



Adobe® Desktop Product License Renewals - Serial Number

JELA3 Renewal Steps - Serial Number (SN)



Adobe desktop product license renewals – *Serial Number*

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, 2023.

Serial Numbers for Acrobat 2020 or Continuous expire on either November 30th, 2023, or November 30th, 2024. To determine the expiration date of your serial numbered installation, use the Adobe Expiry Check tool [here](#).

VERY Important Note!!!: Serial Numbers for Acrobat will be removed from the JELA agreement with JELA IV – Please reach out to jelatech@adobe.com to help you plan for your migration to an updated licensing method.

Serial Numbers will no longer be an option after November 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
Serial Number Acrobat	Renew license only	Do nothing now – work with your Adobe team to update or change Serial Numbers before they expire. We highly suggest taking steps to migrate to another license type as SN is EoL. 1. Re-Serialize Acrobat <external link to adobe.com>
	Change to Named User licensing	1. Check that you are on a 2020 or later version 2. De-Serialize Acrobat <external link to adobe.com>
	Change to FRL-Offline	1. De-Serialize Acrobat <external link to adobe.com> 2. Build an FRL-Offline License+Application Package (Pg. 6) 3. Deploy package (Pg. 7)
	Change to FRL-Online	1. De-Serialize Acrobat <external link to adobe.com> 2. Build an FRL-Online License+Application Package (Pg. 6) 3. Deploy package (Pg. 7)

*** 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.

FRL licenses from packages built and deployed after March 15th, 2021, have 99 days to re-license - so for the September 30th, 2023 date, they must be re-licensed by January 7th, 2024.

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	Change to FRL-Offline	1. De-Serialize Acrobat <external link to adobe.com> 2. Build an FRL-Offline License+Application Package (Pg 6) 3. Deploy package (Pg 7)
	Change to FRL-Online	1. De-Serialize Acrobat <external link to adobe.com> 2. Build an FRL-Online License+Application Package (Pg 6) 3. Deploy package (Pg 7)

*** 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.

FRL licenses from packages built and deployed after March 15th, 2021, have 99 days to re-license - so for the September 30th, 2023 date, they must be re-licensed by January 7th, 2024.



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 an organization's SCCM system.

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

<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	Download
<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	Download

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 3 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 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) and navigate to **Packages > Packages**

PACKAGE NAME	PLATFORM	APPS	LANGUAGE	ACTIVATION	CREATED ON	STATUS	DOWNLOAD
Adobe-CC-2023-Web-Tools-9-9-23-JELA	Windows (64-bit)	4	English (North America)	Offline	Sep 6, 2023	Up to date	Download
Adobe-CC-2023-Video-Tools-9-9-23-JELA	Windows (64-bit)	4	English (North America)	Offline	Sep 6, 2023	Up to date	Download
Adobe-CC-2023-Design-Tools-9-9-23-JELA	Windows (64-bit)	3	English (North America)	Offline	Sep 6, 2023	Up to date	Download
Adobe-CC-2023-Imaging-Tools-9-9-23-JELA	Windows (64-bit)	3	English (North America)	Offline	Sep 6, 2023	Up to date	Download
Adobe Audition 23.6.1 FRL Offline	Windows (64-bit)	1	English (North America)	Offline	Sep 5, 2023	Up to date	Expired
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**

JELA3-Renewal-DEMO	Windows (64-bit)	0	English (North America)	Offline	Aug 16, 2023	Up to date	Download
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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.



Build an Application+License package

If you wish to add an application to the renewal license, you will be building an Application+License package.

