

Concurrency and Acrobat 8.0 Frequently Asked Questions



Q: What is concurrent licensing?

A: Concurrent licensing is a software license model that is based on the number of simultaneous users accessing the program. This model typically deals with software running on a server where users connect via the network. For example, in a five-user concurrent license, once five users are logged on to the program, the sixth user is prohibited. When any one of the first five log off, the next person can log on. In the case of education customers, this model would be used most commonly in a computer lab environment.

Q: Is Adobe eliminating the concurrent licensing option with Acrobat 8.0?

A: Yes. Concurrent licensing will no longer be available for Adobe Acrobat products starting with Acrobat 8.

Q: Why is concurrent licensing being eliminated with the Acrobat product family?

A: This is part of a continuous effort to streamline our licensing programs. Adobe Acrobat usage has become nearly ubiquitous and no longer lends itself well to a concurrent usage model. Acrobat is the type of product that people want to have available to them continuously throughout the day.

Over the last year, as Acrobat sales have grown, the demand for concurrent licensing has declined 40 percent. With the introduction of new licensing options, such as High Volume Licensing and Student Licensing, it is easier and more affordable than ever for educational institutions to make Acrobat available across the campus or school.

Q: What is Adobe doing to address the needs of educational institutions that rely on concurrent licensing?

A: The education market is very important to Adobe and we recognize that, for some education customers, concurrency has been an important part of how they manage their operations.

Customers who have concurrent Acrobat licenses covered under the Upgrade Plan will be eligible to receive three Acrobat 8 perpetual licenses for each Acrobat 7 concurrent license. These Acrobat 8 licenses will each continue to carry Upgrade Plan coverage for the remainder of the customer's term. In order to qualify for the three-for-one offer customers must have purchased both a concurrent license and the Upgrade Plan.

We believe the new programs introduced last year, including high volume and student licensing, along with the new 3:1 migration path – if an Upgrade Plan was purchased – should meet most customers' needs.

Q: Can customers purchase concurrent Acrobat 7 licenses and the Upgrade Plan today?

A: Acrobat 7 licenses will be available until Acrobat 8 ships in a customer's geographic region, as will the Upgrade Plan. Even if customers have concurrent licenses that are not covered under the Upgrade Plan, they may continue to use their Acrobat 7 licenses concurrently; however, there is no special transition plan for concurrent licenses that are not covered under the Upgrade Plan.

Q: Will any exceptions be made?

A: After Acrobat 8 is announced, any customer purchasing Acrobat 7 will be eligible to receive a replacement license for Acrobat 8 at no cost (regardless of whether the Upgrade Plan was purchased). These licenses will automatically qualify for the 3:1 program: in other words, for every concurrent license of Acrobat 7 purchased after Acrobat 8 has been announced, customers will be eligible for three perpetual licenses of Acrobat 8, regardless of whether they purchase the Upgrade Plan.

Q: Does this apply to other Adobe products?

A: No. Other Adobe concurrent license products are not affected.

Q: Does this apply to both Windows and Mac products?

A: Yes, it applies to all Adobe Acrobat 8.0 products.