



# Adobe desktop product license renewals – *Named User License (NUL)*

## Overview

At the end of your contract or Period of Performance, you will need to update your license files so that your end-users may continue to use their installed desktop software. This guide explains various options for deploying updates depending on the license type you are using.

Adobe also recommends updating your software when there are new features, bug fixes or security updates. You can view the most recent security notifications [here](#), and you can subscribe to security notifications [here](#). New features are discussed in the Appendix, [here](#).

The desktop application software can be updated and deployed separately from the licensing. So, you can build and deploy a license-only package that only contains license information, an application-only package that contains the updated applications but no license information, or a license+application package that contains everything.

### License renewal guidelines

Your desktop application licenses expire on your Period of Performance (PoP) end date, September 29, 2024, with an extension until October 6, 2024.

### Acrobat 2017 hit it's end of life and is no longer supported as of June 6, 2022.

Use the linked guidelines in the table below for your renewal steps.

Current License Type	Action taken upon JELA Renewal	Renewal Steps
Named User Licensing	Renew license only	No Action Required
	Change to FRL-Offline*	1. <a href="#">Build an FRL-Offline License Only Package (Pg 2)</a> 2. <a href="#">Install the FRL-Offline License (Pg 7)</a>
	Change to FRL-Online*	1. <a href="#">Build an FRL-Online License Only Package (Pg 2)</a> 2. <a href="#">Install the FRL-Online License (Pg 6)</a>

- \* Note:** a successfully installed FRL license will take precedence over a Named User license and the user will no-longer be required to sign-in to access their software. If your applications are current, you only need to change license type.
- \*\* Note:** removing the FRL license will cause the desktop application to revert to Named User and will prompt the end-user to sign-in before accessing their software. If your applications are current, you only need to remove the FRL license.
- Current FRL licenses deployed after March 15th, 2022, have 99 days to re-license - so for the September 30th, 2024 date, they must be re-licensed by January 7th, 2025.
- \*\*\* Note:** Adobe Admins should check Admin Console to ensure users have been assigned updated version of Creative Cloud for NUL



## Creating a License-only package

### Requesting a license-only package from Carahsoft

Users designated as a Trusted Agent with access to Carahsoft Download Portal can download license only files from Carahsoft.

1. Go to: <https://adobe.carahsoft.com/JELA/>
2. Users are authenticated by their email address as a Trusted Agent
3. Fill out the form and for Product type Select License File and for Type of License select the appropriate Product and License

Once you have submitted the form, the package will be available immediately. If you do not see what you need, please contact your Adobe or Carahsoft representative.

### Building a license-only package using the Adobe Admin Console

Below are the basic steps to build a license-only package and deploy to a computer using the Adobe Admin Console. Packages can be installed on individual computers, imaged to new hard drives or installed from a organization's SCCM system.

1. Log in to the Admin Console ([adminconsole.adobe.com](https://adminconsole.adobe.com)) and navigate to **Packages > Packages** and click **Create a Package**

The history of all packages created by all admins in your organization is displayed.

2. Choose **Feature Restricted Licensing**, click **Next**.



3. On the **Activation Method** screen, choose your activation method and click **Next**.

**Create a package**

Choose how app licenses will be activated on end-users' devices  
Select an option that best matches the level of internet access available to your end users' devices and the needs of your organization.

**Online** ☐

While the device is connected to the internet, a license request is sent to Adobe when the app is launched. Adobe's servers will reply with a signed license for that device.

[Learn more about Online activation](#)

**Offline** ☒

If devices don't have access to the internet, they can include the license file in the package. This allows applications to activate without checking in with an Adobe server.

[Learn more about Offline activation](#)

Cancel Previous Next

4. On the **Entitlements** screen, choose the required entitlement and click **Next**.

**Note:** Remember that the entitlement is what you pay for. Under JELA 4 everyone has access to Acrobat, but the Creative Cloud and Print and Publishing products are a separate purchase. If you have purchased only a single Creative Cloud product, such as Photoshop or Premiere Pro, then choose the **Single App Entitlement** (as shown below). If you have purchased the full suite, then choose the Creative Cloud **All-Apps Plan**.

