

IT Deployment Tips



Provision

Deploy

Use

Whenever I'm working on a deployment, I remind my IT colleagues that in a class of 30 students, if it takes 10 minutes for everyone to get started with their technology tools, the teacher has just lost 300 minutes of learning time are gone forever. That's why it's essential that IT departments take the time to think through their deployment strategies, make the proper plans, and do their best to make technology as easy for teachers and students to access and use as possible.

If your school has purchased Adobe software licenses, here are some technical tips that will help your IT team work efficiently and effectively:

1. **Deploying to users.** Adobe offers simple sync tools for Microsoft 365 and Google Workspace for Education. Claiming a domain can be a challenge with DNS tokens. With the new federated tools, you finish proving domain ownership when you run the wizard to create the federated connection. And you can choose the domains that you want to associate with your user directory on the Adobe Admin Console.
2. **Syncing users.** Once you've created the federation setup, there are multiple options to manage the sync source of your users. Syncing with Microsoft Azure and Google uses the SCIM protocol to push the user information from your cloud service to the Adobe Admin Console. Remember when syncing with Azure to include users and group membership. Syncing with Google syncs users and not groups. The quickest way to assign products to users from a Google Sync is by downloading the users via CSV and creating groups for your product assignment. If you're using another directory that supports LDAP, you can use the Adobe User Sync tool to query users and groups and sync these users with the Adobe Admin Console.

Note that Adobe requires that users exist in the Adobe Admin Console and that their licenses are assigned in advance of their first login before they can gain access to the tools and services.

If you're using ADFS and Office 365 or Google Workspace, you can set up federation with the Cloud Service Office 365 or Google Workspace and your users will be redirected from Adobe > Cloud Service > ADFS > Cloud Service > Adobe. (This happens very quickly.)

3. **Deploying silently to large numbers of users.** Often when you're deploying apps to multiple users, you don't want to notify them of the access being granted. Visit Products > Select a product Card > Default Configuration for product > Settings > Change Notification on/off.
4. **Updating classroom devices.** To install minor updates to Creative Cloud apps that were installed from packages in the Admin Console, you can use the simple Remote Update Manager tool on each client computer. To update all apps, you can run the command line RemoteUpdateManager. If you need to do a major version update, create a new package in the Adobe Admin Console.
5. **Uninstalling older versions before upgrading.** Occasionally you may run into issues removing older versions of Creative Cloud apps from a device, and this may cause problems when you try to install new app versions. To fix this, you can use the [Creative Cloud Cleaner Tool](#) to remove any remnants of the older apps.
6. **Refreshing Shared Device Licenses from your IT lab.** When upgrading devices in an IT lab, you'll want to reclaim the Shared Device Licenses installed on the decommissioned machines. This is [a simple process](#) that you can carry out in the Admin Console. If the machines are still active, you can deactivate the license using the Shared Device License toolkit on the page linked above.
7. **Handing off digital assets for students who have graduated.** Students who are graduating or moving to another school will often contact your IT department for access to their Creative Cloud files. Point them to [our asset migration tool](#), where they can move their files to a personal account using a wizard. To ensure that this option is available to your former students, go to Settings > Asset Settings > Asset Migration Settings in your Admin Console.
8. **Accessing support and your Expert Sessions.** Adobe offers access to support via the Admin Console, where you can connect with the Adobe Enterprise Support team via chat, email, or telephone. You can also schedule 1:1 Expert Sessions to get personalized help with creative workflows or app deployment.

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*Solution does not support rostering.

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