Admin Console Overview

What you need to know!

Admin Console Overview

Adobe Admin console provides a central location for managing the user's Adobe entitlements across the entire organization.

Url: https://adminconsole.adobe.com

Overview Tab

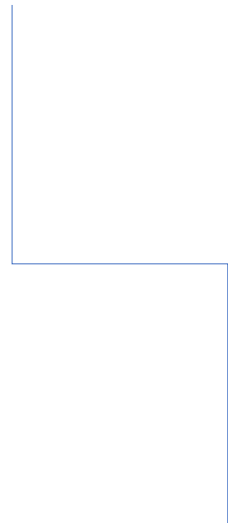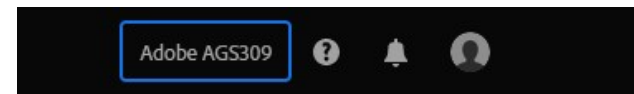Let's discuss the features and functionalities of this console:

Overview tab – As the name suggests, this tab provides a holistic view of the account. It shows the status of licenses, the number of licenses and users assigned along with quick links to add and manage accounts and billing.

Org Picker

If a company has multiple subsidiaries
That exist as separate organizations, or
Each subsidiary has a separate license agreement,
The same administrator can be assigned to all.

The administrator can switch to another
organization from the org picker.

Adobe AGS309

Admin Console   Overview   Products   Users   Account   Insights   Settings   Support   Adobe AGS309
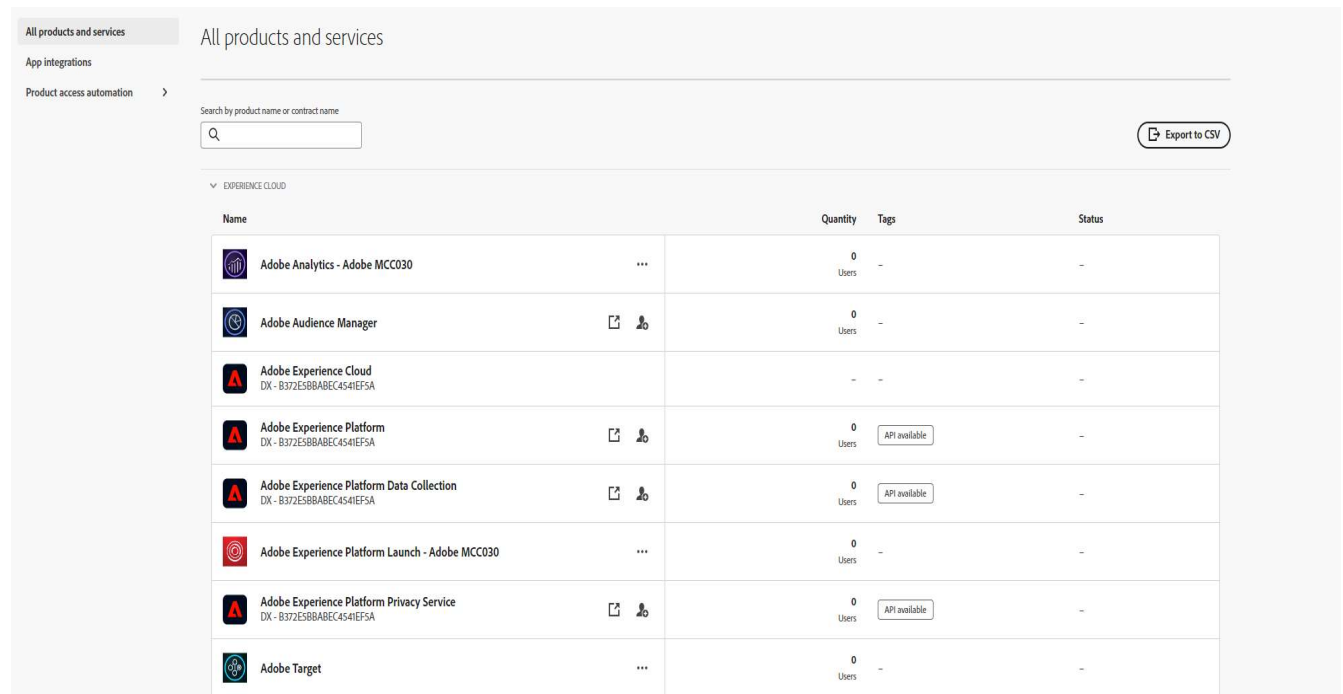
Help Option

Located on the top right corner with a question mark icon, the users can search for articles in the Adobe Help Center from within the Admin Console. The User can either search independently by typing their query in the search bar or browser user the given categories.

From More Options, the users can explore Adobe Community, Start a chat, and Share feedback.
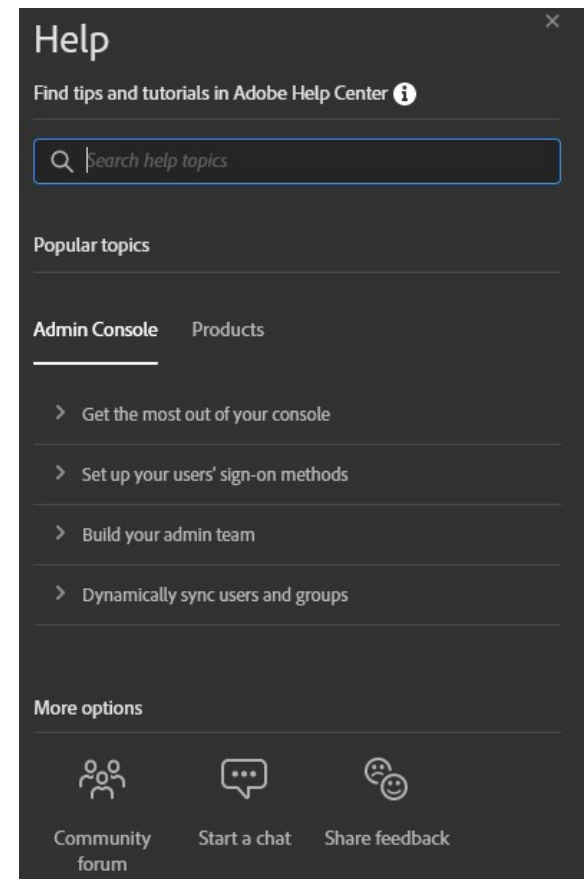
Products tab

