Adobe Shared Device Licensing for Education Customers
Frequently Asked Questions

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

Adobe updated its application licensing technology October 15, 2018 to transition to a new, modern, and more secure licensing platform that will deliver all future Adobe Creative Cloud, Adobe Document Cloud and print and publishing products and services to customers.

Adobe's legacy licensing technology is based on a 32-bit application that must be retired as operating system vendors are starting to deprecate or have already deprecated support for 32-bit applications. In addition, we're taking this opportunity to make the platform even more robust and dynamic.

The benefits include:

- Increased network security, so customers can examine and validate all licensing traffic from their networks to Adobe at the institution's firewall.
- Support for modern OS and app platforms, including Apple Mac OS X, Microsoft Windows, and Universal Windows Platform (UWP).
- The ability to entitle and manage all application licensing from the Adobe Admin Console, a single web console.
- Integration with a range of identity systems, including Active Directory (Enterprise only).
- Elimination of the need to re-serialize when serial numbers expire.
- Improved license management, including the ability to group license deployments, assign sub-admins, and experience new visibility into student usage of licensed devices (available early 2019).

**Shared Device Licensing**

Concurrently, we saw the need to create a better experience for students and faculty/teachers accessing our products in shared environments like labs, libraries, and classrooms. This will replace device licensing for Value Incentive Plan (VIP) customers and serial numbers for Enterprise Term License Agreement (ETLA) customers.

Shared Device Licensing fixes numerous challenges faced with current lab deployments, including:

- Students will have access to the latest apps and services when using entitled machines.
- Students with individual paid subscriptions will be able to log into machines entitled with Shared Device Licensing and access their profile.

**What are the benefits of Shared Device Licensing for students and faculty/teachers?**

With Shared Device Licensing students and faculty/teachers will be able to access the latest versions of all Creative Cloud desktop apps in a shared environment. The student or faculty/teacher will be able to access their profile wherever they are—in the library, lab or classroom—and access their saved work.
How does this change impact students accessing Creative Cloud?
To access the latest apps and services in Creative Cloud, students will be prompted for an ID and password. This can be created in two ways:

1. The institution can provision Enterprise IDs or Federated IDs to K-12 (primary and secondary) or higher education students through the Admin Console.
2. Higher education students can create a free Adobe ID on adobe.com. They’ll be asked for their name, email, and age. No credit card number will be requested. This option isn't available for K-12 customers.

When will Shared Device Licensing be available?
Shared Device Licensing is expected to be available in the first quarter of 2019.

Are "serialized deployments" the same as "device licenses"?
"Serialized deployment" is when IT managers utilize a serial key to create software packages. These packages do not provide access to cloud services and are based on anonymous users (lab/classroom example). "Device licenses" are available via VIP. Customers will not have access to the new versions of apps on serial or device licenses, so we encourage every customer to upgrade as soon as possible to the new Shared Device License when it becomes available.

Upgrading Shared Environments to Creative Cloud 2019

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 device license or serial number and did not disable installation and update in the Creative Cloud application. You should:
2) Create a new installer package containing needed applications using the Creative Cloud Packager with "Apps and Updates" disabled.

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.

Value Incentive Plan (VIP) Customers

How do customers get access to the Shared Device License?
In Q1 2019, IT admins will be able to migrate from the existing device license to the new Shared Device License on a self-service basis. There will be no additional purchase required—Adobe will provision the same entitlement of Shared Device Licenses as the current count of device licenses.

Can customers upgrade current device licenses to the latest version of Creative Cloud?
The 2018 version of Creative Cloud (i.e., apps released between October 2017 and August 2018) is the last version available on device licenses. To access versions and features of Creative Cloud released in October 2018 and later, you’ll have to migrate to the Shared Device License when it becomes available.

What do customers have to do to migrate?
Once Shared Device Licensing is available, when an admin logs into the Admin Console, they will be presented with a migration button. The Admin Console will walk customers through the steps to migrate. Migration does require creating a new package and redeploying to intended devices.

Do customers need to migrate in Q1 2019 when the new Shared Device Licensing is available?
No. Customers can choose when to migrate based on their resources to complete the process. Device licenses will continue to function for the foreseeable future. Once the migration process is started, you'll have 30 days to complete the process before device licenses become inactive.

Does this change how customers are charged for lab deployments?
No. Customers will continue to purchase licenses for the number of devices they want to entitle. Minimum purchases for K-12/Primary & Secondary schools remain. The number of students who access the shared devices will not impact pricing in any way.

How are shared devices counted against a customer’s entitlement?
A Shared Device License is only counted against entitlement when a student logs in for the first time. After deployment the consumption of licenses will show as "0" until students start to use the machines.

Enterprise (ETLA) Customers

How do customers request Shared Device Licensing for the Enterprise Admin Console?
When Shared Device Licensing is available, Adobe will provision one Shared Device License on each Enterprise Education Admin Console. Customers will be able to over-deploy. There will be no additional purchase required at that time. At renewal, customers will need to pay for the specific number of Shared Device Licenses needed.

How are Shared Device Licenses counted against entitlement?
At the time of release, Shared Device Licenses will be counted against the total entitlement purchased. For example, if 100 Creative Cloud for enterprise seats are purchased, and 80 assigned via Named User License, then 20 remain to be deployed via Shared Device License. Upon renewal, customers will specify the amount of Shared Device Licenses on their ETLA contract.
Can customers continue to use serial numbers in labs, or will serial numbers eventually expire?
Serial numbers will eventually expire. We are providing customers with serial numbers to bridge any gap from now until the release and their migration to Shared Device Licensing. However, serial numbers will not provide access to the latest versions of Creative Cloud (Creative Cloud 2019).

What is the last version of Creative Cloud that a serial number deployment will support?
Creative Cloud 2018, released October 2017, will be the last version of Creative Cloud that serial number deployment will support.

Does the capability to create a package “with serial” for the Creative Cloud October 2018 version release and older remain on Creative Cloud Packager?
Creative Cloud Packager will remain available for customers that have a serial number and wish to package the older versions of the products (apps released October 2017-August 2018).

General Questions

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. Now that the new application licensing technology has launched, we’re working as fast as we can on the lab build.

Are files created in Creative Cloud 2019 compatible with Creative Cloud 2018?
If students or faculty/teachers create files in Creative Cloud 2019 with their named-user access, these files can be saved in formats compatible with Creative Cloud 2018.

How is storage allocated when students log into a lab computer with the Shared Device License?
The amount of Adobe cloud storage allocated depends on the student’s entitlement. For example, a free Adobe ID (e.g., Adobe Spark entitlement) is allocated 2GB; while a paid Adobe ID can choose 20GB or 100GB. It’s important to note that the Shared Device License does not provide storage or any type of service entitlement.