**Create a package**

1 Entitlements > 2 Configure > 3 Choose apps > 4 Choose plugins > 5 Options > 6 Finalize

Select one or more entitlements (0/6)  
Choose which entitlements to use during app selection.

Premiere Pro with feature restricted licensing - offline  
Contract expires on September 30, 2023

☐

All Apps plan with feature restricted licensing - offline  
Contract expires on September 30, 2023

☐

Audition with feature restricted licensing - offline  
Contract expires on September 30, 2023

☐

Acrobat Pro DC (desktop only) with feature restricted licensing - offline  
Contract expires on September 30, 2023

☐

Cancel Previous Next

5. On the **System** screen, select the required options and then click **Next**.

**Note:** It's necessary to create separate packages for 32-bit and 64-bit installations. A 32-bit package can't be deployed on a 64-bit machine. Similarly, a 64-bit package can't be deployed on a 32-bit machine.

**Create a package**

1 Entitlements > 2 Configure > 3 Choose apps > 4 Choose plugins > 5 Options > 6 Finalize

Choose a platform

Select platform

macOS (Universal)

macOS (Intel)

macOS (Apple Silicon)

Windows (64-bit)

Windows (32-bit)

Windows (ARM)

English (North America)

Cancel Previous Next



6. On the **Choose Apps** screen, make sure that **only** the **License File** is in the **Selected Applications** box on the right. Click **Next**

**Note:** If you wish to build an Application+License package, you may add in the desired applications to the Selected Applications box, and that will allow you to install the latest version of the applications, however, that will create a much larger build package. A License Only package is around 5mb; an Application+License package starts around 1GB and increases to 15GB depending on the number of applications you add to the package. Adobe recommends separating out your application and license packages.

7. On the **Options** screen, select the required options (typically blank for offline deployments) and then click **Next**

**Notes:** Create a folder for extensions and include the Adobe Extension Manager command-line tool: Enables you to create a subfolder in your package folder. In this folder, include extensions that you want to install with the package. For more information, see [Manage Extensions in packages](#).

Install package to custom install directory: Enables you to install the apps in this package to a custom install directory. The directory is defined in the Packages > Preferences tab in the Admin Console. For more information, see the Preferences.

For most customers, leave all Management Options unchecked for FRL-Offline as shown below:

For customers using FRL-Online, there are several options that you will need to check, especially the IP address or DNS name of the Reverse Proxy that you wish FRL-Online to traverse to obtain the license certificates. These are explained [here](#).



8. On the final screen, enter the name of the package and click **Create Package**

**Note:** You can also review the configuration for this package before building the package.

The build status of the package is displayed in the Status column on the Packages page.

If the package is built successfully, it will attempt to download to the admin's desktop and displays the Download link in the Availability column.

A package is available in the Admin Console for up to three days. To check the time remaining to download the package, click the row item for the package. It displays the package details.

If you are creating macOS packages, the Adobe Package Downloader is downloaded to your computer. Open and run to complete download of package. For further details, see Adobe Package Downloader.

## To download and distribute a previously built package

1. Log in to the Admin Console ([adminconsole.adobe.com](https://adminconsole.adobe.com)) and navigate to **Packages > Packages**

