Using Adobe Admin Console to Create a Supported Package

The Adobe Admin Console website allows administrators of an Adobe software subscription to create packages for all minor versions of the previous year (N-1) and, for customers with a Creative Cloud Enterprise subscription, the long-term supported version of the prior year (N-2). Details of the official Adobe CC support policy are located here. For help on using the Adobe Admin Console, see Adobe’s website.

The purpose of creating a package is to be able to store the files needed to install a particular version of an Adobe application required to deliver Adobe Certified Professional Live-in-the-Application (LITA) exams. Since some Certiport Authorized Testing Centers (CATCs) may choose to continue administering an older version of our certification exams, and since Adobe may decide to make a certain version of an application no longer available, creating a package ensures that a CATC will still have access to a compatible version they can install until they decide to administer a new version suite of the exams.

Creating a Package of Supported 2024, 2023, or Long-term Supported 2022 Application Versions for a Named User License:

1. Launch Admin Console (adminconsole.adobe.com)
2. Click Packages.
3. Click Create a Package
4. Choose Named user licensing and click Next.
5. Select **Managed Package** and click **Next**.

6. Select the OS and the locale. Click **Next**.
7. Click **Other versions** and check **Older versions**.

8. Add the supported versions by clicking the Plus (+) sign.

9. Click **Next**.

10. Click **Next** to skip adding Plug-ins.

11. Check or uncheck the options appropriate to your environment. Some recommended settings are:
   a. Check **Disable auto-update for end users** to prevent users from enabling automatic updates for the applications.
   b. Uncheck **Allow non-admins to update and install apps** to require administrator credentials to update or install applications.
   c. You might also want to clear the **Enable self-service install** option to prevent any user from updating the application to an unsupported version, but some institutions might need users with admin permissions to be able to install apps. Note that if this option is cleared, users will need to launch the applications from the Start menu instead of from Creative Cloud Desktop.
12. Click **Next**.

13. Name the package and click **Build Package**. The package will be created and will automatically download.

14. Extract the files from the `.zip`.

15. Install the package by running **Setup.exe** from the Build folder.
Creating a Package of Supported 2024, 2023, or Long-term Supported 2022 Application Versions for a Feature-Restricted License:

1. Launch Admin Console (adminconsole.adobe.com)
2. Click Packages.
3. Click Create a Package
4. Select Feature restricted licensing and click Next.

5. Select the appropriate activation method for your environment and click Next.
6. Select the appropriate entitlement for your environment and click Next.
7. Select the operating system and locale and click Next.
8. Click Other versions and check Older versions.
9. Click the Plus (+) to add the supported application versions to the package and click Next.
10. Select the appropriate license activation options and management options and click Next.
11. Enter the package name and click Build Package. The package will be created and will automatically download.
12. Extract the files from the .zip.
13. Install the package by running Setup.exe from the Build folder.

**Contacting Support**

Find Answers online or Contact Support through Phone, Email, or Live Chat.
Support is available Monday through Friday 6am to 5pm MT