Packaging Creative Cloud for enterprise (CCE)

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Agenda

Creative Cloud Offerings
Deployment Tools
Control Updates
Compliance Advice
Troubleshooting & Resources
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Creative Cloud Offerings

Creative Cloud for individuals
- Individuals
- 1 to 4 individual or freelancers

Creative Cloud for teams
- Small to Medium Business
- 5-99 Creative Users

Creative Cloud for enterprise
- Large Enterprises
- 100+ Creative Users
Subscription Access

Creative Cloud for individuals
- Adobe ID Required
- Sign in every 30 days
- After 30 days without a log-in, software deactivates

Creative Cloud for teams
- Adobe ID Required
- Sign in every 30 days
- After 99 days without a log-in, software deactivates

Creative Cloud for enterprise
- No Sign-in Required
- Deployed anonymously without access to cloud services or storage
- Option in Future
- Enterprise ID
Services

Creative Cloud for individuals
- All on

Creative Cloud for teams
- All on

Creative Cloud for enterprise
- Currently
  - No Access to Services
- Future
  - Granular control for services and storage

- Desktop Sync via Creative Cloud desktop application
- Collaboration
- TypeKit
- BeHance portfolios

- PhoneGap Build
- Business Catalyst
- Web Hosting
- DPS SE
- Settings Sync
Agenda

Creative Cloud Offerings
- Creative Cloud for individuals
- Creative Cloud for teams
- Creative Cloud for enterprise

Deployment Tools

Control Updates

Compliance Advice

Troubleshooting & Resources
Adobe is committed to releasing efficient, time-saving tools and resources for IT Admins

**CCP**
- Creative Cloud Packager
  - Download & Package Apps
  - Download & Package Updates
  - Set Deployment Options

**AUSST**
- Adobe Update Server Setup Tool
  - Configure an in-house Adobe Update Server

**RUM**
- Remote Update Manager
  - Remotely update end-user CC installations
  - Apply silently to non-admin users

**APTEE**
- Adobe Provisioning Toolkit Enterprise Edition
  - Post Serialization
  - Re-Serialization

**XDA**
- Exceptions Deployer Application
  - Utility to help push out components which CCP cannot package

**Adobe Acrobat Customization Wizard XI**
- Package Acrobat
- Set many program options and preferences
Create Installation & Update Packages

- Create PKG (Mac) or MSI (Windows) packages
- Package CS6 and CC products and updates for deployment
- Download, Serialize & Activate
- “Package With License” to create installer for offline deployment
- Disable Automatic Updates, Nag Screens, and other utilities
- Silent deployment via SCCM, ARD and other industry-standard methods
- IT Administrators require internet access to use CCP, but end users will not.
Enterprise Toolkit for Acrobat Products

One-stop shop for Enterprises!

http://www.adobe.com/go/acrobatetk
Workflow for IT Administrators (internet required)

1. **Packaging Tool**
   - Download CCP from Adobe Licensing Website (LWS)

2. **Serial Number**
   - Get Serial Number from LWS

3. **Obtain Software**
   - Software downloaded from Creative Cloud by CCP (or Optional Media)

4. **Package Software**
   - Use Creative Cloud Packager to package software (Adobe ID required)

5. **Deploy Package and Exceptions**
Step 1: Log into Adobe Licensing Website

1. Go to http://licensing.adobe.com
2. Get your CCE Serial Number
3. Download Creative Cloud Packager
Step 2: Get your CC Serial Number

You may see more than one serial number type: Video and Non-Video.