<input type="checkbox"/>	PACKAGE NAME	PLATFORM	APPS	LANGUAGE	ACTIVATION	CREATED ON	STATUS	DOWNLOAD
<input type="checkbox"/>	Adobe-CC-2023-Web-Tools-9-9-23-JELA	Windows (64-bit)	4	English (North America)	Offline	Sep 6, 2023	Up to date	<a href="#">Download</a>
<input type="checkbox"/>	Adobe-CC-2023-Video-Tools-9-9-23-JELA	Windows (64-bit)	4	English (North America)	Offline	Sep 6, 2023	Up to date	<a href="#">Download</a>
<input type="checkbox"/>	Adobe-CC-2023-Design-Tools-9-9-23-JELA	Windows (64-bit)	3	English (North America)	Offline	Sep 6, 2023	Up to date	<a href="#">Download</a>
<input type="checkbox"/>	Adobe-CC-2023-Imaging-Tools-9-9-23-JELA	Windows (64-bit)	3	English (North America)	Offline	Sep 6, 2023	Up to date	<a href="#">Download</a>
<input type="checkbox"/>	Adobe Audition 23.6.1 FRL Offline	Windows (64-bit)	1	English (North America)	Offline	Sep 5, 2023	Up to date	Expired
<input type="checkbox"/>	Adobe Media Encoder 23.6 FRL Offline	Windows (64-bit)	1	English (North America)	Offline	Sep 5, 2023	Up to date	Expired

2. Select the package you wish to download and click **Download**

<input type="checkbox"/>	JELA3-Renewal-DEMO	Windows (64-bit)	0	English (North America)	Offline	Aug 16, 2023	Up to date	Download
--------------------------	--------------------	------------------	---	-------------------------	---------	--------------	------------	----------

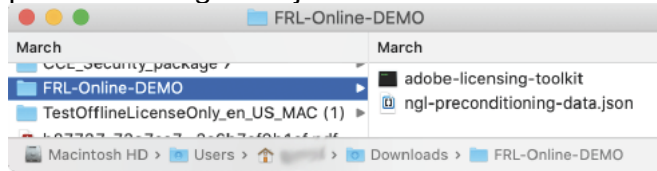
**Note:** Packages are only available for 3 days. If the License-Only package was built more than three days previously, you will need to create the package again.



## FRL-Online

### Install an FRL-Online license

You install an FRL-Online license by running a script from the Adobe-Licensing-Toolkit that comes in a License-Only Package against the included .json file that is also included in the License-Only Package. The image below is a screenshot of a downloaded License-Only Package showing the Adobe-Licensing-Toolkit script executable as well as the license .json file. The .json files are always named **ngl-preconditioning- data.json**



### Scripts

The script to install a license is found in the Adobe Licensing Toolkit that is downloaded with a License-Only Package as noted above. FOR WINDOWS:

**adobe-licensing-toolkit.exe --precondition --install --filePath <absolute path of the .json file>**

Short form:

**adobe-licensing-toolkit.exe -p -i -f <absolute path of the .json file>**

FOR MACOS:

**sudo ./adobe-licensing-toolkit --precondition --install --filePath <absolute path of the .json file>**

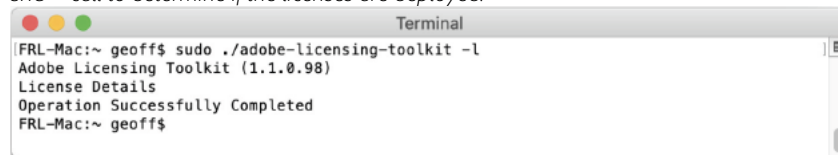
Short form:

**sudo ./adobe-licensing-toolkit -p -i -f <absolute path of the .json file>**

### Steps

1. On the computer, check that there is not already an active license.

To do this, open the Licensing Toolkit script and check by performing an "adobe-licensing-toolkit -l" that's a lowercase "l" at the end – call to determine if the licenses are deployed.



The script should return **Operation Successfully Completed** and there should be no licenses shown as in the image above.

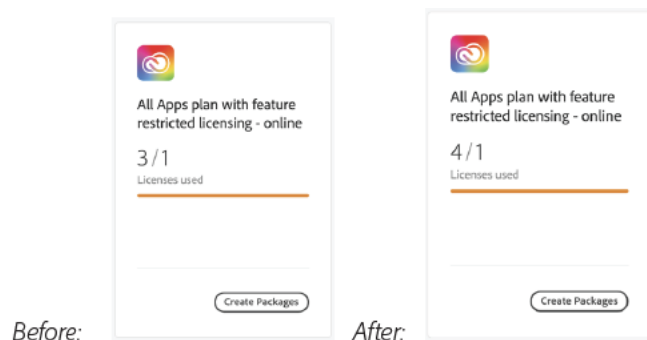
Note: If there are licenses shown that should not be there, perform the steps in [Remove an FRL-Online license](#) below first.

