My name is Darren Wallace and I'm a Systems Engineer for dataJAR.
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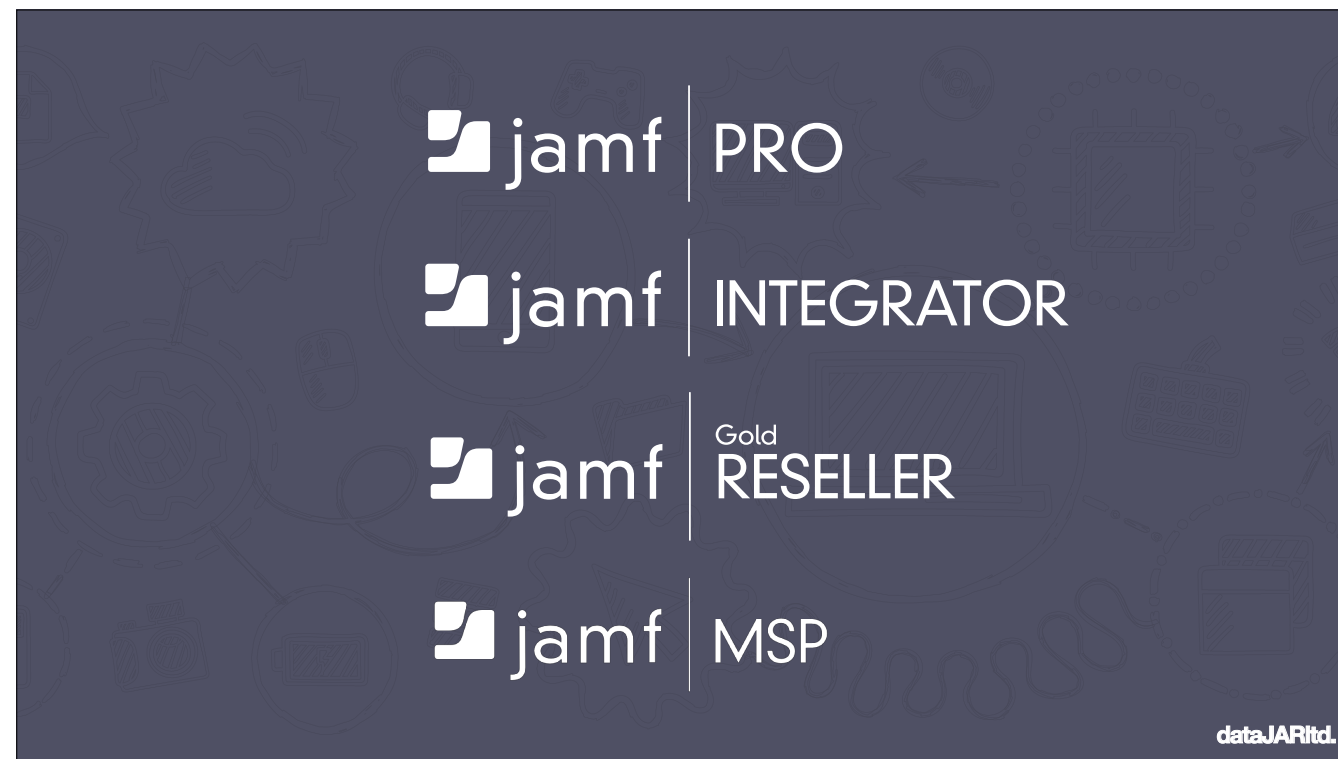
At dataJAR, we're an Apple MSP based in the UK. We're also Jamf partners, integrators, resellers and professional service providers.

Glossary

NUL	-	Named User Licensing / License
SDL	-	Shared Device Licensing / License
DL	-	Device Licensing / License
SNL	-	Serial Number Licensing / License
CC2018	-	Creative Cloud 2018
CC2019	-	Creative Cloud 2019
CCDA	-	Creative Cloud Desktop App
CCP	-	Creative Cloud Packager

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Firstly, a glossary! We'll be using a lot of shortened terms in these slides so I thought it'd be handy to have a glossary before we get stuck in.
        Secondly, I'll have a link to a post at the end, this will have a copy of the slides, as well as a further reading list, so don't rush to take notes!