Commercial customers should use the **Video Serial Number** which may be used to package any CC app.
Step 3: Install Creative Cloud Packager

Launcher Application
Installs the Creative Cloud Packager

Note
A Macintosh is required to package Mac applications
A Windows PC (64-bit recommended) is required to package Windows applications
Command Line Tools Installed with the Creative Cloud Packager

**Windows:** C:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\CCP\utilities  
**Mac:** Applications/Utilities/Adobe Application Manager/CCP/utilities

### XDA*
- Exceptions Deployer Application
  - Utility to help push out components which CCP cannot package

### RUM
- Remote Update Manager
  - Remotely update end-user CC installations
  - Apply silently to non-admin users

### AUSST
- Adobe Update Server Setup Tool
  - Used to configure an in-house Adobe Update Server

### APTEE
- Adobe Provisioning Toolkit Enterprise Edition
  - Post Serialization
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* Found in the main CCP folder
Step 4: Accept License Agreement for Creative Cloud Packager

Accept the License Agreement
Step 5: Log in with your CC Admin Credentials (**internet required**) 

Best Practice: Use an Institutional Adobe ID

Note: We recommend using an institutional ID such as adobe-reg@yourcompany.com rather than an individual's email address. You can create a forward, alias or distribution list for this purpose.
Step 6: Create a Package

Click here

Create Package
Create a new package containing the latest applications and updates. You can also create an update only package by selecting just updates.

Edit Package
Keep your existing packages up to date by adding the latest applications and updates.

Quit
Step 7: Name and Configure the Package

A. Name the package
B. Choose a Save location

Package Details

Package name: Design Team Package
Save to: C: \Users\IT_Admin\Desktop

License type: Package without License - Trial Mode
32-bit/64-bit: 64-bit Package

Package configurations: Default settings (Change)
Step 7: Name and Configure the Package

C). Choose “Package With License”
Step 7: Name and Configure the Package

D. Choose 32 or 64-bit package (Windows only)
Step 7: Name and Configure the Package

E. Click for Additional Options
Step 8: Advanced Configuration Options

Advanced Configurations

Adobe Creative Cloud

- [x] Disable Adobe Creative Cloud desktop application

Conflicting Processes

If conflicting processes are running during installations:
- [ ] Abort installations
- [x] Ignore conflicts and continue installations

Adobe Update Manager Behavior

- [ ] Adobe Update Manager is disabled (IT manages update distribution)
- [ ] Admin users update via Adobe Update Manager
- [ ] Use internal update server

Remote Update Manager

- [x] Enable remote update manager deployment

The CC Desktop application is a multipurpose utility which requires end-user administrative privileges and internet access. This option is disabled by default for Creative Cloud for enterprise.

This configuration allows IT Admin to use Adobe's free Remote Update Manager to push updates in addition to other push deployment tools. Recommend leaving this option set to on.

PC Screenshot show. On the Mac, AIR may be excluded from the package.
Step 9: Enter Volume Serial Number (internet required)

Enter Enterprise License Key:

Please enter an enterprise license key. If you do not have your enterprise License Key you can find it at licensing.adobe.com.

1234  5678  3366  2202  4011  9055
Step 10: Select Package Language (internet required)

Your ETLA contract with Adobe specifies which languages are included. For each language option, a new package must be created.
Step 11: Choose Creative Cloud apps to Package (internet required)

<table>
<thead>
<tr>
<th>B) Select CC Apps to package</th>
<th>C) Enable this option to select and package CS6 applications</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Applications &amp; Updates" /></td>
<td>Indicates item has been partially downloaded and updates need to be downloaded.</td>
</tr>
<tr>
<td></td>
<td>Indicates item has been fully downloaded and is ready to package.</td>
</tr>
</tbody>
</table>
Option: Packaging Updates only **(internet required)**

- **Deselect to create an update-only package**
- **Click to see available updates**
- **Note: All CC patches are cumulative.**

![Creative Cloud Packager](image_url)
Step 12: Start Packaging (internet required)
Step 13: Package Complete *(internet required)*

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**Summary**

*Design Team Package* has been successfully created. It includes the following applications and *updates*.

![Mu Id Ps Br Ai](image)

Open the *Build Log* file to review build progress and errors.
Exceptions require additional steps to deploy to end-user workstations.
Build Folder: Installers

Installer MSI or PKG file
Exceptions require additional steps to deploy.

See: Deploying Exceptions
http://www.adobe.com/go/ccp_exceptions

Exceptions
Deployer app
may be run to
push down
exceptions to
clients.