2. Run the Install License script and point to the .json file from above: **adobe-licensing-toolkit -p -i -f <absolute path of the .json file>**



The script should return **Operation Successfully Completed**

3. The reported number of FRL-Online licenses in the Admin Console will increment. So, if you open your Admin Console and look at the FRL License, the number on the left will have gone up by 1





#### 4. Check that the licenses were added `adobe-licensing-toolkit -l`

```

Terminal
NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : Audition1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : Bridge1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : Dreamweaver1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : InCopy1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : InDesign1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : Illustrator1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : LightroomClassic1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : MediaEncoder1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : Photoshop1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : Prelude1
DeploymentMode : FRL_ONLINE

NpIdId      : OTYyYTyYjMtZGEyYy000DVkLW152TUtMDg4OWQzNmHyMzNi (*)
AppId       : PremierePro1
DeploymentMode : FRL_ONLINE
(*) indicates currently active(used) license
Operation Successfully Completed
  
```

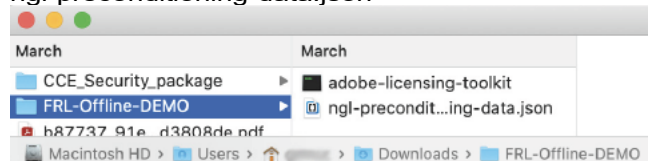
The script should return **Operation Successfully Completed** and there should be licenses shown as in the image above. If you installed a Single App license, there will be only one or two licenses, if you installed an All-Apps license, there will be many, as in the image.

## FRL-Offline

### Install an FRL-Offline license

You install and FRL-Offline license by running a script from the Adobe-Licensing-Toolkit that comes in a License-Only Package against the included .json file that is also included in the License-Only Package. The image below is a screenshot of a downloaded License-Only Package showing the Adobe-Licensing-Toolkit script executable as well as the license .json file. The .json files are always named

**ngl-preconditioning-data.json**



### Scripts

The script to install a license is found in the Adobe Licensing Toolkit that is downloaded with a License-Only Package as noted above.

FOR WINDOWS:

**adobe-licensing-toolkit.exe --precondition --install --filePath <absolute path of the .json file>**

Short form:

**adobe-licensing-toolkit.exe -p -i -f <absolute path of the .json file>**

FOR MACOS:

**sudo ./adobe-licensing-toolkit --precondition --install --filePath <absolute path of the .json file>**

Short form:

**sudo ./adobe-licensing-toolkit -p -i -f <absolute path of the .json file>**





## Steps

1. On the computer, check that there is not already an active license.

To do this, open the Licensing Toolkit script and check by performing an “**adobe-licensing-toolkit -l**” that’s a lowercase “l” at the end – call to determine if the licenses are deployed.

```

FRL-Mac:~ geoff$ sudo ./adobe-licensing-toolkit -l
Adobe Licensing Toolkit (1.1.0.98)
License Details
Operation Successfully Completed
FRL-Mac:~ geoff$

```

The script should return **Operation Successfully Completed** and there should be no licenses shown as in the image above.

Note: If there are licenses shown that should not be there, perform the steps in [Remove an FRL Offline License](#) below first.

