EITS Contracts & Licensing

Technicians Guide

to the Adobe Admin Console

The Adobe Administrator Console allows you to create Adobe ID accounts to deploy "named user" packages to specific users. This guide will detail the ins and outs of adding and configuring users and Technical Administrators in the Admin Console.

Anonymous Serialized Deployment vs. Named User Deployment

Adobe provides two primary methods for deploying creative suite software. Traditionally, UGA has pursued the Anonymous Serialized method.

Under the Anonymous Serialized method, a package is installed on the user's computer with a serial number included that allows user access to the software. This is considered an "anonymous" deployment because at no point does the user establish ownership of the software.

Adobe is now trending towards Named User Deployment, under which users are provided access to the creative suite via the Adobe Administrative Console. Those users can then sign into the Creative Cloud desktop app on their system and assume ownership of the software via their Adobe ID. Each user added in this method is allowed to use the software on one University-owned and one personal machine.

Why Named User Deployment?

When an *Anonymous Serialized* installation is deployed with the Creative Cloud desktop app included, that app can push updates that could potentially <u>break</u> the license installed on the user's system.

The reason for this is that occasionally Adobe will release a full binary replacement for an app as an update. Eager users install the update, which will overwrite the local license file and revert to one looking for a Creative Cloud membership. In the absence of finding a valid membership, the software will revert to a 14 day trial mode. Restoring the anonymous license involves potentially uninstalling and reinstalling the license or software itself.

Because *Named User* deployments are tied to a membership via the Creative Cloud desktop app, the software can always remain up-to-date without any licensing issues. In cases where users rely on a regular stream of updates to supply new features and compatibility, named user deployment is ideal.

Separately, *Anonymous Serialized* deployments are "in the wild", so to speak. There is no way to know which or how many machines the software may be installed on at any point. There is no way to revoke access to the software, short of finding the machine and manually uninstalling it.

Conversely, *Named User* access can be rescinded at any time as users depart UGA. This allows us to have a much more accurate overall picture of the use of Adobe software on campus.

Choosing a Deployment Method

How you would like to deploy Adobe software is up to you. Adobe *recommends* anonymous serialized deployment only for lab and kiosk computers that will be used by a variety of users. The named user method is recommend for use on faculty and staff computers.

What You Can Do in the Adobe Admin Console

There are two types of technical users in the Adobe Admin Console – Technical Contact Leads and Technical Administrators. These two roles are very similar with one major difference - a Technical Contact Lead *can* submit support tickets to Adobe, a Technical Administrator *cannot*.

We have a limited number of available users who can be allocated access to submit support tickets. Technical Contact Lead(s) have been identified by eachdepartment.EITS Contract & Licensing will administer access for this group and maintain the official user list in compliance with the Adobe agreement..

A Technical Contact Lead can do the following:

- Create Users
- Administer Changes to Groups
- Create Installation Packages
- Create Technical Administrators
- Search the Adobe Support Documentation
- Submit Support Tickets to Adobe

A Technical Administrator can do the following:

- Create Users
- Administer Changes to Groups
- Create Installation Packages

- Create Technical Administrators
- Search the Adobe Support Documentation

Technical Administrators are generally IT staff that will be involved in the deployment of Adobe software. If you would like to create a Technical Administrator, please see the section on this topic below.

What Technical Contact Leads Are Responsible For
A Technical Contact Lead is responsible for overseeing the distribution of the Adobe software in their department, managing the users in their respective group, and initiating contact with Adobe support when necessary. These Leads will be contacted to conduct an annual audit of users in their department.

Technical Contact Leads are also responsible for creating Technical Administrators and assigning access rights. A Technical Contact Lead will be listed in the description for their respective group and may be contacted directly by Technical Administrators and users to resolve issues.

What Technical Administrators Are Responsible For

A Technical Administrator is responsible for creating new users, administering changes to groups, and assigning access to Adobe products via the Adobe Admin Console.

What Kind of Administrator Am I?

Only Technical Contact Leads have the ability to submit support tickets when clicking on the Support option in the Adobe Administrator Console. If you do not have this option, you are a Technical Administrator.

Building Packages

This topic is covered in-depth at the link "Building Packages with the Creative Cloud Packager" in the Helpful Links section. In short, you will need to create separate packages for Anonymous Serialized and Named User deployments.

When creating an Anonymous Serialized package, you will add the serial number you received from EITS C&L to the package. When the package is installed, the serial number will authorize use of the software.