To assign the Product to a user or group with the new permission system you either select the product click the profile and add the user that way or simply select the Add User icon with the plus next to it to launch into add user module.
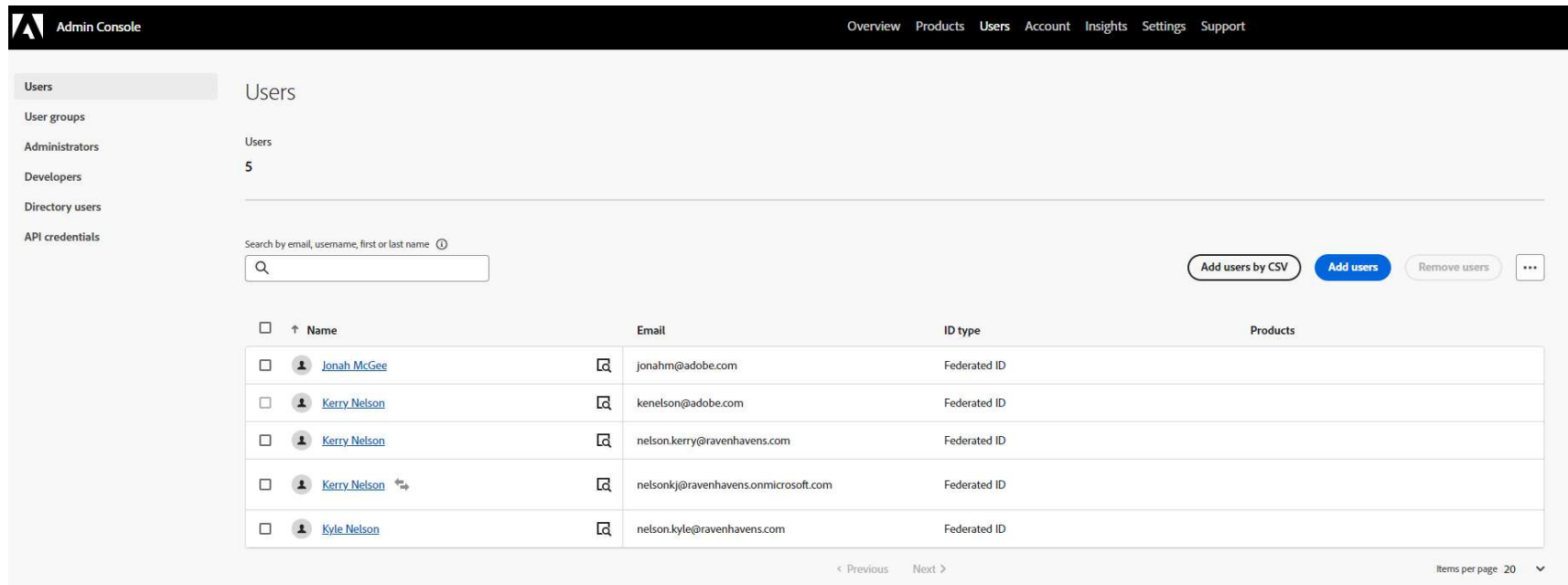
Users Tab

From this tab, the users can create, search, update, and remove user accounts.

User Groups

A User group is a collection of different users that are given a shared set of permissions. There are various permissions across different products that are assigned to many users in varying order. Having a user group containing all the members of the department and then assign the product to that group helps manage and organize the account more efficiently. This method allows the administrator to be decoupled from the management of every user

Packages

When the Package tab shows up this provides the functionality that users can use when they plan to deploy Creative Cloud and Document Cloud applications to the end users. Generally, Experience Clouds unless for some reason combined will not have this functionality.

Account Tab

To the VIP customer, the Accounts page provides options to mange the organization's Adobe software and users. The users can use this option to easily perform license and user management tasks. They can renew the licenses purchased through Team membership. Generally, not seen on Experience Clouds unless module is enabled.

Additionally, the following functionality will also be available:

- View details of products and licenses in the current plan.
- View renewal period
- Edit payment details
- Change the contract owner
- View upcoming bill details
- View, print, and download invoices

Insights Tab

The Insights tab is the home of the logs within the Admin console and some other reports used by Creative Cloud used for licensing.

Audit Log is a log that goes back 90 days where Admins can see what has happened on their cloud.

If an Adobe employee was the cause of an issue the client would only see 'Adobe Employee'

From the Agent view the Agent will see the name and Ip address of the Adobe employee who performed the action.

Settings Tab

Depending on subscription plans, and admin can update or modify the following settings in the Admin console

Privacy and security contacts

Console settings

- Identity (Enterprise only and Experience Cloud consoles)

- Asset Settings (Enterprise only and Experience Cloud consoles)

- Authentication settings (Enterprise only and Experience Cloud consoles)

- Encryption (Enterprise only and Experience Cloud consoles)

Settings Tab

Privacy & Security

In the event of a security incident involving Adobe software solutions, notifications are sent to the appropriate compliance officers. To help ensure prompt notification, the System admin must specify who the security, data protection, and compliance officers are.

Console settings

The admin can add custom notes for the end user to communicate with them about how to get assistance if they encounter issues or require support. Email language settings are also stored on this tab.

Content Logs

The System administrator can download detailed report on how end users are working with corporate assets, such as folders, files, and libraries. These reports are called content logs

Settings Tab

- Identity (Enterprise only and Experience Cloud consoles)

It allows the organization to have different levels of control over user's account and data. It impacts how the organization stores and shares assets.

- Assets settings (Enterprise only)

It gives an organization control over its employees share the assets outside of the organization. Asset Settings are used along with other organizational policy of enforcement systems to ensure that assts are only shared with appropriate external individuals and organizations

- Authentication settings (Enterprise only and Experience Cloud consoles)

It supports several password protection levels and policies to ensure safety and security. The admin can specify a password protection level to apply to all users across the organization.

- Encryption settings (Enterprise only and Experience Cloud consoles)

Encryption settings generate a dedicated encryption key for extra layers of control and security

Support Tab

Within support tab, the users will have the follow options available:

- Manage your support cases (Enterprise only and Experience Cloud consoles)

- Create cases (Enterprise only and Experience Cloud consoles)

- Connect with Adobe customer care representatives

- Schedule expert sessions

- Browse popular help topics and forums

For detailed information please refer to these KB articles:

[Admin Console](#)

[Administrative Roles](#)

[Manage Users](#)

[Manage products](#)

[Packaging app via Admin Console](#)

[Manage your team account](#)

Account Management

Bulk Operations Basics

Bulk Operations - Overview

The Admin console has various bulk operations. These operations make it easy to manage user data, product data, product profile data in large quantities.