Requesting an Application+License package from Carahsoft

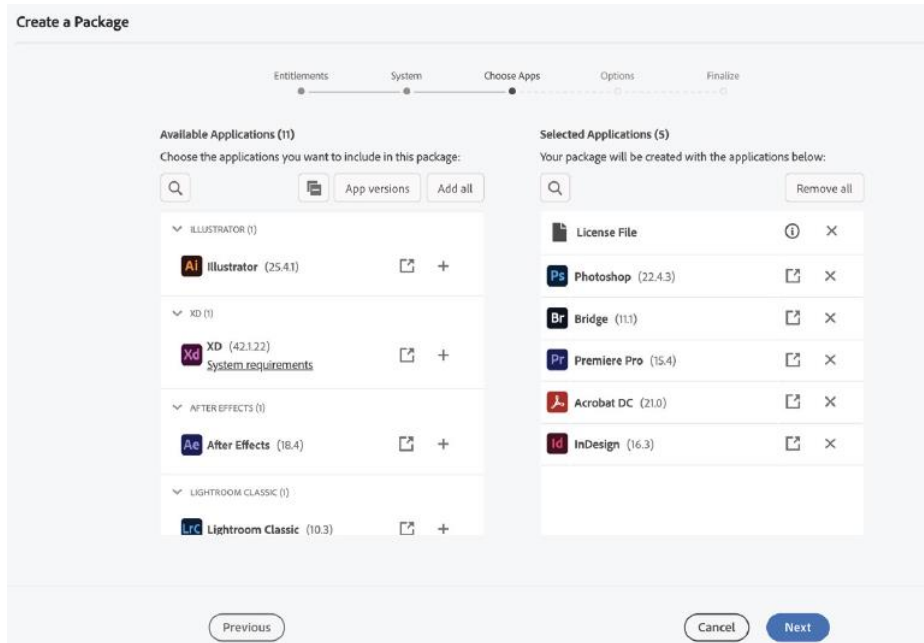
If you are a trusted agent and are using Carahsoft, then choose the appropriate bundle in the form as shown in [Building the license-only package using Carahsoft](#) and ensure that you are *not* choosing the license only package. Choose one of the other package options that includes the license, or talk to your Carahsoft/Adobe representative to request something unique.

Once you have submitted the form, you will receive an email with a direct download link.

Building an Application+License package in the Adobe Admin Console

Follow the steps as shown in [Building a license-only package using the Adobe Admin Console](#), but in [Step 6](#), add in the desired applications to the **Selected Applications** box, as shown in the image below, and that will allow you install the latest version of the applications. Complete the rest of the steps as described.

As noted above, that will create a much larger build package: a License Only package is around 5MB; an Application+License package starts around 1GB an increase to 15GB depending on the number of applications you add to the package. Adobe recommends separating out your applications from your license packages.



Build an Application-Only package

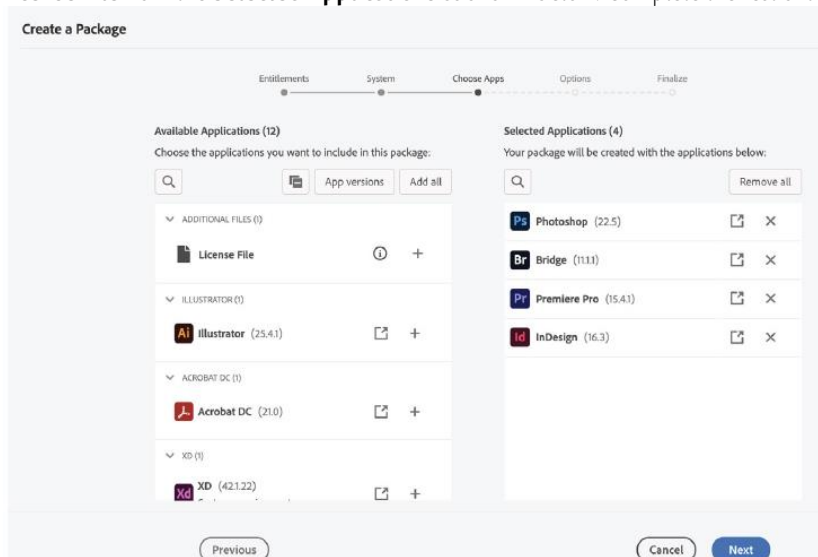
If you wish to update the desktop application without changing the license, you will be building an Application-only package.

Requesting an Application-only package from Carahsoft

If you are a trusted agent and are using Carahsoft, then contact your Carahsoft/Adobe representative to make this request.

Building an Application-only package in the Adobe Admin Console

If you are building the package using the Adobe Admin Console, as shown in [Building a license-only package using the Adobe Admin Console](#), then follow the steps, but in [Step 6](#), add in the desired applications to the **Selected Applications** box, remove the **License File** from the **Selected Applications** as shown below. Complete the rest of the steps as described.





Deploy Application Packages to Standalone Network

Deploying

After you create the FRL package you have incorporated into your software deployment process.

- Install by double-clicking the package file. See this document for details.
- Use third-party tools.
- Deploy using command line on Windows computers.