A Named User package will instead prompt the user to login with their Adobe ID upon opening the Adobe software on their system. Assuming you have added the user to the Adobe Admin Console and given them access to the software, access to use the software will be granted and the user can use the software normally.

Groups and Group Administrators

Your role in the Adobe Admin Console process is simple – give users access to the software they need and remove those users when they no longer need access.

To simplify the management of this process, end users can be sequestered into groups, based on department or unit in the Adobe Admin Console. As a technical user, you are likely listed as an administrator for one of these groups. This grants you the power to add and remove users from your group. The process of granting group administrator access is outlined as both part of the Creating Users and the Adding Users to Existing Groups sections below.

Creating Users in the Admin Console

1. Login to the **Adobe Admin Console**.
2. Click on **User Management** in the grey toolbar on the left side of the page.
3. From the new options that appear, click on **Users**.
4. Click on the **+ icon** in the top right corner of the page to create the new user.
5. Type in the e-mail address for the technical user. This should be their UGA MyID, not their e-mail alias. An e-mail alias will typically look something like "anonymou.user. 25@uga.edu".
6. Click on the white button below this option that says **"Select one to add"**.
7. Assign the following rights:
   1. Choose **"User groups"**
      1. **NAME OF GROUP** - Select the group you would like to add the user to. This group should correspond with your department or unit. If the group you would like to add the user to does not yet exist, please cancel this process and follow the steps in the "Creating Groups" section first.
   2. Choose **"Product access"**
      1. **YOUR PACKAGE NAME** - If you've created a custom package, select it from the dropdown. Otherwise, select the all apps package. This grants access to the user to use and download the Adobe suite with their own Adobe ID on their own system.
8. Click **Add**. The user will receive an e-mail inviting them to establish their Adobe ID and access the Administrators Console.
   1. If the user already has the Adobe Creative Cloud desktop app imaged on their system, and it is running as part of a Named User deployment (unserialized), the user can sign-in to the desktop app to assume ownership of the programs.

Creating Technical Administrators

1. Login to the **Adobe Admin Console**.
2. Click on **User Management** in the grey toolbar on the left side of the page.
3. From the new options that appear, click on **Users**.

4. Click on the **+ icon** in the top right corner of the page to create the new user.
5. Type in the e-mail address for the technical user. This should be their UGA MyID, not their e-mail alias. An e-mail alias will typically look something like "anonymous.user. 25@uga.edu".
6. Click on the white button below this option that says **"Select one to add"**.
7. Assign the following rights:
    1. Choose **"User groups"**
        1. **NAME OF GROUP** - Select the group you would like to add the Technical Administrator to. Below, we will also make the Technical Administrator and an administrator for this very group. This group should correspond with your department or unit. If the group you would like to add the user to does not yet exist, please cancel this process and follow the steps in the "Creating Groups" section first.
        2. **Technical Administrators** - Technical Administrators should be added to this group for auditing by Technical Contact Leads and EITS C&L.
    2. Choose **"Product access"**
        1. **YOUR PACKAGE NAME** - If you've created a custom package, select it from the dropdown. Otherwise, select the all apps package. This grants access to the Technical Administrator to use and download the Adobe suite with their own Adobe ID on their own system.
    3. Choose **"Admin rights"**
        1. **All Apps Plan -** *Product admin* - Product administrator access allows the Technical Administrator to create new users. More information on Administrative Rights can be found in the Helpful Links section.
        2. **Deployment administrator** *(package creator)* - This access level allows the Technical Administrator to create Adobe installation packages. More information on the process can be found in the Helpful Links section.
        3. **NAME OF GROUP -** *User group admin* - Choose the group you added the Technical Administrator to above. This will allow the Technical Administrator to add and remove users from this group. More information on Administrative Rights can be found in the Helpful Links section.
8. Click **Add**. The user will receive an e-mail inviting them to establish their Adobe ID and access the Administrators Console.
    1. If the user already has the Adobe Creative Cloud desktop app imaged on their system, and it is running as part of a Named User deployment (unserialized), the user can sign-in to the desktop app to assume ownership of the programs.

Creating Groups

1. Login to the **Adobe Admin Console**.
2. Click on **User Management** in the grey toolbar on the left side of the page.
3. From the new options that appear, click on **User groups**.
4. Click on the **+ icon** in the top right corner of the page to create the new group.