EXAMPLE

A customer can extract user data from another system that they are using currently. Then, change the format as required by the bulk operations and then upload that data in bulk to the Admin console. A customer can move users from one product profile to another by exporting the data from one product profile and then importing it back after editing.
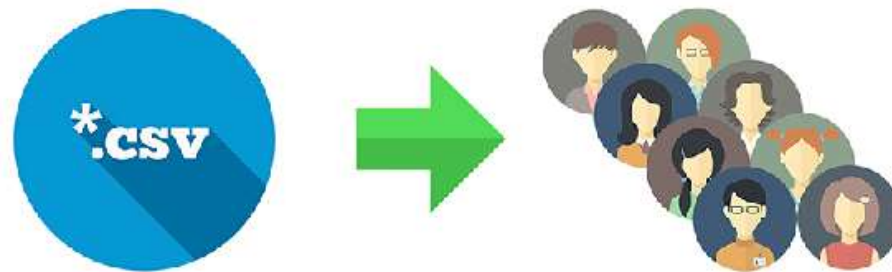
Add or Edit Multiple Users

01 Add multiple users

A customer can add multiple users to their organization and provision profiles at the same time by uploading a comma-separated list. The customer can download a sample CSV file from the Import User dialog and then fill the details and upload a file. They can import up to 5,000 users at a time.

Things to note:

- On being assigned to a product profile or administrative rights, end users receive a welcome email.
- For the detailed procedure, see Add users

02 Edit Multiple Users

An Administrator will only have access to update details for users who belong to a domain that their organization owns. They cannot update details for users who belong to a domain that their organization trusts but does not own. They can modify the flowering details for a user:
Name of the user, User Group and Products associated with the user, and Administrative rights.
Foe the detailed procedure, see Edit user details

Export User Data

A System Administrator can download data for users who are currently registered in the Admin console to a CSV file. An admin can then make the required updates to the user data in the CSV and upload the CSV file back to the Admin console.

For the detailed procedure, see [edit multiple users](#)

The downloaded CSV file contains the data as defined in the CSV file format.

To download the user data, navigate to Users > Users in the Admin console. Click on the three dots at the upper right concern of the Users page and then choose Export users list to CSV.

The file download procedure depends on the browser that a customer is using and the browser-specific settings. They will receive a visual queue when the download is complete.

Export User Data

License deficit report (Ent. Only)

If a customer has purchased Enterprise products in VIP, they can download a license deficit report (in .csv format). For each product that the customer has purchased, if they have assigned more users to the product than the number of available licenses, this report displays the shortfall of licenses.

To download the user data, navigate to Users>Users in the Admin Console. Click the three dots at the upper right corner of the Users page and choose License Deficit Report.

License status report (Ent. Only)

If a customer has purchased Enterprise Products in VIP, they can download a license status report (in .csv format.) For each user, this report displays if products are delegated to that user and if the user is provisioned a license.

To download the user data, navigate to Users>Users in the Admin Console. Click the three dots at the upper right corner of the Users page and choose License Status Report.

For the detailed procedure, see Export user details

Bulk Operations Result Page

The Bulk Operations results pages provide a list and status of bulk operations that have been performed in the Admin console.

Bulk operations are available fore Users Tab, Product Profiles, and User groups.

After performing a bulk operation, like adding or removing multiple users of a group, a system admin will receive an email with the details of the operation. In addition, an admin can view these details on the Bulk Operation result page.

Note: that the results only goes to the Admin who has performed the operations.

Also, its important to note that the results page only shows reports that are 90 days old or less. Reports that are more than 90 days old are automatically removed without the interference of a system admin. Otherwise they can be manually cleared on this page by a Sys Admin ahead of those 90 days.

Bulk Operation - Tips

Here are things to remember:

01 – When using the bulk upload tools, test initially with one or two users.

02 – Non-English users should ensure that the CSV files they upload to the Admin Console use comma as the separator instead of a semi-colon, either by changing their regional settings or using search and replace in the text editor.

03 – When there are multiple values within a single field, such as a list of assigned product groups, the field is enclosed within double quotes and the entries are separated by commas.

04 – The fields of the CSV file will change depending on the tool being used. So keep in mind not all templates are the same. That changes depending on the area of the Admin console you are in. To determine the format of the file required by a particular tool, or area download the sample CSV from the tool which you are using and inspect the columns within the CSV.

Things to keep in mind:

Bulk operations:

- Make it easy to manage user data, product data, product profile data in large quantities.
- Customers can download a sample CSV file from the Import User dialog and use it as a guide to fill required details. 5,000 users can be imported at a time.
- Bulk operations results page displays reports that are 90 days old or less. Reports more than 90 days old are automatically removed without the interference of a Sys Admin.
- Non-English users should ensure that the CSV files they upload to the Admin Console use comma as the separator instead of a semi-colon, either by changing their regional settings or use search and replace in a text editor.

Reference Links

[Troubleshooting bulk user CSV upload](#)

[Bulk](#)

User Management

Adding Users/Admins/Developers

Add Users

There are three different methods for adding user accounts to the Admin console.

1. Through the Quick Links menu.

2. Adding users' button in the Users tab.

3. Adding Users via CSV file upload.

Quick Links Menu – Add Users

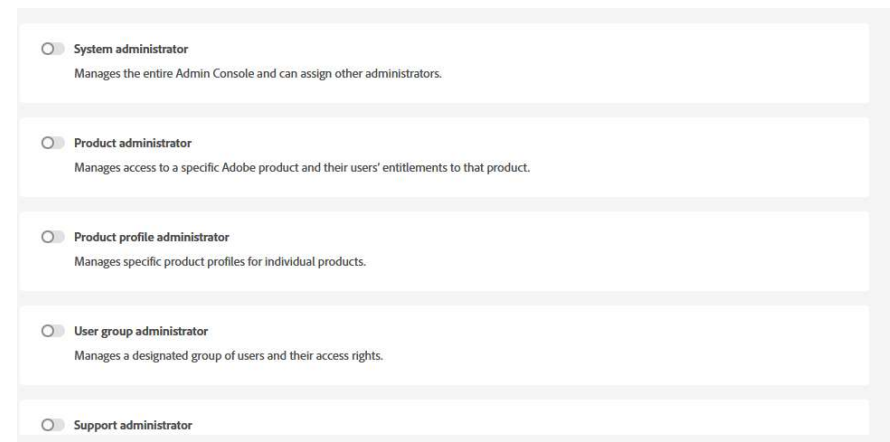Adding Users through Quick Links menu of the Admin console:

1. Go to the Overview page in the Admin console.
2. Go to the Quick Links menu located to the right
3. Select Add users
4. Pop-up menu will show up as shown below:

Quick links

Add users   Add admins   Add developers
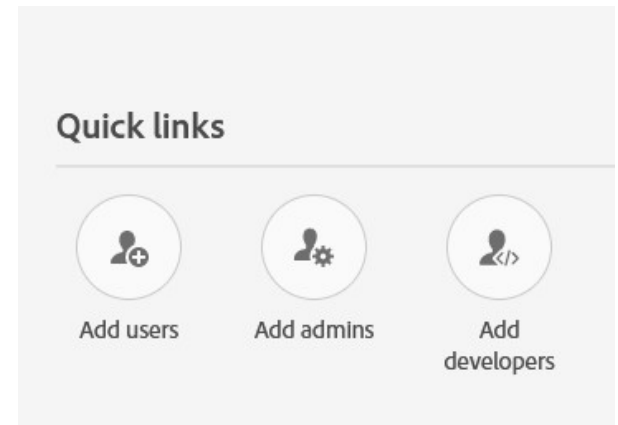
Add users to your team

You can add up to 10 users below by entering their email addresses.
Need to add many users? Go to the Users tab, then click on **Add users by CSV**.

User 1

Email or username

Select products or user groups

+

User 2

Email or username

Select products or user groups

+

5. Add the Users which you can add up to 10 users.

Note: For each user you may select the products or user groups that users are to belong to.

The first and last name fields can be left with some products, the catch is Analytics which has a requirement.
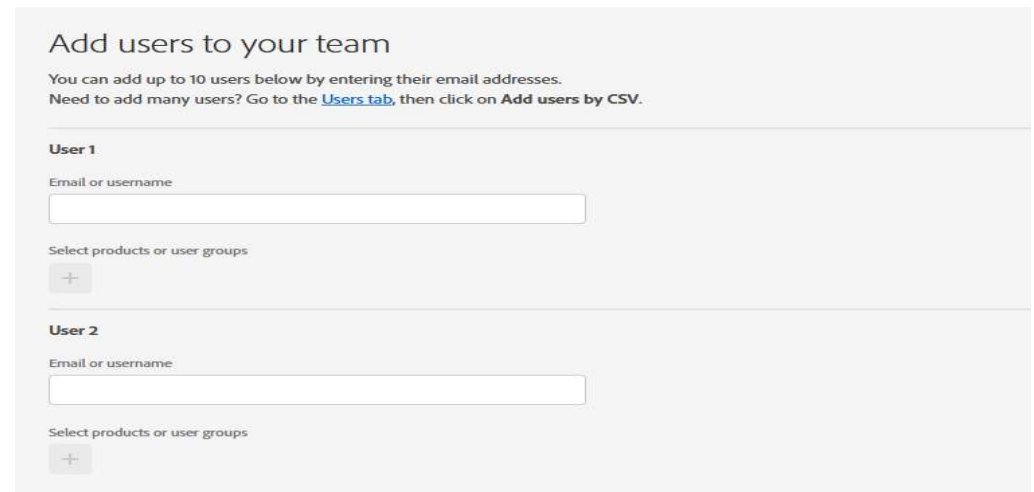
6. Click the Save button which will then add the users to the Admin console.

Add Users via Users Tab

Adding Users through User Tab:

1. Go to User Tab.

2. For 1-10 users use the Add User button.

   Note: The add users pop menu will launch.

Adding Users 10+ to Admin Console

For more than 10+ users Add users by CSV.

1. Click Users Tab

2. Click Add users by CSV.

   Note: The upload CSV menu will load either download full list or template by clicking the Download CSV Template.
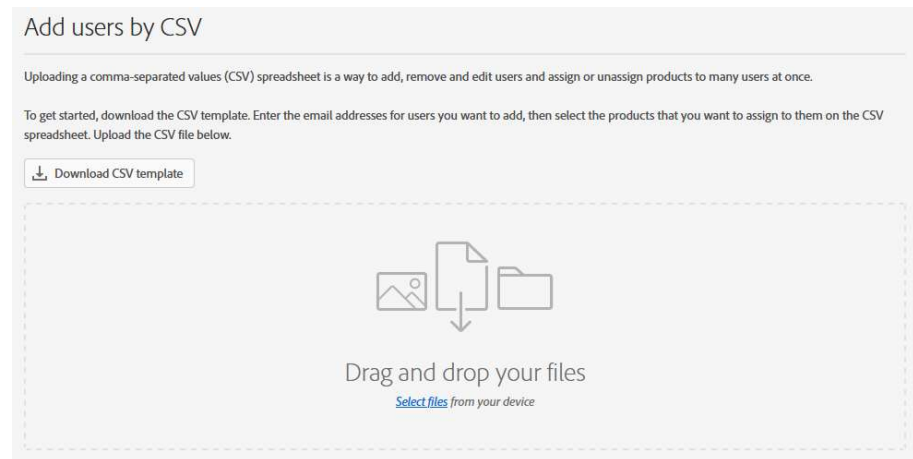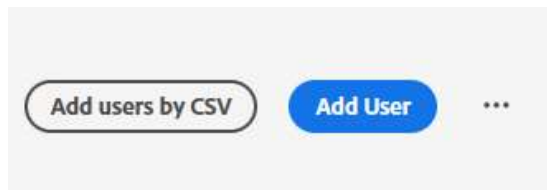
Adding Admins

Just like adding Users, there are three different methods for adding user accounts to the Admin console.
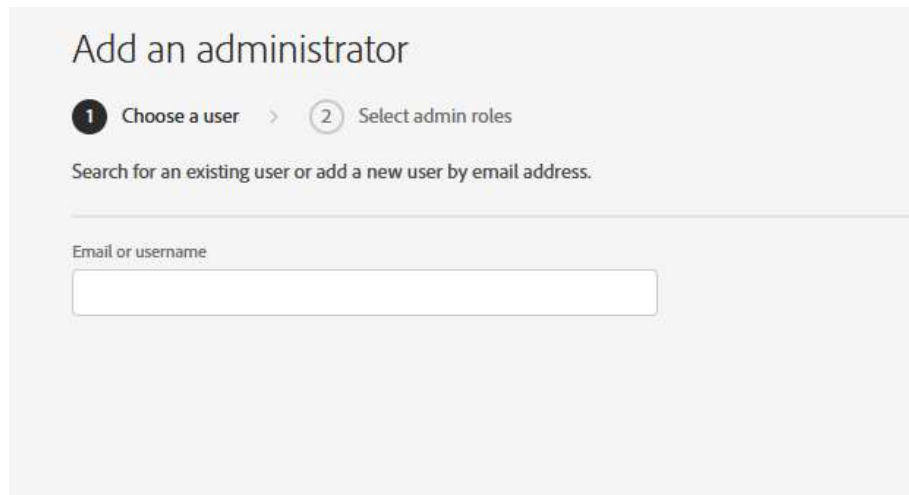
1. Through the Quick Links menu.