Further information

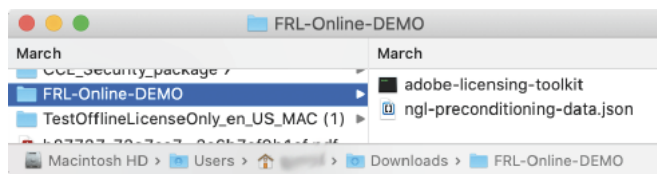
More details can be found at:

<https://helpx.adobe.com/enterprise/using/create-frl-packages.html>
<https://helpx.adobe.com/enterprise/kb/adobe-package-downloader.html>
<https://helpx.adobe.com/enterprise/package/help/deploying-packages.html>
<https://helpx.adobe.com/enterprise/package/help/deploying-packages-sccm.html> <https://helpx.adobe.com/enterprise/package/help/deploying-packages-ard.html>

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.

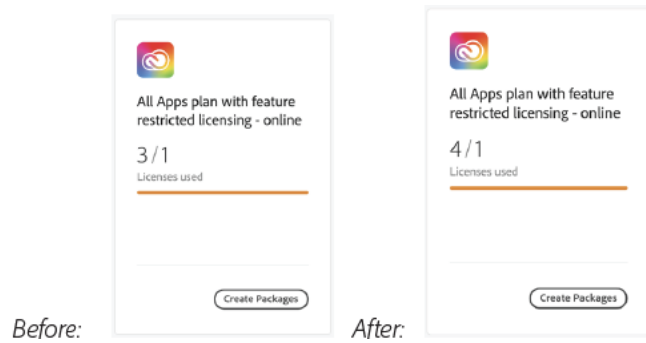
2. Run the Install License script and point to the .json file from above: **adobe-licensing-toolkit -p -i -f <absolute path of the .json file>**



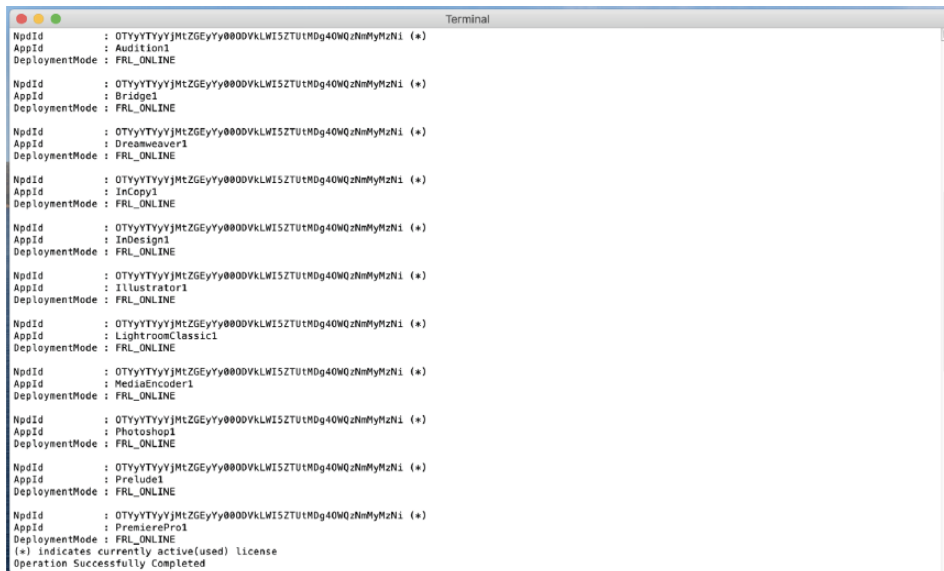
The script should return **Operation Successfully Completed**



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`



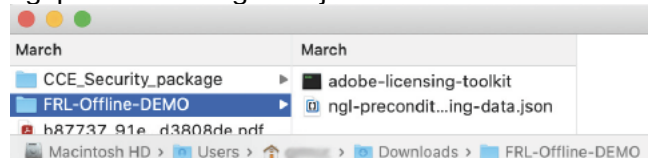
The script should return **Operation Successfully Completed** and there should be licenses shown as in the image above. If you installed a Single App license, there will be only one or two licenses, if you installed an All-Apps license, there will be many, as in the image.

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 ./npl-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        : MGNjZTYzM2MtdmQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
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        : MGNjZTYzM2MtdmQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
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        : MGNjZTYzM2MtdmQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
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        : MGNjZTYzM2MtdmQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
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        : MGNjZTYzM2MtdmQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
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        : MGNjZTYzM2MtdmQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
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        : MGNjZTYzM2MtdmQ5Ni00Y2IzLTg3ZjU0tNWQyZDU4MzQ5NjQ5 (*)
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-changes-188973140.html>

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>

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Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com

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