Lets get stuck in

So today, we have three primary methods to license Adobe deployments:

Named user - where your users will log into the Adobe Desktop App and will be able to use the Apps assigned to their Adobe ID

Serial Number - Where you purchase a serial number license, deploy this to your devices and any user who logs in will have access to the relevant Apps
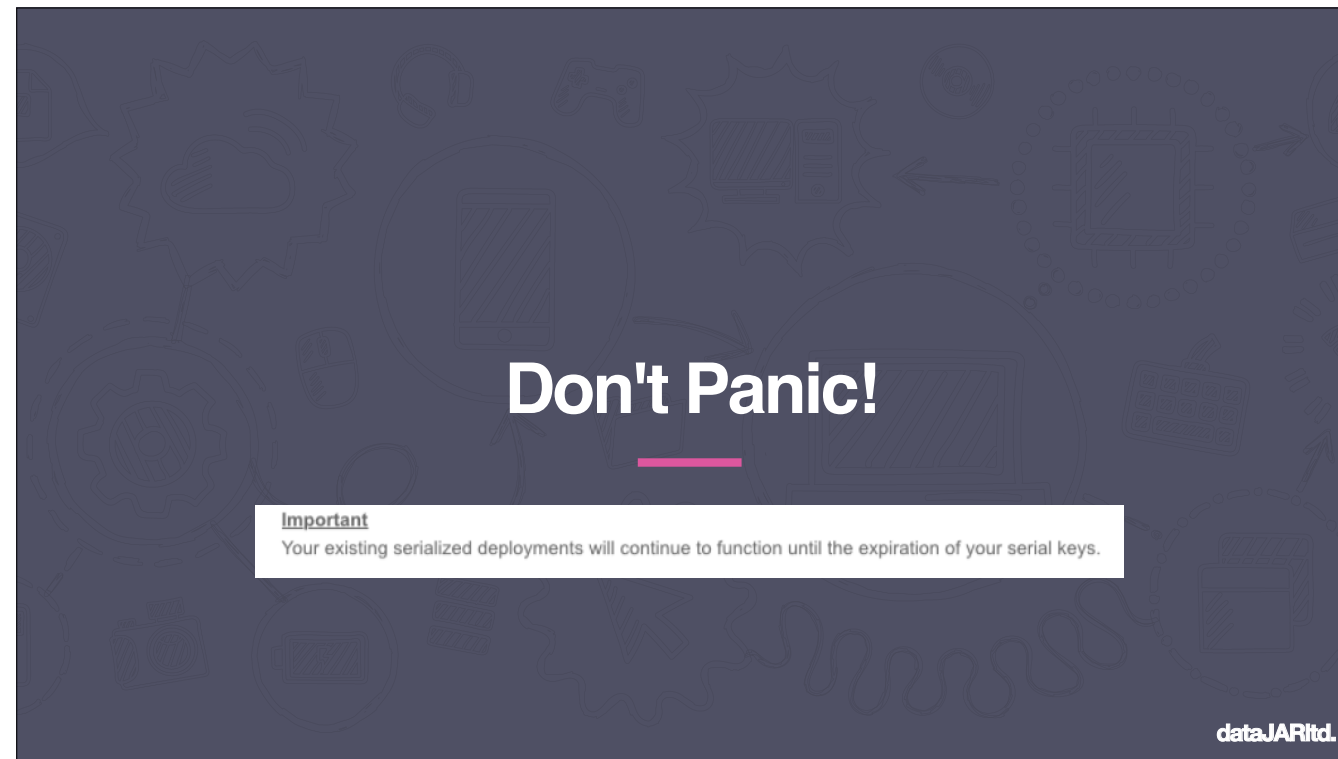
Device - Similar to Serial Number, where you purchase licenses you can then assign at deployment time to devices. These devices will then also be visible in your Adobe console

As of 2019, SNL and DLs are going End of Life.
These are being replaced with a new Shared Device license

Don't Panic!