2. The Users tab.

3. Adding Admins via CSV file upload.

Note: Product Admins may be added through Products Tab, and User groups Admin may be added through User Group Tab.

Quick Links Menu – Add Admins

Adding Admins through Quick Links menu of the Admin console:

1. Go to the Overview page in the Admin console.
2. Go to the Quick Links menu located to the right
3. Select Add Admins
4. Pop-up menu will show up as shown below:
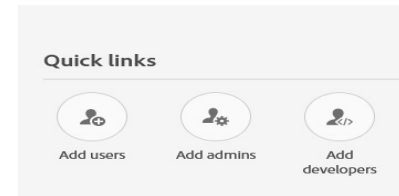
5. Enter the email address of an already added user.
6. Select Next.
7. Select the type of admin rights needed.
8. Save.

Adding Admins through User Tab

1. From User Tab, search for the user.
2. Select the User account using the hyperlink in the name.
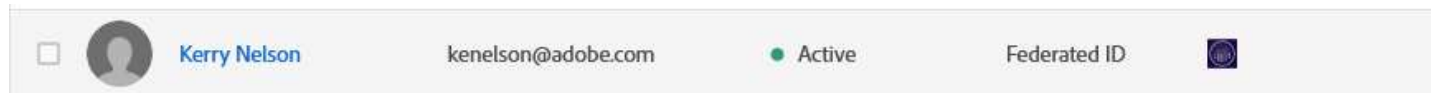
4. Select the … menu and Edit Admin Rights.
5. Popup menu of permissions will load, then toggle the Admin permissions needed.
6. Click Save.

Add Admin through CSV

Adding an Admin through the CSV file option through the Users tab will also add the admin you must specify which Product though given the sample template or download the existing users to see what products you have available.

To set the role of a Product Admin on the CSV files go to column N enter in the Products with a comma between each.

Adding Product Admins

To add a Product Admin all previous methods mentioned works as stated:

1. Add through Quick Links menu Add Admin select Product Admin when prompted for the type of admin and which product.

2. Add through Users menu by selecting account of the user going to Administrative Rights edit … and then toggle Product Admin and product.

3. Add through CSV – edit column N separate with a comma for each product.

And finally:

1. Product -> Admins and then Add Admins

User Group Admins

User Group Admins may be added in a few ways:

1.   Though Quick Links Menu – Using Add Admin button

2. Though the User tab by selecting the user account – Administrative rights.

3. Though CSV option – Under Users – Add users by CSV download sample file or existing column list off information for the user in column M add the User Group or Groups to be made an Admin over.

3. Though CSV option – Under Users > User Groups > Add Admin via CSV.

4. Though Add Admin button under Users > User Groups > Add Admin.

Adding Developers

Adding Developers can also be done using Quick Links, User Tab, and CSV.

Quick Links Menu – Add Developers

Adding Admins through Quick Links menu of the Admin console:

1. Go to the Overview page in the Admin console.

2. Go to the Quick Links menu located to the right

3. Select Add Admins

4. Pop-up menu will show up as shown below:

Add Developers via CSV

Adding a Dev through the CSV file option through the Users tab will also add the admin you must specify which Product though given the sample template or download the existing users to see what products you have available.

To set the role of a Developer on the CSV files go to column O enter in the Products with a comma between each.

Setting Up Single Sign On

What is Single Sign On?

It's a simple process:

Understand Pre-reqs › Directory Setup › Domain Setup › Add Users › Directory Trusting

Terminology Basics

1. **User** – An account of any type of identity
2. **System Admin** – Someone at the customer's organization that is in charge of product access management.
3. **User Group** – A collection of users organized based on organization needs.
4. **IdP** – Customer Identity provider. Examples: Azure, ADFS, Ping, Okta.
5. **Director**y – An entity that holds resources like users and policies like authentication.
6. **Domain** – a suffix of an email address construct that has been proven to be owned by the owning organization and is tied to how end-users authenticate.
7. **Metadata** – data that provides information about other data
8. **Directory Trusting** – a connection made between two or more clouds using the same configuration for connection.

How does it work?
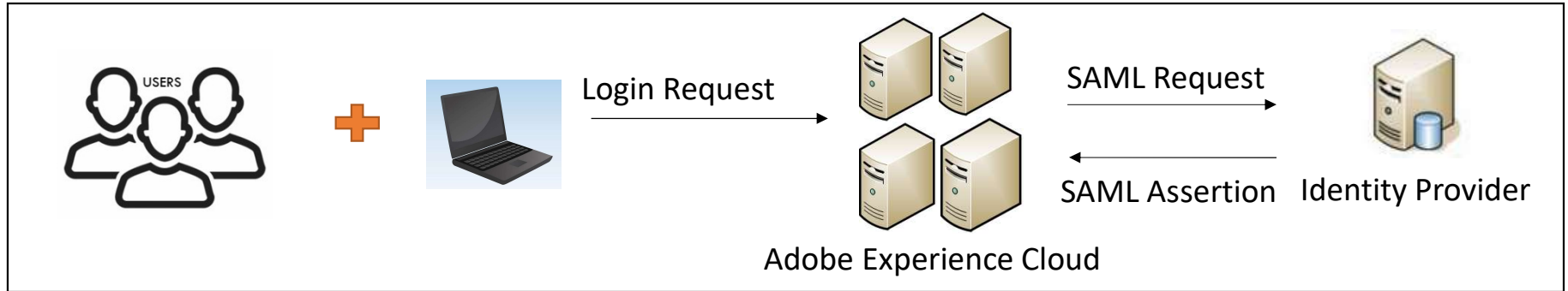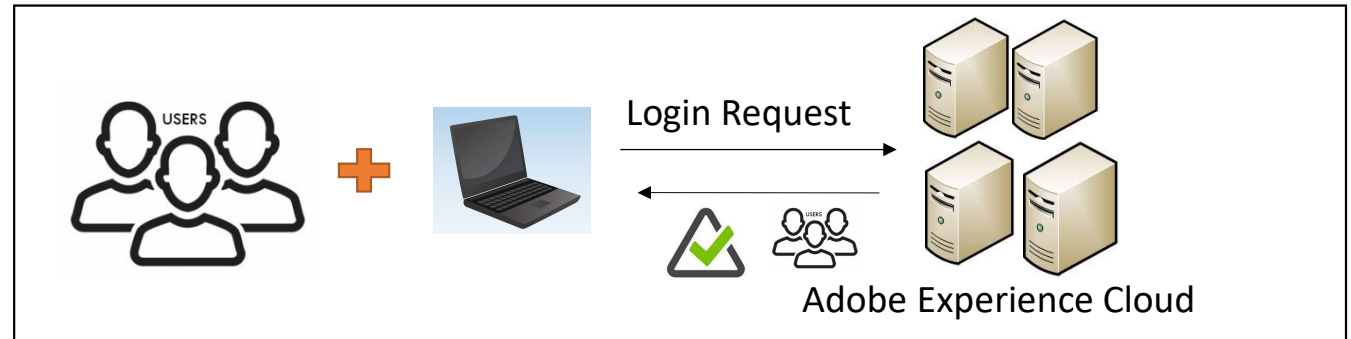
Authentication Types