2. Run the Install License script and point to the .json file from above: **adobe-licensing-toolkit -p -i -f <absolute path of the .json file>**

```

FRL-Mac:~ geoff$ sudo ./adobe-licensing-toolkit -p -i -f ./ngl-preconditioning-data.json
Adobe Licensing Toolkit (1.1.0.98)
Operation Successfully Completed
FRL-Mac:~ geoff$

```

The script should return **Operation Successfully Completed**

3. Check that the licenses were added **adobe-licensing-toolkit -l**

```

DeploymentMode : FRL_OFFLINE
CacheExpiry   : Sun Mar 13 04:00:01 2022 EDT
LicenseId     : 210EFCF65C38AE0ECBEA
LicenseExpiry : Sun Mar 13 04:00:01 2022 EDT

NpdId        : MGNjZTYzM2MtMWQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
AppId        : Prelude1
DeploymentMode : FRL_OFFLINE
CacheExpiry   : Sun Mar 13 04:00:01 2022 EDT
LicenseId     : 210EFCF65C38AE0ECBEA
LicenseExpiry : Sun Mar 13 04:00:01 2022 EDT

NpdId        : MGNjZTYzM2MtMWQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
AppId        : AcrobatDC1
DeploymentMode : FRL_OFFLINE
CacheExpiry   : Sun Mar 13 04:00:01 2022 EDT
LicenseId     : 210EFCF65C38AE0ECBEA
LicenseExpiry : Sun Mar 13 04:00:01 2022 EDT

NpdId        : MGNjZTYzM2MtMWQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
AppId        : Illustrator1
DeploymentMode : FRL_OFFLINE
CacheExpiry   : Sun Mar 13 04:00:01 2022 EDT
LicenseId     : 210EFCF65C38AE0ECBEA
LicenseExpiry : Sun Mar 13 04:00:01 2022 EDT

NpdId        : MGNjZTYzM2MtMWQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
AppId        : LightroomClassic1
DeploymentMode : FRL_OFFLINE
CacheExpiry   : Sun Mar 13 04:00:01 2022 EDT
LicenseId     : 210EFCF65C38AE0ECBEA
LicenseExpiry : Sun Mar 13 04:00:01 2022 EDT

NpdId        : MGNjZTYzM2MtMWQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
AppId        : MediaEncoder1
DeploymentMode : FRL_OFFLINE
CacheExpiry   : Sun Mar 13 04:00:01 2022 EDT
LicenseId     : 210EFCF65C38AE0ECBEA
LicenseExpiry : Sun Mar 13 04:00:01 2022 EDT

NpdId        : MGNjZTYzM2MtMWQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
AppId        : InCopy1
DeploymentMode : FRL_OFFLINE
CacheExpiry   : Sun Mar 13 04:00:01 2022 EDT
LicenseId     : 210EFCF65C38AE0ECBEA
LicenseExpiry : Sun Mar 13 04:00:01 2022 EDT

NpdId        : MGNjZTYzM2MtMWQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
AppId        : CharacterAnimator1
DeploymentMode : FRL_OFFLINE
CacheExpiry   : Sun Mar 13 04:00:01 2022 EDT
LicenseId     : 210EFCF65C38AE0ECBEA
LicenseExpiry : Sun Mar 13 04:00:01 2022 EDT
(*) indicates currently active(used) license
Operation Successfully Completed
FRL-Mac:~ geoff$

```

The script should return **Operation Successfully Completed** and there should be licenses shown as in the image above. If you installed a Single App license, there will be only one or two licenses, if you installed an All-Apps license, there will be many, as in the image.

Note that for FRL-Offline the **LicenseExpiry** Expiration date is included in the output so that you can determine when the applications will stop working. Again, the **LicenseExpiry** is the “drop dead” date, which means the application will stop working after this date



# Appendix

## Latest Application releases

### Subscribe to application update notifications

As an Admin in the Adobe Admin Console, you can subscribe to an email where you are informed weekly of application updates. This is documented here: <https://helpx.adobe.com/enterprise/using/update-overview.html>

To enable email updates:

1. In the Admin Console, choose Packages > Preferences.
2. To enable notifications, select the check box in the Notifications section.

**Note:** If you have downloaded a pre-created package, then the Packages page shows you the updates that are available for the applications in your package. For details, see [Manage packages](#).

### Release notes

The latest features in the desktop applications are described below.

