ADOBE ETLA FAQ

Q: Do dual boot systems require 2 licenses?
A: Yes.

Q: Regarding working students (grad or undergrad) doing work funded by the University for faculty, can a working student use Acrobat Pro or CC on a Stanford owned computer? Personally owned computer?
A: Yes on a Stanford owned computer, yes on a personally owned computer provided they are using a named user license provisioned via the Admin console.

Q: Can there be multiple sub-admins assigned to a single department in the Adobe console?
A: Yes.

Q: What type/how much storage is included with CC?
A: 100 gb per user.

Q: What happens to existing licenses set to expire? Do they auto-renew with the ETLA and stored credit cards are not charged?
A: Named user licenses would need to be downloaded from the VIP console and uploaded to the ETLA Admin console before expiration, these licenses would then not expire until the end of the ETLA term. Device licenses would need to be reserialized with the ETLA serial number.

Q: What if my current license is set to expire before the effective date of the new ETLA – February 15, 2019?
A: If your current license expires prior to February 15, 2019, be aware you have grace period or cancel date based on your license anniversary date. For instance if your license anniversary date is January 28, 2019, your renewal window opens up 30 days prior to your anniversary (December 28, 2018), and then you have a 30 day grace period after the anniversary date (February 27, 2019) which is called the “cancel date”. If the renewal is not received at Adobe by the cancel date, the license is cancelled.

Q: How many access points for a named user license?
A: Two active devices. However, an active device can be change or deactivated to use another device.

Q: Is there any information on the Adobe ETLA Admin Console?

Q: How are individual Creative Cloud (e.g. Illustrator, Photoshop) licenses installed?
A: Accept CC install of desktop utility which then allows the user to select an individual program.

Q: Are After Effects, Font Folio and Premier Elements included in CC?
A: Yes. Premier Rush replaces Premier Elements and Typekit replaces Font Folio. Adobe recently announced at MAX that Premiere Rush is included in CC.

**Q: Will each school/department have access to Adobe US Based Enterprise Support directly or go through campus for our technical support?**
A: Console Admins have access to adobe support via request in the admin console. End users would contact a Stanford IT contact in their dept IT admin would contact Adobe via the console.

**Q: If someone has a perpetual license and gets a new license under the ETLA, what happens to the perpetual license?**
A: Perpetual is owned for life, provided they have a machine that will still run it. The ETLA subscription license will not overwrite or require deletion of the existing perpetual license.

**Q: Can Acrobat Pro be without document cloud?**
A: Under ETLA document cloud is the only option. Document cloud contains Acrobat Pro DC and services. Services can be disabled so Acrobat Pro can be installed with no Service connection.

**Q: Is document cloud HIPPA compliant?**
A: Document Cloud can be configured to comply with HIPPA and Adobe can put a BAA in place attached to the ETLA.

**Q: Will the content associated with my Adobe ID follow me as I transition to Federated ID?**
A: If your Adobe ID is your SUNetID/Federated ID, your account assets follow you and no action is required. However if your Adobe ID is different from your SUNetID, you need to select one of the following process to transfer your account assets.

1. For auto-migration when signing into your Federated ID for the first time: https://helpx.adobe.com/enterprise/using/migrate-assets-to-enterprise-account.html#Premigrationtasks
   - Start with Pre-migration tasks and continue to Migrate content

Or

2. Alternatively, you can manually migrate assets allowing you to select which assets you want to migrated and which you prefer remain in the Adobe ID storage (2G without an entitlement associated with the Adobe ID).