Adobe have clarified an earlier statement with an email sent to customers.

Your Serial Number or Device licenses will remain valid until they expire.

They just won't work with CC2019+

Renew licenses up to September 2019

CC2019

Key Changes

- Licensing is NUL or SDL only
- Users <u>must</u> log in with an Adobe ID
- SDL is for EDU only
- No CCP
- Some Apps require Cloud Sync

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So with that in mind, lets take a look at the key changes for SDL licenses and CC2019 in general:

Named user or shared device license only. No 'legacy' Device license or S/N license

To use the Apps, user must log in with an Adobe ID of some kind. More on this later

Shared device licensing is for EDU customers only. Enterprise must switch to Named user licensing.

Creative Cloud Packager cannot be used for Packaging CC2019 Apps, you need to use the Admin web console / interface

Some Apps will require the user to be enabled for Cloud sync, namely Lightroom and Premiere Rush CC

CC2019

Activations

- Signing into a SDL deployment will not 'use' a NUL
- Multiple users on one SDL Mac use 1 license
- A user's activation is cached

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Some clarification around how SDL licenses interact and work

    If a user with a NUL license logs into a SDL deployment, it will <u>not</u> count as an activation

    If multiple users log into the same SDL Mac, only one license will be used. The SDL activations will not increment with each login

    User's SDL activation / logins are cached. So if a user logs out of a Mac, and returns a few days later, they should need to re-authenticate to the CCDA

Adobe IDs and CC2019

As we've mentioned it, lets dig further into Adobe IDs and using them within CC2019

Adobe IDs

- Apps will prompt user to login on launch
- The CCDA is required
- Users will need Enterprise or Federated IDs
- Limitations on Adobe IDs can be set
- Kerberos can be used

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When a user launches a CC2019 App for the first time on a Mac, they'll be prompted to log into their Adobe ID. If this is cancelled or otherwise ignored, the CC2019 Apps will not run.
This uses the CC desktop App, so if you are removing this as part of deployments (maybe post scripts etc) Don't.
This Adobe IDs will need to be Enterprise or Federated IDs. The recommended workflow here is to use Adobe's User Sync Tool to automate the creation of users from your LDAP solution.
When building your SDL packages, you can specify a number of options, including blocking personal Adobe IDs, and limiting logins to certain domains and even Public IPs
If your users are logging in with AD accounts, or using something like NoMAD to grab a Kerberos ticket this can make things easier

Adobe IDs

Kerberos

1. User launches CC2019 App
2. User enters email address of Adobe ID
3. Immediate re-direct to IdP Login Page
4. CCDA uses Kerberos ticket to authenticate
5. Apps licensed and ready for use

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Assumes you're using Federated IDs and have SSO sorted between your Identity Provider and Adobe.
Process:
    User launches a CC2019 App
    CCDA prompts the user for login and the user enters their email address for their Federated Adobe ID
    CCDA redirects to the Identity Provider login page
    CCDA uses local Kerberos ticket to authenticate the Adobe ID and license the Apps
Gotchas:
    This method will automatically use the Kerberos ticket for the logged in user. There's no ability to use another one
    If the user uses the CCDA or menu item to login in, instead of launching an App, they will need, Kerberos won't be used.