**Note:** **GREEN** text means the application is available for both Named User and FRL deployments. **RED** text means the application is only available for Named User deployments.

**Creative Cloud Desktop Application (CCDA):** <https://helpx.adobe.com/enterprise/kb/ccda-teams-enterprise-release-notes.html>

**Photoshop:** <https://helpx.adobe.com/photoshop/using/whats-new.html>

**Acrobat Pro:** <https://helpx.adobe.com/acrobat/release-note/release-notes-acrobat-reader.html>

**Illustrator:** <https://helpx.adobe.com/illustrator/release-notes.html>

**InDesign:** <https://helpx.adobe.com/indesign/release-notes.html>

**Premiere Pro:** <https://helpx.adobe.com/premiere-pro/release-note/release-notes-premiere-pro.html>

**After Effects:** <https://helpx.adobe.com/after-effects/release-note/release-notes-after-effects.html>

**XD:** <https://helpx.adobe.com/xd/help/whats-new.html>

**Dreamweaver:** <https://helpx.adobe.com/dreamweaver/release-notes.html>

**Animate (Flash Pro):** <https://helpx.adobe.com/animate/release-notes.html>

**Prelude:** <https://helpx.adobe.com/prelude/release-note/release-notes-prelude.html>

**Bridge:** <https://helpx.adobe.com/bridge/bridge-releasenotes.html>

**Lightroom Classic:** <https://helpx.adobe.com/lightroom-classic/help/whats-new.html>

**Lightroom:** <https://helpx.adobe.com/lightroom-cc/using/whats-new.html>

**Audition:** <https://helpx.adobe.com/audition/audition-releasenotes.html>

**InCopy:** <https://helpx.adobe.com/incopy/release-note/incopy-cc-release-notes.html>

**Character Animator:** <https://helpx.adobe.com/adobe-character-animator/release-notes.html>

**Rush (Premiere Rush):** <https://helpx.adobe.com/premiere-rush/release-notes/release-notes-premiere-rush.html>

**Media Encoder:** <https://helpx.adobe.com/media-encoder/release-notes.html>

**Substance by Adobe:** **Painter:** <https://substance3d.adobe.com/documentation/spdoc/release-notes-156565522.html> **Designer:** <https://substance3d.adobe.com/documentation/sddoc/release-notes-180191967.html> **Sampler:** <https://substance3d.adobe.com/documentation/sadoc/all->

**Fresco:** <https://helpx.adobe.com/fresco/using/whats-new.html>  
[changes-188973140.html](https://helpx.adobe.com/fresco/using/whats-new.html)

**Aero:** <https://helpx.adobe.com/aero/using/whats-new.html>

**Dimension:** <https://helpx.adobe.com/dimension/using/whats-new.html>

**Adobe Express** <https://helpx.adobe.com/express/using/whats-new.html>

**Single Apps Plan** <https://helpx.adobe.com/enterprise/kb/single-app-products-list.html>  
<https://helpx.adobe.com/enterprise/using/single-app.html>

**CC Product Matrix (N, N-1, N-2)** <https://helpx.adobe.com/enterprise/kb/apps-deployed-without-base-versions.html>

**Long Term Supported Versions (LTS) \*\*Up to Oct 2023\*\*** <https://helpx.adobe.com/support/programs/cc-support-policy.html#lts-table>

**Free and discontinued products | Support options** <https://helpx.adobe.com/support/programs/support-options-free-discontinued-apps-services.html>

**Products and technical support periods** <https://helpx.adobe.com/support/programs/eol-matrix.html>



Adobe Systems Incorporated  
345 Park Avenue  
San Jose, CA 95110-2704  
USA  
[www.adobe.com](http://www.adobe.com)

Adobe, the Adobe logo, Behance, Creative Cloud, the Creative Cloud logo, Illustrator, Photoshop, Lightroom, and Typekit are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. All other trademarks are the property of their respective owners.

© 2021 Adobe Systems Incorporated. All rights reserved.

Last update October 2024