Open the
ExceptionsInfo.txt file
for instructions
Packager Preferences

Create Package
Applications & Updates
Create a new package containing the latest applications and updates. You can also create an update only package by selecting just updates.

Click for Preferences
The Creative Cloud Packager caches downloads. You can set your preferred download folder or purge the download cache to save disk space.
Exceptions

- **Muse**
  - Must be deployed separately
  - Muse requires an AdobeID at launch for end-users
  - For more details about deploying Muse, see: http://helpx.adobe.com/muse/kb/deploying-muse-enterprise.html

- **Acrobat Pro (Windows only)**
  - Must be deployed separately and **before** the rest of the CC apps
  - CCP serializes Acrobat during the install
  - Advanced tuning of Acrobat may be done with the Acrobat Customization Wizard

- **Adobe Photoshop Lightroom (Mac and Win)**

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*Has your organization already packaged Acrobat XI for Windows?*

Simply use your existing Acrobat XI package.
A Special Case:
Offline Media Workflows
Adobe can provide DVD Media to customers who meet these criteria:

- The customer is a government or enterprise organization who cannot connect to the Internet to download for security reasons
- The customer has a slow Internet connection because they are based in a country without adequate broadband infrastructure

Note: An internet connection is still required for license validation and to download certain application components.
Offline Media: Select Media

Click Folder to select Offline Media
Offline Media: Locate Media

[Image of the Browse For Folder window showing Adobe Dreamweaver CC selected]

- Adobe Acrobat XI Pro
- Adobe After Effects CC
- Adobe Audition CC
- Adobe Bridge CC 32 bit
- Adobe Bridge CC 64 bit
- Adobe Dreamweaver CC
  - deploy
  - packages
  - payloads
  - resources
  - updates
- Adobe Edge Animate CC
- Adobe Edge Code CC Preview
- Adobe Edge Inspect CC
- Adobe Edge Reflow CC Preview 32 bit
- Adobe Edge Reflow CC Preview 64 bit
- Adobe ExtendScript Toolkit CC
Offline Media: Extract Media

Add Offline Media

Add Creative Cloud applications and updates:

D:\Adobe Dreamweaver CC

Select all

Click to Extract Media

No products and updates added

Cancel   Done
Offline Media: Extract Media

Add Offline Media

Add Creative Cloud applications and updates:

D:\Adobe Dreamweaver CC

Select all

Dreamweaver CC (Version 13.0.0)

Click Done
Adobe Acrobat XI Customization Wizard (Windows)

- Optimize the behavior of the installer
  - Silent installation
  - Reboot options
  - Pre-serialization
- Remove previous versions of Acrobat and Reader
- Suppress the EULA and registration prompts
- Customize key application preferences
  - Turn off automatic updates
  - Configure security settings
  - Pre-set Collaboration servers
  - Distribute custom PDF creation options
  - Push out your company default headers, footers, watermarks and stamps
Download the Acrobat XI Customization Wizard
ftp://ftp.adobe.com/pub/adobe/acrobat/win/11.x/11.0.00/misc/CustWiz11003_en_US.exe
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Use the Creative Cloud Packager (CCP) and Acrobat Customization Wizard to package software

Control Updates

Compliance Advice

Troubleshooting & Resources
Creative Cloud Updates

Visit this blog to learn about:

- New Features
- Key fixes
- Compatibility
- Stability
- Security

Keep up to date with the latest Creative Cloud updates . . .
https://blogs.adobe.com/creativecloudenterpriseupdates
Default Updater
Redirect Updates using an In-house Update Server

REMOTE UPDATE MANAGER

ADOBE APPLICATION MANAGER

LOCAL ADOBE UPDATE SERVER
Adobe Update Server Setup Tool (AUSST)

- Command line setup for local CC Update Server
- Used where end-users are admins on their systems or with RUM
- Works with existing Apache servers

Remote Update Manager (RUM)

- Command line tool to remotely invoke the Adobe Updater
- No need to know which CC updates need applying
- Can be installed on clients automatically via CCP

Deployment & Update Management

CC Apps & Updates

MSI or PKG
IT Admin with CCP

Deployment

Local Adobe Update Server

Client Machines with Adobe Remote Update Manager (RUM)

Online
Offline
Optional
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Compliance Advice

Troubleshooting & Resources
Know your Entitlements

Creative Cloud Packager lists all CC applications that can be packaged.

