Frequently Asked Questions: Adobe CC Software

Requirements
1. **What are the installation requirements for Adobe CC software?**
   There is no installation media, installations are done with software distribution services.
   - Computer must meet the hardware requirements below and have approx. 40 GB free space on the hard drive (to download and install).
     For details on operating system, web browser, etc. requirements see Adobe System Requirements at [https://helpx.adobe.com/support.html?promoid=88X75SWR&mv=other#/top_products](https://helpx.adobe.com/support.html?promoid=88X75SWR&mv=other#/top_products)
   - Computer must be a university-owned computer with a TU tag affixed
   - Computer must be joined to the university domain
   - Computer must be running working Casper (Macs) or Software Center (Windows)
   - Must uninstall older Adobe software versions before installing new versions
   - Faculty and staff office installations must be requested and approved, see [http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/request.html](http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/request.html)

2. **If a computer does not meet the requirements and needs to be upgraded to run the Adobe software, will this be covered by the licensing?**
   No. If computer upgrades are needed to run the Adobe CC software, such as operating system, processor, memory, etc., this is beyond the scope of Adobe licensing and will be addressed on a case-by-case basis.

Installation
1. **Our college or department does not use Adobe software. Why should we install it in our teaching classrooms and computer labs?**
   Student Technology Fees paid for the university Adobe CC license so that it would be available campus-wide. Colleges and departments are encouraged to install Adobe CC software in all their classrooms and computer labs.

2. **What are my options for installing Adobe software on lab or classroom computers?**
   College and department technology staff, see [https://tu.sharepoint.com/sites/ctc/tulabs/Shared%20Documents/Adobe_CC_Install-Uninstall_Procedures_for_Labs.docx](https://tu.sharepoint.com/sites/ctc/tulabs/Shared%20Documents/Adobe_CC_Install-Uninstall_Procedures_for_Labs.docx) (SharePoint document for TU lab manager members only)

3. **Can the Adobe CC software be installed on university-owned faculty or staff computers?**
   Yes. Faculty and staff office installations must be requested and approved, see [https://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/request.html](https://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/request.html)
4. Can I install Adobe CC software on my personal computer?
The Adobe CC software on university computers at Towson is licensed for university-owned computers only. There are options for students and faculty/staff.

   **Students** can lease or purchase Adobe software, see Adobe Creative Cloud for students and teachers at [http://www.adobe.com/creativecloud/buy/education.html](http://www.adobe.com/creativecloud/buy/education.html)

   **Faculty/Staff** that currently have Adobe CC software installed on their university-owned computer may obtain an annual Adobe Work at Home (WAH) license; there is an annual license renewal for this service. For information see [http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/documents/adobe_wah_access_procedures.pdf](http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/documents/adobe_wah_access_procedures.pdf)

5. After installation, can I uninstall Adobe applications that I don’t use?
No. Uninstalling Adobe applications is not advised because applications are dependent on one another and contain integrated software plugins and add-ons that are needed for the software to function correctly. Uninstalling applications included in the Adobe CC packages can create unintended consequences and interfere with software functionality.

6. How will Adobe application upgrades and updates be installed?
Adobe CC updates are managed centrally and disabled on university computers. Upgrades and updates will be managed and distributed by OTS each year for faculty, staff and lab managers to install. See [http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/updates.html](http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/updates.html).

7. If a Mac system is set up to run both the Mac and Windows operating systems, can the Adobe CC Applications be installed in both environments at no additional cost?
Yes, subject to the computer meeting Adobe software requirements. Computer upgrades needed to run Adobe software including operating system, processor, memory, etc. is beyond the scope of Adobe licensing and will be addressed on a case-by-case basis.

8. Will the Creative Cloud online storage be available at Towson?
No, this option is not currently available for Adobe CC enterprises such as Towson. Adobe is working on this capability.

