folder called Creative Cloud that will sync files to the cloud automatically. Creative Cloud files can be managed either directly from the Creative Cloud folder, ACCDA, or in the Creative Cloud website.

Cloud Documents are different in one key way. Cloud Documents much like a Google Doc are constantly saving to the cloud in the background while making changes. Only specific apps support cloud documents. Users will have the option save a document as a cloud document the first time they save a file. Cloud documents can be managed via any app that supports them or in the Creative Cloud Website.

Collaboration

There are a few ways to collaborate with others in Adobe Creative Cloud. REDACTED (Organization Name) has the option to limit collaboration to accounts within our domain if we wish. At this time (5/5/20) we have chosen to leave collaboration open to anyone. Adobe collaboration is different from similar features in Google Drive for example. When a file has been shared it does not allow for real-time collaboration, but rather for each user to individually open and work on the file. This could create problems if two people are attempting to edit the same file at the same time only the version saved last will actually save. The only application that allows for true real-time collaboration is XD which functions the same any other real-time collaboration method. More information specifically on how to configure sharing options can be found in the Libraries, Assets, and Cloud Documents sections of this guide.

Effects of License Removal on Cloud Storage

Once an Adobe CC license has been revoked, the user will immediately be unable to use any of their Adobe Creative Cloud apps. Users will still be able to access their files and folders for up to 90 days so long as their account still exist in the users pane of the admin console which pulls from Google users. Adobe did create a tool for migrating this data. The tool is for really for graduating students, but can be used by any user within the school at any time. Users may visit graduation.adobe.com and follow [these](#) instructions to migrate their assets to a **new** personal adobe account.

Section 2.

User Guides

Getting Started (MacOS)

This section will cover a variety of instructions to help guide users through the installation of Adobe CC applications under the named-user licensing model on a computer running MacOS.

Installing Creative Cloud Desktop from The Kiosk

1. Click on the REDACTED (Organization Name) seal in your menubar.
 2. Select **Install Software...**
 3. Find **Adobe Creative Cloud Desktop**.
 4. Click the **Install** button.
 5. Wait for the progress bar to complete and for the status to change to *Installed*.
-

Installing Adobe Creative Cloud Apps using the Creative Cloud Desktop App

1. Launch the **Adobe Creative Cloud** from the **Adobe Creative Cloud** folder within the **Applications** folder. (Note: Adobe CC does not appear in Launchpad)
2. When the sign in window appears, enter your REDACTED (Organization Name) School email address ex: jappleseed00@ORGANIZATION DOMAIN.
3. Select **Continue**.
4. Follow the Google prompts until you reach the sign-in confirmation page.
5. Click the **Apps** menubar item.

6. Any of the apps that are available for install will have an install button that you can click to install the latest version. Alternatively you may click the ellipsis next to the install button to select an older version to install.
7. Once you select CC app has finished installing, you may open it using any traditional method you use to open any other app on your computer.

Note: The first time you open application it may take a while to launch and open the homepage.

Getting Started (Windows)

This section will cover a variety of instructions to help guide users through the installation of Adobe CC applications under the named-user licensing model on a computer running Windows.

Installing Creative Cloud Desktop from The Kiosk

1. Click on the REDACTED (Organization Name) seal in your taskbar. (most likely located within the arrow menu)
2. Find **Adobe Creative Cloud Desktop**.
3. Click the **Install** button.
4. Wait for the progress bar to complete and for the status to change to *Installed*.

Installing Adobe Creative Cloud Apps using the Creative Cloud Desktop App

1. Launch the **Adobe Creative Cloud** from the **Adobe Creative Cloud** folder within the **Program Files (x64)** folder.
2. When the sign in window appears, enter your REDACTED (Organization Name) School email address ex: jappleseed00@ORGANIZATION DOMAIN.
3. Select **Continue**.
4. Follow the Google prompts until you reach the sign-in confirmation page.
5. Click the **Apps** menubar item.
6. Any of the apps that are available for install will have an install button that you can click to install the latest version. Alternatively you may click the ellipsis next to the install button to select an older version to install.

7. Once the select CC app has finished installing, you may open it using any traditional method you use to open any other app on your computer.

Note: The first time you open application they may take a while to launch and open their homepage.

Uninstalling Creative Cloud

In order to uninstall Creative Cloud you must first uninstall all Creative Cloud applications or download the Creative Cloud Uninstaller from the Adobe website (this does require admin privileges).

If you choose to uninstall each app individually, open the Adobe Creative Cloud Desktop App (ACCCA) and select uninstall for each installed app. Once you no longer have any Adobe CC apps installed you may go to the kiosk in your menubar and click the **Uninstall** button next to Adobe Creative Cloud. If you are unable to uninstall the ACCDA using the kiosk please visit the Helpdesk for additional assistance.

Section 3.

Administrative Console

Getting Started

The Adobe Administrative Console provides a central location for managing all things Adobe across REDACTED (Organization Name). The Console is broken into six main tabs. Depending on your permissions you may have all tabs visible or as few as two tabs visible in your menubar. The main tabs used by more than one or two people are the Products and Users tab. A quick description of each tab can be found below.

Overview: View a summary of the licenses purchased and the amount of storage available with each plan.

Products: Assigning licenses and managing product profiles.

Users: Create, search, update, and remove user accounts, which entitle the end users to Adobe products and services. (This is all handled by our tie into Active Directory).

Packages: Downloading pre-configured packages or creating custom-configured packages.

Accounts: Managing organization wide details. (Most admins will never need to use this tab)

Settings: Claim domains, limit access to sharing features, add notes for end users, set up a default email language, and more.

Note: More detailed language on each of these can be found [here](#).

Users

All of our users and groups are managed by Active Directory. For this reason, there should be very few times that this page will be used. If there is an urgent request and the AD sync has not run recently, you may search for a user in here and manually assign them a licenses. In the case that special action is required beyond manually assigning a licenses, please refer to Adobe support documents for more information on how to use the users page.

Packages

The packages page is what we use to create and download packages to install the ACCDA and in some cases additional applications. All of REDACTED (Organization Name)'s Adobe packages are considered to be “Managed”. There are a few different options when configuring a package that need to be adjusted.

When configuring a package always ensure that you enable non-admin users to install apps and that the Remote Update Management Tool is enabled.

When creating a package always double check that the configuration is correct before delivering it to host machines.

Glossary

CC

Creative Cloud. Often used to represent abbreviate Adobe Creative Cloud

FW

FileWave.

ACCCA

Adobe Creative Cloud Desktop App.

Update

According to Adobe an update is when there is a minor version change. Ex: Photoshop (21.0) to Photoshop (21.1) or Illustrator (24.1.1) to Illustrator (24.1.2).

Upgrade

According to Adobe an upgrade is when there is a major version change. These upgrades are often yearly which is why they are often referred to as the yearly upgrade. EX: Photoshop 2019 to Photoshop 2020 or Photoshop (20.4) to Photoshop (21.0)

RUM

*Remote Update Manager is a tool provided by adobe that allows IT to force users to update their Adobe applications (more info on page **INSERT HERE**).*