Adobe ID	Enterprise ID	Federated ID
Hosted by Adobe	Hosted by Adobe	Hosted by Company
Owned by End User	Owned by Company	Owned by Company
Managed by End User	Managed by Company	Managed by Company
Can be used to buy/get any Adobe Product	Can only get products assigned by Company	Can only get products assigned by Company
	Extension of your network	Uses SAML 2.0 for authentication

NOTE:
According to the new model Business IDs are the Entitlement accounts which are associated with an authentication account on the backend for all accounts moving forward. Federated IDs are the only ID type that work with SAML 2.0

SSO requirements

To successfully set up SSO for Adobe software, IT Admins need the following:

- An understanding of SAML 2.0

- An Identity Provider (IdP) that supports SAML 2.0, and at a minimum must have:
    - Metadata (IDP settings)

- Access to your DNS configuration for the domain claim process

NOTE:
At present, Adobe <u>does not</u> support IdP-initiated SSO, <u>only</u> SP-initiated SSO.

Getting Started with Adobe SSO setup

Selecting Identity Provider

Select type of integrations:

Creation of Directory

SAML profile – XML data

Add Domain(s)

Add Email Domains

Add your email address with Adobe and validate ownership.
- Users are authenticated against the registered email domain.
- You can request access to domains claimed by other organizations.
- You can use a single DNS token to validate all domains. Get DNS token.

Add Domains

Add Domains

Enter Domains

Type or paste up to 15 domains (e.g. enter example.com for users@example.com).

example.com, example.org

Access DNS Token

We use a special DNS record to validate that you own the domains you add. You can speed up the process of adding a domain by creating the following TXT record in each domain you intend to add to this organization. Learn more

@ 3600 IN TXT
adobe-idp-site-verification=9c42cc88ea7004cb49b903b21570c097b329633b0584e809bc54a3cdca42e778

Copy record value   Copy entire DNS record

Add Users for Testing

NOTE:

Accounts must be Federated IDs if you intend to use SSO.

Directory Trusting

Scenario:

The ownership of a domain can only be claimed by a single organization. But it's been claimed! How do you make it so both parts of the company can use it for the uses in both Clouds?
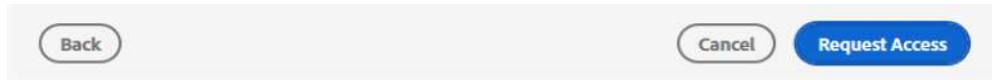
Example:

Answer:

Directory Trusting.

Directory Trusting – How it works

How to Trust Directories:

1. Request access to the domain. (Receive pop up that says its already owned by another company), Click Request Access.
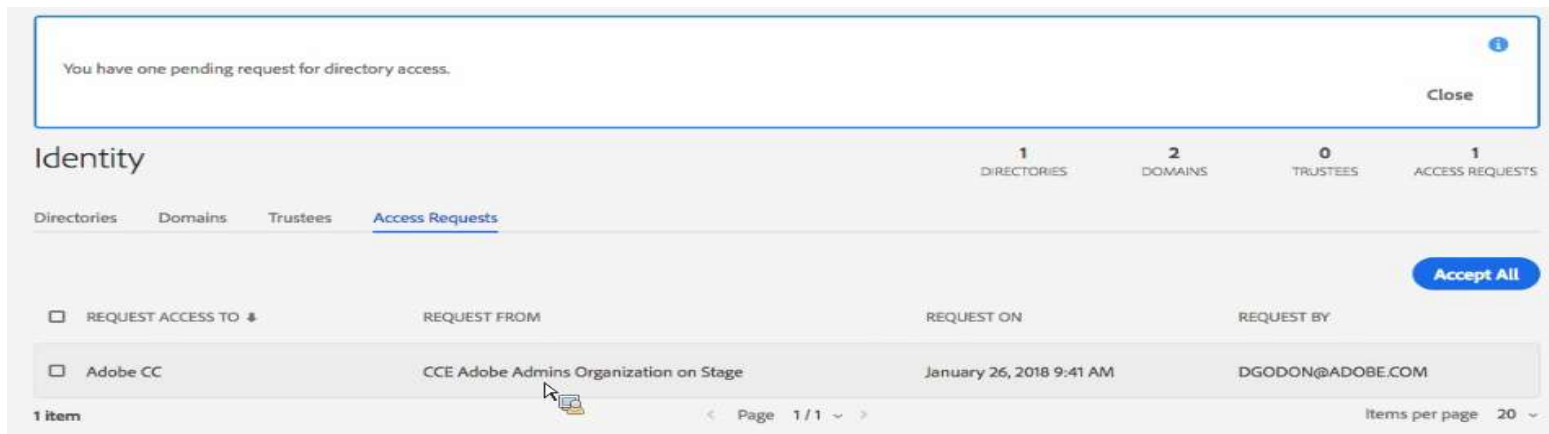
Note:

The request will go to Sys Admins in their Cloud as a notification of access and an email.

Accepting Directory Trust

Admin selects Approve by going to Settings – Identity – Access Request tab. Then Accept by checking the box at the front and Accept button.

An email notification is sent to the System Admins of the trustee organizations that your request is approved.

Continued..

What you agree to with a Trust:

Accept Access Request

Accepting the directory request will let the system and product administrators of the requesting organization view all current domains and any future domains in the directory, and create new users in the directory, without your further permission. Those administrators will be able to assign their organization's software to these users.

Also, system administrators of the trustee organization will be able to see your email address.

Are you sure you want to accept the request?

☐ Notify all administrators via email when new users are created by administrators in this trustee organization. (You can change this setting at any time.)