Adobe IDs

Cloud Sync

- SDL Deals with Activations, not storage
- Storage comes from the Adobe ID
- By default, Cloud sync will start at Adobe ID login
- Cloud sync can be disabled
- Don't mess with the Cloud sync folder

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Now, How Adobe IDs, CC 2019 and Cloud Sync / Storage interact.
    Shared device licensing only deals with App activations and not cloud storage
    The Cloud Storage available to the user will come from their Adobe ID. Users with the 100GB plan, will get access to 100GB. Users with the Spark Edu 2GB plan, will have access to 2GB. Users with access to both will get 102GB of storage!
    When user's login with their Adobe ID, a Cloud Sync folder is created and their assets are pulled down locally, like Dropbox or Box sync.
    Cloud sync can be disabled when build the SDL package/s, but some Apps require it, such as Lightroom and Premiere Rush CC
    Don't mess with this folder.
If you trash the contents of this folder when the user is logged out, it will break the sync for this user. It'll need a full delete and restart to fix
If you regularly trash users' homes (say at logout), this can also break the syncing on next login.
If you need to do this, a restart after removal seems to work fine

Right, I think we've covered a lot of the changes, lets go over how to move your licensing over

Migrating SNL

- Buy new CC2019 SDLs

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For Serial Number Licenses, there is no migration.
You'll need to buy new Shared device licenses from your reseller of choice

Migrating

DL (Legacy)

- Migrate via the Admin web console
- Existing DL will stop working after 30 days
- One way only, no rollbacks
- Read up, research and Be Prepared!

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For legacy device Licenses, you would need to migrate via the Admin web console

Once you hit that migrate button, you'll have 30 days to complete the deployment of your new licenses. After 30-days, your existing deployed Device Licenses will stop working

Once this is triggered, you CANNOT undo it, and can't rollback if you change your mind

So read up on all the Adobe KBs they have, maybe reach out to your Adobe Rep to discuss and be ready to get on with it once you start.

Deployment / Migration Tips

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Tips

- Official KBs state that previous licenses need to be removed
- But... SDL can be deployed over SNL of CC2018 and older
- As well as NUL of CC2018 and CC2019
- But please test!!

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The official KB documents from Adobe mention that the previous license needs to be removed before deploying the new SDL.
In practice the SDL can be deployed over the top of S/N license. CC2019 will use SDL and CC2018 and older can continue to use the S/N license until it expires.
This is also the same with a Named User license of CC2018 and CC2019!
Obviously test!

Tips

- SDL only (no Apps) packages can be built
- This can change an existing CC2019 deployment to SDL
- This can save on storage and duplicated effort
- SDL uninstaller will also uninstall the Apps it deployed, and the license
- It can leave the CCDA behind

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You can still build SDL only (no App) packages. Bundle installer package

This can migrate an existing CC2019 deployment to SDL

For example, if you use NUL and SDL in different areas, package all Apps as NUL, then deploy SDL after to those that require SDL

As before, if you run one of the SDL uninstallers, it will remove the Apps it deployed and the license

but may leave behind the CCDA App.

Tips

- SDL deployments will hide the Apps section in the CCDA

- ...and no option for users to install Apps/ Updates

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SDL deployments will not show the Apps section in the CCDA

And there is no option to allow users to install Apps and Updates with elevated privileges

It seems like Adobe intentionally lock the Desktop App into a 'standard' lab mode.

