



Creative Cloud Applications Service Disruption

Final Customer Statement

Overview

This is the final customer statement for the service disruption that affected a subset of Creative Cloud customers in the Asia Pacific region beginning on November 17, 2025. The Adobe system hosting your subscription experienced an issue that impacted a subset of Creative Cloud products. We identified and mitigated the source of the disruption, and this issue was resolved on November 18, 2025.

When

November 17, 2025, 22:00 UTC – November 18, 2025, 11:24 UTC

Duration

13 Hours, 24 Minutes

Affected Services

Product	Impact
Illustrator	Application failed to start, slow performance; files opened blank.
InDesign	Valid Subscription was not working; therefore, all features were disabled.
Premier Pro	Unable to enter text, launch the app or open the Home Screen.
Bridge	Licensing errors, degraded performance.

What Happened & Why

As part of a scheduled maintenance to a backend licensing workflow, a misconfiguration inadvertently caused the incorrect workflows assignments to be delivered to the affected Creative Cloud applications. The Adobe engineering team identified the issue and corrected the misconfiguration, restoring the service, and resolving the disruption.



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Plans to Prevent Reoccurrence

Adobe is taking the following actions to help prevent this incident from reoccurring and to mitigate future potential impact:

- Updated existing configuration change processes to validate this type of configuration change prior to deployment.
- Updated existing code deployment automation processes to reduce the risk of misconfiguration.
- Updated existing rollback procedures to revert changes quicker if issues occur.