IDENTITY
AUTHENTICATION SETTINGS
ASSET SETTINGS
CONSOLE SETTINGS

Identity

Directories   Domains   Trustees   **Access Requests**

| 1 | 2 | 1 | 0 |
| DIRECTORIES | DOMAINS | TRUSTEES | ACCESS REQUESTS |

☐ REQUEST ACCESS TO ⬇   REQUEST FROM   REQUEST ON   REQUEST BY

No Access Requests

New option to see when users are created:

Reject a Trust and Revoke

How to Reject a Trust:

System Admins can also reject these requests which will send an email notification for the reason why it was rejected.

Consequence: Trust Org will not be allowed to use Directory setup, left only with Adobe IDs.

How to completely Revoke a trust:

Revoking access – Setting – Identity – Trustee tab – check the box to the left of each row click Revoke.
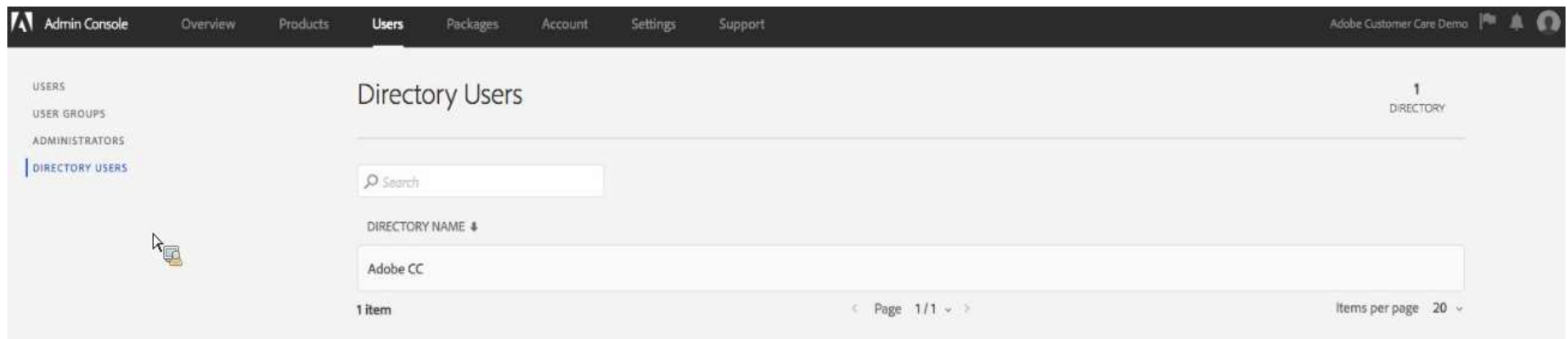
In the Revoke Trustee screen, Click Revoke.

Consequence: Trust Org will lose all users who were on the Directory setup that was being borrowed!

NOTE:
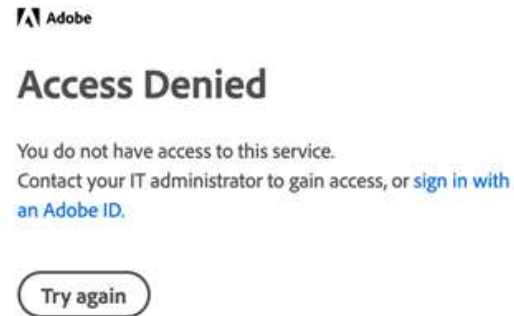Warn before you Untrust, once the Trust is gone users are gone.

New User controls in Users Tab

When you Add a Directory for Federated and for Enterprise you will see a new menu structure show up in the Users tab to be mindful of:

Common Errors with SSO Troubleshooting

Access Denied

You do not have access to this service.
Contact your IT administrator to gain access, or sign in with an Adobe ID.

(Try again)

Possible Solutions:

- Validate that the identity provider passes the following attributes (case-sensitive) in the SAML assertion: FirstName, LastName, Email.

- Not having a NameID element in the <subject></subject>. Validate that the Subject element contains a NameId element. It must be equal to the Email attribute, which should be the email address of the user that you want to authenticate.

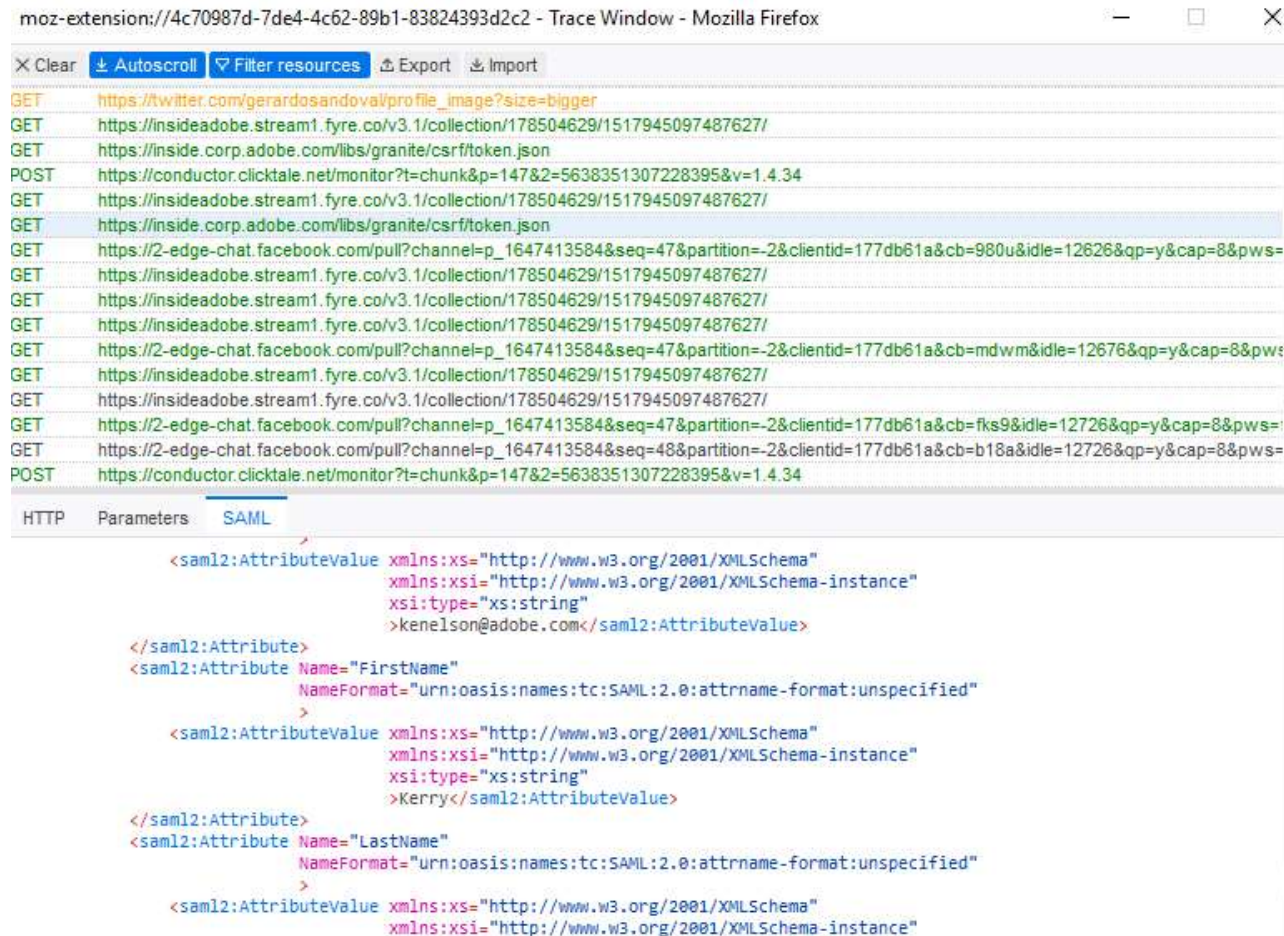- Wrong binding type being used.