You may be able to modify this behaviour by editing the CCDA config file on disk (see links for details of this)
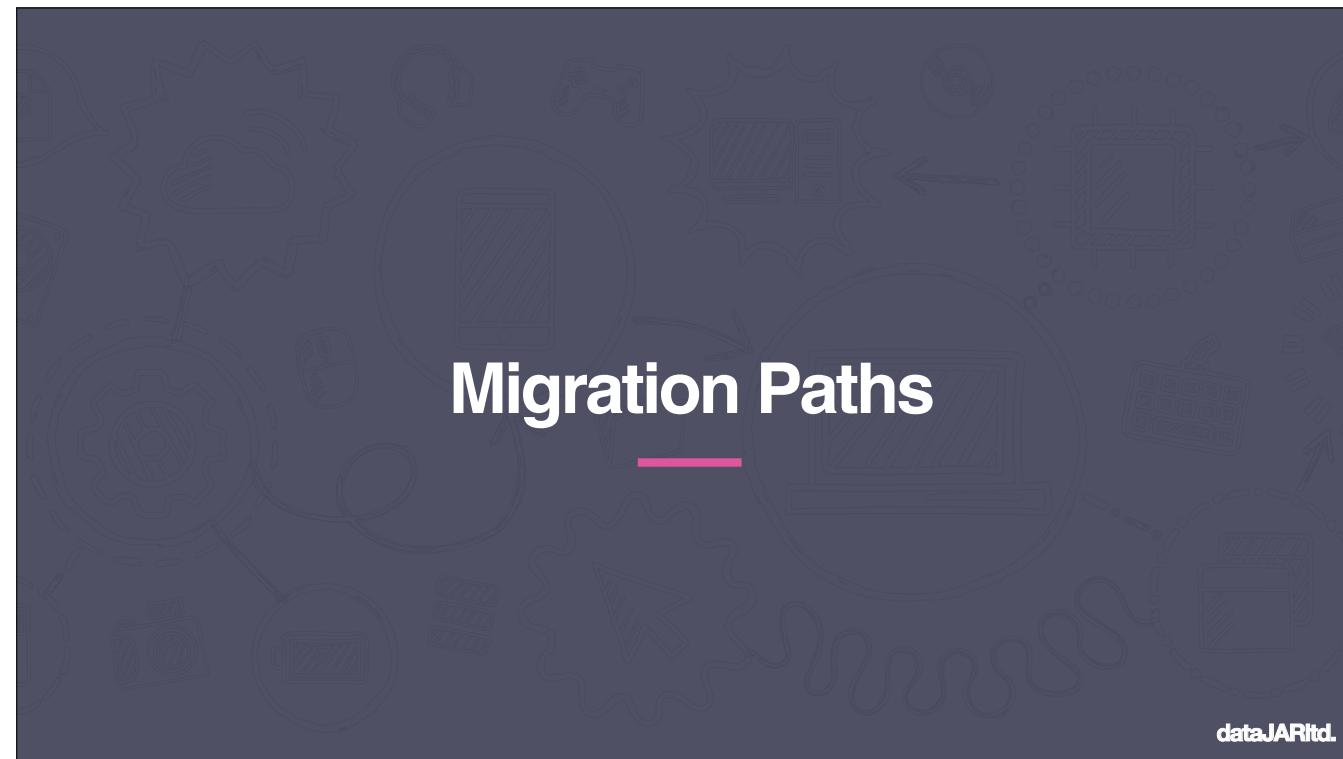
After that wall of information and changes, let's work on some actual migration / deployment paths

Migration

NUL

1. Ensure your users have CC2019 licenses

2. Deploy CC2019

3. (...there is no step 3)

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First up, named user licensing:
    Ensure your user's Adobe IDs have the correct license
    Package the Apps and push out, done.
As CC2019 is licensed by the user logging into the Desktop App, that's it.

Next, Serial Number licenses.

This is a fair bit more work...

   Create your users their Adobe IDs. This can be done via the Adobe User Sync Tool (Highly recommended!) or manually, (either centrally or by the users)

   Purchase your new Shared Device licenses

   Build your App and SDL deployment packages. I'd suggest building each App it's only package for ease of use. Maybe consider building the Apps as named user license, followed by a no-App SDL 'licenser' Package

   Optionally remove the CC2018 and older App deployments

   Deploy your new shiny CC2019 Apps and SDL license

Lastly, Device licenses.

This one isn't too different from the Serial Number migration but you'll have less time to rollout CC2019

Create your users their Adobe IDs. This can be done via the Adobe User Sync Tool (Highly recommended!) or manually, (either centrally or by the users)

Migrate your Device Licenses to Shared Device Licenses in the Adobe Admin web portal. Your 30-day clock starts NOW