5. Type in the **Name** for your new group. This should correspond with your department or unit name. The group name should be proceed by your department acronym to avoid confusion. Instead of "Business Office", you might name your group "EITS Business Office".
6. In the **Description**, type in the name of the departments Technical Contact Lead(s) as "Technical Contact Lead: LEAD NAME HERE".
7. Click **Save** to establish the group.

Adding Existing Users to Groups

1. Login to the **Adobe Admin Console**.
2. Click on **User Management** in the grey toolbar on the left side of the page.
3. From the new options that appear, click on **Users**.
4. Click on the name of the user you would like to add to a group.
5. Directly below the Access and rights section, click on the white button that says **"Select one to add"**.
6. Choose **"User groups"**
   1. **NAME OF GROUP** - Select the group you would like to add the user to. This group should correspond with your department or unit. If the group you would like to add the user to does not yet exist, please cancel this process and follow the steps in the "Creating Groups" section first.
7. Click on the **Floppy Disk Icon** in the top right corner of the screen to save these changes.

Frequently Asked Questions

Do we have to use Named User deployment?

No. How you choose to deploy is a choice for your team. Please take the relative strengths of each licensing configuration into mind when planning your deployment.

Is there a potential harm in *not* using Named User deployment?

Adobe has signified a potential future in which Named User Deployment is the only available method. Anonymous Serialized installations may potentially need to be overhauled at that time.

Do all of our users need to be in the Adobe Admin console?

At this point, the only users that need to be in the Adobe Admin console are those you plan to grant a Named User license to.

What are the limits of the Named User license?

The Named User license can be activated on up to two machines (one University-owned, one personal). If the user were to attempt to activate the license on a third machine, they would be prompted to revoke access from one of the original two machines first.

Should I serialize a Named User installation?

No. You would either deploy an Anonymous Serialized package or a Named User package. If you have an Anonymous Serialized deployment on a machine that you wish to convert to Named User, visit the link on this subject in the Helpful Links section.

Can a Serialized license be converted to a Named User license?

Yes. Please see the Helpful Links section for information on migrating licenses.

How do we assign a new Technical Contact Lead for our department or unit?

There are a limited number of spaces available for Technical Contact Leads in the Adobe Admin Console. This list may be occasionally audited for accuracy. A Unit's IT leadership should contact EITS C&L at itcla@uga.edu to request a change to a Technical Contact Lead.

How will this impact our imaging of machines?

Packages are created using the Creative Cloud Packager tool as either having a Serial or Named user license. Once you have installed the requisite package on the base machine, you should be able to create an image from that machine. Please do not open the Adobe products until they are on the imaged workstation. In a Named User licensing scenario, the user should be presented with the option to enter their Adobe ID to proceed. Assuming they have been added to the Adobe Admin Console properly, the license should be established at that time. Please see the link on deploying Creative Cloud to imaged workstations in the Helpful Links section below.

Can I revoke access to Adobe products from users?

Yes. This is achieved by removing product access from the user in the Admin Console. According to Adobe the user would *immediately* lose access to those products.

Can I remove a user entirely from the Adobe Admin Console?

Only a System Administrator has the ability to remove a user from the Adobe Admin Console at this time. If you need assistance removing a user, please contact EITS C&L at itcla@uga.edu.

How do I get help?

Upon being added as a technician in the Adobe Admin Console, you were also added to the UGA-ADOBE-L listserv. When seeking assistance with technical issues, please use Adobe support resources and the assistance of the UGA community via the listserv for guidance. The listserv can be contacted by e-mailing UGA-ADOBE-L@listserv.uga.edu.

Once you have exhausted your resources, you may initiate a support ticket with Adobe via the Support tab in the Adobe Admin Console. If you do not have this access, please contact the Technical Contact Lead in your department to do so.

Helpful Links

Adobe Administrator Console Login
https://adminconsole.adobe.com/enterprise

An Overview of the Adobe Administrators Console
https://helpx.adobe.com/enterprise/help/aedash.html

User Management
https://helpx.adobe.com/enterprise/help/users.html

Understanding Administrative Roles
https://helpx.adobe.com/enterprise/help/admin-roles.html

Building Packages with the Creative Cloud Packager
https://helpx.adobe.com/creative-cloud/packager/creating-packages.html

Migrate from Serial to Named License Installations
https://helpx.adobe.com/enterprise/help/licensing.html

Deploy Creative Cloud for enterprise to imaged workstations
https://helpx.adobe.com/enterprise/kb/cce-deploy-imaged-workstation.html