Reading SAML Traces

Reading SAML Traces Continued…

Other Possible Error

Error "Another user is currently logged in."

Adobe ID

Another user is currently
logged in.
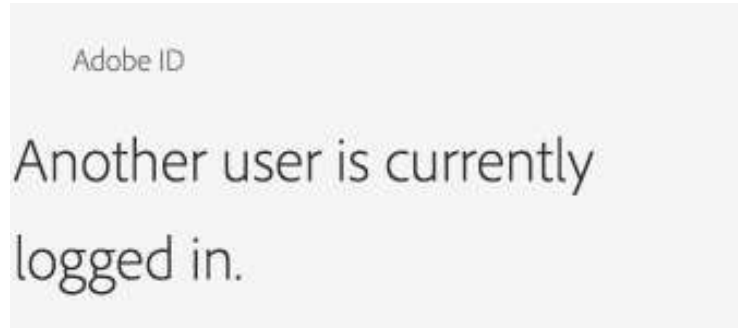
Possible Solutions:

- The error "another user is currently logged in"
  occurs
  when the attributes sent in the SAML assertion do not
  match the email address that was used to start the login
  process.

- Check the attributes in the SAML assertion and make sure
  that they are an exact match to the ID the user is attempting
  to use, and also an exact match with the Admin Console.

Additional Resources

SSO Documentation:

- [Setup Identity](#)

- [SSO FAQs](#)

- [SSO Troubleshooting](#)

- [Fire Fox Addon](#)

- [Chrome Addon](#)

- [Okta Setup](#)

- [ADFS Setup](#)

- [Azure AD Connector](#)

- [Shibboleth IdP](#)

- [Google Federation](#)

User Permissions Documentation:
- [Administrative Roles](#)
- [User Sync](#)

Sync Services Setup

Add Azure Sync to Federated Directory

- 1. In Admin Console – navigate to Settings > Directory Details >Sync. Click Add Sync.
- 2 Select Sync from Microsoft Azure card to click Next.

Note a popup will load:

- Sync Users and Groups from Microsoft Azure will load.

Step 1: Authenticate access in Microsoft Azure

　　　　　Note: Requires Global Admin account for this process.

Step 2: Create an Adobe Identity Management application in Microsoft Azure.

　　　　Note: To add a new application select "New application" button in "All applications" page in "Enterprise applications."

Search: "Adobe Identity Management" and then click "Add" button to add the application.

Add Azure Sync - continued

Step 3: Authorize and set up user provisioning in Microsoft Azure.

Follow the steps below to configure the Azure AD provisioning service.

Set the provisioning "Mode" to "Automatic".

Copy the Tenant URL using the Copy to Clipboard button.

Put into Azure configuration

Copy the Secret Token using the Copy to Clipboard button.

Put into Azure configuration

Then Review the user attributes from Azure AD to Admin Console in the "Attributes Mappings"

Add Azure Sync - Continued

Step 4 – Leave the Admin console window open for reference, and open the Microsoft Azure Portal in a separate browser.

Then follow the steps mentioned in the [Microsoft doc](#) to configure automatic user provisioning.

After set up, Azure starts to process and send data from provisioning in Adobe. You can review the instructions via [Microsoft Application Management tutorials.](#)

Then in the Admin console window, check the box to confirm that Authorization of Adobe access and complete the setup in. Azure AD. Then choose Done.

Add Azure Sync – Continued

Step 5 – Go back to directory details in Admin console.
Go to Sync – Sync Source is displayed

Azure Sync is integrated with your directory but it hasn't
Started yet. Go to initiate sync, you have to click Go to
Settings and edit sync settings.
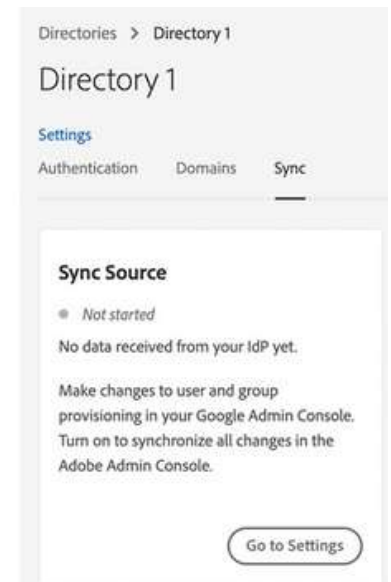
Edit Sync Sources

- Allow editing sync data in Admin console – Once sync is established you can use this setting to edit the data synced to the Admin console for a brief time.

- Sync Status – Instructs Azure Sync to reject change request from Azure AD. Once the User Sync status is off, changes in the Azure AD is not pushed to Adobe Console

- Edit User Sync Configuration - Redirects you to the configuration instructions to edit user sync. Use this if the modal is closed before completing the sync setup or if you must change things in Azure AD after the initial configuration.

- Remove sync – Administrators can choose to remove the syn from a federated directory within the Admin Console. Removing sync leaves the directory and its associated domains, users groups, and users intact, and removes read-only mode from the directory and its users and groups.

Please review documentation located here:

https://helpx.adobe.com/in/enterprise/using/add-azure-sync.html

- Questions?

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