

# Adobe JELA License Expiry Remediation Guidance

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## **Adobe JELA License Expiry Remediation Guidance:**

- **What happens if an FRL Online user is impacted?**
  - You do NOT typically need to deploy a new package or a license-only package to re-license your users.
  - The user's computer is required to reach the Adobe Licensing Server through an active internet connection to get the updated license.
    - FYSA – The 99 Day migratory period should also apply to FRL Online license updates.
- **To remediate Named User expirations, customers are advised to log-out and then log-in again to their applications:**
  - You can log out/log-in to your CC Applications through the specific application you're in need of accessing, or through the Creative Cloud Desktop App - [Download Adobe Creative Cloud](#).
    - A user does NOT need to have access to the Admin Console.
    - The log-out action might not be needed, and the license should auto-update.
    - The log-out/log-in method is simply advised as a pre-cautionary measure.
  - For US Army - You may request this download from the Army Portal. This is an internal link, and can be accessed via your start menu, then by navigating to your respective Army Portal for Adobe/Software.
- **If you have already logged out and logged back in, and still don't have access:**
  - Please connect with your respective Adobe System Administrator(s) responsible for your command's console, or alternatively, reach out to Carahsoft at [adobe-jela@carahsoft.com](mailto:adobe-jela@carahsoft.com) (If Carahsoft/Adobe has access to your/the console and have been permitted, we are happy to assist as necessary).
- System Admins with access to the console can utilize this link - <https://adminconsole.adobe.com/?promoid=12B9DRDF&mv=other>

- This is for use of current Sys Admins and for them to log-in to verify if a particular user has been assigned a license. If the user is not provisioned, the Admin will need to add them.