The apps listed in CCP are not a reflection of your organization’s entitlements.
Software ID (SWID) Tags and Creative Cloud


- SWID tags for Creative Cloud identify only the licensing type "Creative Cloud for enterprise".

- Using SWID tags you can discover if Creative Cloud is installed, but not a subset entitlement.

Creative Cloud is a single product offering, but Creative Cloud for enterprise customers may choose to limit entitlements contractually.

For more information about SWID Tags, visit www.tagvault.org
Windows: Add/Remove Tags may help

The Package Name and Install Source Folder is captured at:

HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall

![Registry Editor screenshot](image.png)
Windows Best Practice: Name the Package Descriptively

CC Design Standard AC-AI-ID-PS

CC Design & Web Premium AC-AI-ID-PS-DW-FL

CC Design & Web Premium AC-AI-ID-PS-DW
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Troubleshooting & Resources
## Ports & Hostnames Required for Creative Cloud Packager

The following host/port combinations may need to be whitelisted in order to package Creative Cloud for Enterprise:

<table>
<thead>
<tr>
<th>Address</th>
<th>Ports</th>
</tr>
</thead>
<tbody>
<tr>
<td>ccmdls.adobe.com</td>
<td>443</td>
</tr>
<tr>
<td>ims-na1.adobelogin.com</td>
<td>80</td>
</tr>
<tr>
<td>imsprod06.adobelogin.com</td>
<td>443</td>
</tr>
<tr>
<td>na1r.services.adobe.com</td>
<td>80</td>
</tr>
<tr>
<td>prod-rel-ffc-ccm.oobesaas.adobe.com</td>
<td>443</td>
</tr>
<tr>
<td>lm.licenses.adobe.com</td>
<td>80</td>
</tr>
<tr>
<td>ccmdl.adobe.com</td>
<td>80</td>
</tr>
<tr>
<td>swupmf.adobe.com</td>
<td>80</td>
</tr>
<tr>
<td>swupdl.adobe.com</td>
<td>80</td>
</tr>
</tbody>
</table>
Problems? Check the CCP Log Files

- Creative Cloud Packager fails and won’t run?
  Open the pdapp.log file in a text editor and search for “ERROR” or “FATAL”
  - Windows: %temp%
  - Mac OS: ~/Library/Logs/

- Errors running the Creative Cloud Packager?
  Open the Package Builder log file in a text editor
  - Windows: %temp%
  - Mac OS: ~/Library/Logs/

  Package Builder log is named as follows:
  AdobePBhhmmss_ddmmyy.log where hhmmss_ddmmyy = hour|minute|second_date|month|year

- View the list of common installation and launch log errors
Resources

- Creative Cloud Updates Blog
  https://blogs.adobe.com/creativecloudenterpriseupdates/

- Creative Cloud Packager Help
  http://helpx.adobe.com/creative-cloud/packager.html

- Deploying Exceptions
  http://www.adobe.com/go/ccp_exceptions

- Deploying Muse
  http://helpx.adobe.com/muse/kb/deploying-muse-enterprise.html

- Creative Cloud for Enterprise Help

- Adobe Installation and Licensing Blog
  http://blogs.adobe.com/oobe/

- Acrobat Enterprise Toolkit
  http://www.adobe.com/devnet-docs/acrobatetk/

- Deploying Adobe Acrobat with the Creative Cloud
  http://helpx.adobe.com/creative-cloud/packager/deploying-acrobat.html
Resources

- Deploying Adobe packages with ARD

- Deploying Adobe packages with SCCM

- Deploying Adobe Packages with Third Party Tools

- Using the Remote Update Manager (RUM)

- Using the Update Server Setup Tool (AUSST)

- Creative Cloud Network Endpoints
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Troubleshooting & Resources
- Dealing with Problems and Getting the Docs
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