# Creative Cloud Packager FAQ

**What is Creative Cloud Packager?**
Creative Cloud Packager is a tool that enables administrators to centrally deploy all Creative Cloud applications, or a customized subset. Creative Cloud Packager ensures version parity across desktops, saving support costs and network congestion.

**What are the benefits of using Creative Cloud Packager?**
Creative Cloud Packager enables you, the IT admin, to maintain control of how Creative Cloud applications (and feature updates) are installed. Centralized deployment ensures that everyone is on the same version of the software, which reduces support costs. Centralized deployment also prevents network congestion, as you don't have multiple users downloading the same bits at the same time.

**Customization & Flexibility**
You can tailor the Creative Cloud packages to meet the needs of your team. For example you can package Photoshop, Illustrator and InDesign for some team members, and then provide all of the video production tools to others. As the team grows and evolves, different packages can be created and deployed in order to ensure team members always have the tools they need to be successful. You can choose 32-bit or 64-bit versions of the applications, and specify advanced configuration options, providing greater control.

**Ease of Use**
Creative Cloud Packager has an easy-to-use interface that makes it simple to create a deployment package. The packages created by Creative Cloud Packager are in familiar, industry-standard formats (MSI in Windows, PKG in Mac OS) that are compatible with familiar, industry-standard deployment solutions such as SSCM and ARD.

**Which apps can be packaged with Creative Cloud Packager?**
All Creative Cloud applications can be packaged, including the CS6 apps, plus Adobe Acrobat XI, Lightroom, Muse, and Edge tools and services.

**Do I use Creative Cloud Packager to package and install Digital Publishing Suite, Business Catalyst and Typekit for my users?**
No. Digital Publishing Suite is built into InDesign, and Business Catalyst and Typekit are services that do not have a desktop application to install. Your users can access Business Catalyst and Typekit from the creative.adobe.com site.

**Can I create custom packages for my users?**
Yes, you can choose the applications and components you wish to install from the product you are packaging. You can also make multiple packages to allow you to easily manage who has what applications. When packaging products for delivery in Windows, you can choose 32-bit or 64-bit versions of the applications.

**Does Creative Cloud Packager install the apps?**
Creative Cloud Packager does not perform an install; it creates a deployment package that records the install decisions an IT admin makes ahead of time. When creating a package using Creative Cloud Packager, you download the applications and their updates, configure product options, and generate a package in native installer formats (MSI or PKG).

**Does Creative Cloud Packager support physical media (e.g. a DVD) instead of downloading the applications from the cloud?**
No, Creative Cloud Packager does not support physical media.

**Am I better off using Creative Cloud Packager, or allowing my users to self-install Creative Cloud for teams?**
It is up to you and your company's software deployment policies. Companies with locked down IT environments will want to use Creative Cloud Packager. Benefits include greater control, the ability to create custom packages, and the ability select install options that may not be available to users when installing apps directly. It is also possible to leverage Creative Cloud Packager to just initially download the applications and deploy to your systems; this means each machine is not downloading the same bits multiple times, congesting your network. Once the software is on your users' machines, they can manage it how they see fit, providing they have the permissions to do so.

**I am currently using AAMEE to package Creative Cloud for teams—what do I do now?**
Creative Cloud Packager should be used instead of AAMEE for packaging Creative Cloud applications. Simply just log into creative.adobe.com to start using Creative Cloud Packager; a link can be found on the right hand side navigation bar of the Admin Console.

**What is the difference between AAMEE and Creative Cloud Packager?**
There are two key differences. Creative Cloud Packager allows you to download the Creative Cloud apps directly from the cloud (as opposed to pointing to local, previously downloaded media from LWS or physical disks). Creative Cloud Packager will also be able to download feature-bearing updates, providing you with greater control.

**Can I have AAMEE and Creative Cloud Packager on the same machine?**
Yes you can have both AAMEE and Creative Cloud Packager on the same machine. However you should not have any other Adobe products installed on the machine you are using to create the packages.

**If my users have control of their machines (we do not have a locked down IT environment), can they install updates to the Creative Cloud apps on their own, or do I control the updates?**
If you select the option from within the Creative Cloud Packager settings to disable updates, the Adobe Application Manager updating application will not be available to the end users. In this scenario, you can package updates via Creative Cloud Packager and hence have control over the distribution of updates.

**Where do I download Creative Cloud Packager?**
Log into creative.adobe.com; Creative Cloud Packager can be downloaded directly from the right hand side navigation bar of the Admin Console.

**What enterprise deployment tools work with Creative Cloud Packager?**
Creative Cloud Packager creates native packages that are designed to work with all industry-standard deployment solutions (including SCCM, ARD, JAMF Casper, Absolute Manage, LANDesk, etc.).

**What if I want my users to be able to download the Creative Cloud apps on their own?**
Adobe is offering customers choice when it comes to deploying Creative Cloud for teams. You can either deploy centrally across your organization using Creative Cloud Packager, or allow your users to download the software on their own (once they have received an invitation from you).

**What do I do if I need help using Creative Cloud Packager?**
Please refer to the deployment guide, which is available from the Admin Console: *www.adobe.com/go/ ccp_deploymentguide*. You can also reference the help forums or call customer support.