**Adobe CC Applications**

1. What applications are available with the Adobe CC license?
See the list of Adobe CC software at [https://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/documents/adobe-software-packages-list.pdf](https://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/documents/adobe-software-packages-list.pdf)
2. **Will the Adobe CC applications be available on Virtual Workspace?**
   Only Adobe Acrobat Pro is installed on Virtual Workspace (VW), licensing is limited to faculty/staff only; students can’t access Acrobat Pro on VW. All other Adobe CC applications are only available when installed on computers.

3. **How will Towson University remote locations, e.g. Hagerstown obtain the Adobe CC software?**
   Towson’s licensing is limited to university-owned computers joined to the university network domain. Schools hosting Towson courses will need to contact the Maryland Education Enterprise Consortium at [http://www.meec-edu.org](http://www.meec-edu.org) to purchase Adobe CC licenses their computers.

4. **After installing Adobe 64-bit packages for Windows, why do some applications install both the 32 and 64-bit applications?**
   Sometimes, both Windows versions are installed to manage Adobe plugins. It is a requirement that they be installed so that the software works as designed.

5. **When launching Adobe Photoshop, a popup window informs me that “Photoshop has encountered a problem with the display…” what does this mean?**
   Photoshop launches a sniffer program to help prevent crashes; generally, this popup only occurs on the first launch of Photoshop. If the popup continuously displays, the computer may have an issue with the video card driver or video card and you can correct this issue by updating your video driver or in some cases, replacing the video card.

6. **When launching Adobe SpeedGrade, a popup window informs me that “Your graphics driver doesn’t seem to be installed or doesn’t support hardware-accelerated OpenGL…” what does this mean?**
   This indicates that your computer video card driver or video card may not be capable of handling the full functionality of the software. The software will run. You may be able to correct this issue by updating your video driver or in some cases, replacing the video card.

**Licensing**

1. **Why are the Adobe Creative Cloud Applications being funded in this unique way—and on an enterprise scale?**
   Adobe CC applications are used widely used across academic disciplines. To ensure that Adobe software is available in classrooms and computer labs and that the same version is available to prevent file compatibility, the enterprise license made sense. This licensing arrangement makes the software widely available. There are approximately 3,000 computer lab, open use, and classroom computers at Towson. Students can now do their work without having to find few-and-far-between places on campus where Adobe apps are installed.

2. **Why just fund the Creative Cloud Applications? Why not cover the costs of all software needed for teaching and academic purposes?**
   Determining whether software may be funded through student technology fees is a deliberate and thoughtful process. Products that are used by multiple departments and colleges, or products that provide a common method to support and manage computer systems used by students are given
funding consideration. Products used for specific courses, products that are used by a narrower range of departments and colleges, or products tied to curriculum or the support of a program's infrastructure (like servers, apparatus controllers, etc.) are generally not covered.

3. **Will licensing include a work-at-home (WAH) option for faculty and staff?**
   WAH is not currently adapted at Towson. Because this initiative is being funded through student technology fees, students must be the direct recipient of the program's benefits. Towson will be exploring this option later.

4. **Will a licensing server be used to distribute licenses to computers?**
   No, the license is included in the installation packages provided by OTS.

**Laptops and Tablets**

1. **Can Adobe CC Applications be installed on a laptop?**
   Yes, provided it is university-owned with a university TU tag and used by students, faculty or staff for university work.

2. **Do you have to be physically connected to the wired Towson network or need ongoing Internet access to run Adobe Creative Cloud software?**
   No. After the initial installation of Adobe software (requires the wired network), your Adobe applications are installed directly on your computer and you won't need an ongoing Internet connection to use them on a daily basis.

3. **If I travel off campus with my computer, will the Adobe CC software work?**
   Yes. You can use Adobe CC applications for up to 99 days before needing to access the Internet to validate the license. However, when you initially install Adobe software at Towson, you will need to be plugged into the wired campus network.

**Training**

1. **What training and resources are available for Adobe CC applications?**