



Adobe JELA 4 Technical Memo and Expiry Information

Thank you for downloading this Adobe JELA resource. Carahsoft serves as the master GSA and SLSA Schedule Partner for Adobe Creative, Connect, Experience Manager, and Marketing Cloud products and services, supporting an extensive ecosystem of resellers and consulting partners committed to helping government agencies optimize customer-facing applications while automating back-end processes.

To learn how to take the next step toward acquiring Adobe's solutions, please check out the following resources and information:



For additional resources:
carah.io/AdobeResources



For upcoming events:
carah.io/AdobeEvents



For additional Adobe solutions:
carah.io/AdobeSolutions



For additional CX solutions:
carah.io/CX-Engagement



To set up a meeting: Adobe-JELA@carahsoft.com
877-992-3623



To purchase, check out the contract vehicles available for procurement:
carah.io/AdobeContracts

For more information, contact Carahsoft or our reseller partners:
adobe@carahsoft.com | 877-992-3623



carahsoft



Adobe

Adobe JELA 4 Technical Memo and Expiry Information

For Adobe JELA enrollees renewing Adobe JELA licenses for FY25, here are the key details and actions required

» Notice for all current JELA deployments:

Notice for all current JELA deployments: Adobe extended licenses by one week through the Admin Consoles to October 6th, to avoid any service interruptions for enrollees. At this time, you should notice that the license expiration notice has been removed from your console — If you still see an expiration notice elsewhere, please let us know!

A few things to keep in mind: Regarding FRL Offline, your license file has been updated with the new period of performance (POP) through March, so the distribution of that file can begin. Please work with your JELA Appointed TA or your Adobe Admin to obtain these updates if you've renewed!

We are working with our Adobe Provisioning team so we can start updating the admin consoles with the appropriate products and quantities for the command/agency. For your named users, there will be a need to migrate them to the new CC Pro with Firefly product card (likely called All Apps – Edition 4). We'll be actively working on this over the next couple of weeks, but there should be no interruption in users' access to the applications they currently use.



» Named User Deployments (NUD) and FRL Online Licenses

Auto-update: These will automatically update to reflect new contract licensing for the apps managed via the Adobe Admin Console.

Users requiring updated licenses for Adobe JELA 4: Contact your Adobe JELA Trusted Agent (TA) or Adobe Administrator. If you need help locating them, reach out to us at adobe-jela@carahsoft.com or below:

- **USAF:** Named User Deployments (NUD) and FRL Online Licenses
AFLCMC.GBQJ.SEAMLS@us.af.mil
- **Army:** USARMY Pentagon HQDA CIO G-6 at usarmy.pentagon.hqda-cio-g-6.mbx.pr-ela-team@army.mil
- **4th Estate:** DISA Ft Meade BD at disa.meade.bd.mbx.disa-jela-team@mail.mil

» FRL Offline Licenses

User action required:

- Users will need to transition all apps from existing license files to updated licenses files or deploy full application packages with updated license files included to replace previous deployments.
- Users need to migrate to active licenses for Adobe JELA 4 before 7 January 2025 to avoid license interruptions.
- You have **99 days** after expiration to complete this migration for Acrobat Pro DC, CC Pro All Apps, and CC Pro Single Apps.

Refer to this [FRL Offline Deployment Guide](#) for detailed instructions.

» License Files

Availability: New license files will be made available in the Adobe Admin Console and the JELA Download Portal after orders are processed and the expiration date is reached

Only authorized **Adobe JELA TAs** or **Adobe Administrators** will have access to the JELA Carahsoft Download Portal and the Adobe Admin Console.

- Adobe Carahsoft Download Portal (FRL Offline) - [Adobe JELA - Download Portal](#) (carahsoft.com)
- Adobe Admin Console (FRL Online/Named User) - [Adobe Admin Console](#)

» Expiration Notice & Clarifications

- The Licenses in the Adobe Admin Console have been extended to expire on October 6 2024
- The Adobe JELA 3 Contract expiration date was 30 September, 2024
- **Renewal Payments** - Adobe JELA enrollees that require either an updated or new renewal quote can reach out directly to Dell Federal! If you need your Dell counterparts, we are happy to get you looped into the appropriate contact within that team that can support you!
- **The 99-day migratory/update period is not an exception for late renewals.** It is intended to support customers who issued payments in completing their migration and testing of the new licenses to either release to users/provision users or host on a shared network for user access.

Ensure to take necessary actions to avoid interruptions and ensure compliance with the terms of the JELA agreement.