Build your App and SDL deployment packages. I'd suggest building each App it's only package for ease of use. Maybe consider building the Apps as named user license, followed by a no-App SDL 'licenser' Package
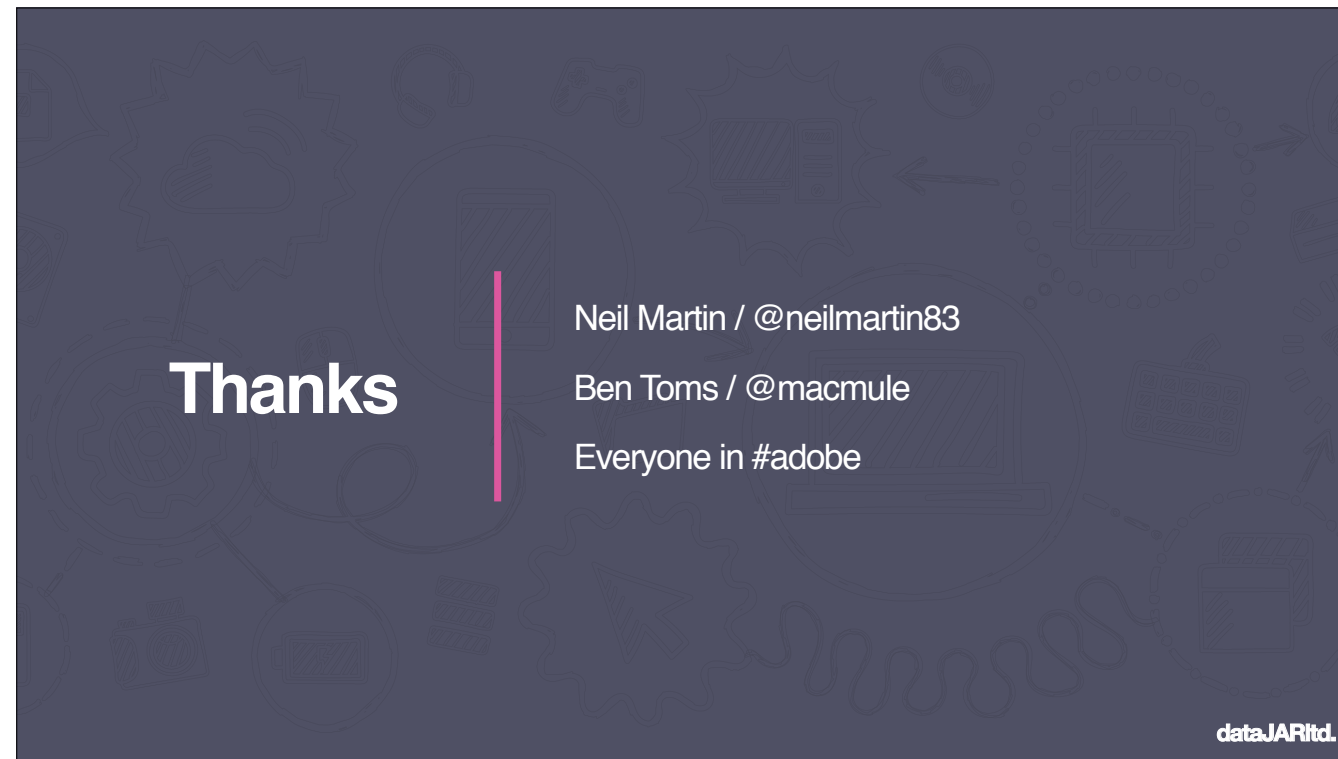
Remove the CC2018 and older App deployments / license. If you've got access to the unlicenser tool it will be useful here.

Deploy your new shiny CC2019 Apps and SDL license

Thanks and Credit

Thanks

Neil Martin / @neilmartin83

Ben Toms / @macmule

Everyone in #adobe

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Lastly, credit where credit is due.

I need to thank Neil Martin and Ben Toms for digging into this early on and documenting it for the rest of us.

I also need to thank everyone in the #adobe channel in MacAdmins Slack for their work pulling these changes apart and sharing everything they find.

Questions / Links

https://dazwallace.wordpress.com/2019/02/17/uou-adobe-sdl

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All the content, as well as URLs for all of this information can be found here.

Any questions?