



Adobe® Volume Licensing

License Upgrade Entitlement (LUE) Guidelines for Adobe Acrobat Connect Pro 7.5

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In this guide

This document explains how customers with active Platinum Maintenance and Support for licensed Adobe Acrobat Connect Pro will qualify for and receive automatic upgrades to Adobe Acrobat Connect Pro 7.5 which was announced worldwide on November 3, 2009.

Customers with active hosted Adobe Acrobat Connect Pro accounts are also eligible for automatic upgrades and will be informed by email approximately two weeks before their accounts are upgraded.

Eligible customers

Customers with Platinum Maintenance and Support that is *active* on or after November 3, 2009 are entitled to Adobe Acrobat Connect Pro 7.5. Eligible customers will automatically receive an upgrade license, ESD and coupon code that can be redeemed on Adobe's Licensing Web Site (LWS) for one media set.

License upgrade entitlement (LUE) fulfillment will begin on the ship date, which is expected to be November 3, 2009. Eligible customers should receive their upgrade email notification from Adobe Volume Licensing within 7 - 10 business days after the product ships.

If a customer's Platinum Maintenance and Support *expired* on or before November 2, 2009, they are not entitled to an automatic license upgrade. However, they can purchase or renew Platinum Maintenance and Support to become eligible for an automatic license upgrade. Customers have 30 days to renew expired Platinum Maintenance and Support.

Adobe Acrobat Connect Pro 7.5 is available for the Windows platform in the following languages:

Tier 1: English (UE/IE), French (F), German (D), Japanese (JPL)

Tier 2: Italian (I), Spanish (E/NAS/LAS), Dutch (NL), Braz. Portugese (P)

Tier 3: Chinese (CS), Korean (KOR)

Tier 4: Turkish (TR), Russian (RU)

All available languages are included on the ESD and media sets. For North America, the ESD and media is "MUN." For rest of world, the ESD and media is "MUL."

License upgrade entitlement (LUE) fulfillment schedule

Automatic license upgrade fulfillment for Adobe Acrobat Connect Pro 7.5 will begin on the ship date, which is expected to be **November 3, 2009**. Upgrades will continue to be fulfilled biweekly through April

Platinum M&S order is processed by Adobe	Entitled to automatic upgrade, ESD and media	Platinum M&S fulfillment will be completed by
On or before November 2, 2009	No	M&S purchase or renewal required
On or after November 3, 2009	Yes	By mid-November 2009
November 16, 2009 - November 27, 2009	Yes	By mid-December 2009
December 30, 2009 - December 11, 2009	Yes	By end of December 2009
December 14, 2009 - December 24, 2009	Yes	By mid-January 2010
January 4, 2010 - January 15, 2010	Yes	By end of January 2010
January 18, 2010 - January 29, 2010	Yes	By mid-February 2010
February 1, 2010 - February 12, 2010	Yes	By end of February 2010
February 22, 2010 - March 5, 2010	Yes	By mid-March 2010
March 8, 2010 - March 19, 2010	Yes	By end of March 2010
March 22, 2010 - April 2, 2010	Yes	By mid-April, 2010
April 5, 2010 - April 16, 2010	Yes	By end of April, 2010
April 19, 2010 - April 30, 2010	Yes	By mid-May, 2010

Orders for APlatinum Maintenance and Support that are received by Adobe after April 30, 2010 will need to manually request the upgrade license. Please see "Requesting an FLP license upgrade" on the next page.

Upgrade fulfillment process

The customer will receive an email notification from Adobe Volume Licensing when their upgrade license(s) and ESD are posted to their Licensing Web Site (LWS) account. It can take up to 24 hours after the receipt of the email notification before ESD and license certificate are available in LWS. The email notification includes a coupon code that can be used to redeem one DVD media set at no additional cost.

Because customers may be logging on to the new AVL 5 site for the first time, context-sensitive Online Help is available for instructions on how to download ESD or view their license certificate.

No post-announce entitlement or fulfillment

There is no post-announce upgrade entitlement for orders of Adobe Acrobat Connect Pro 7 received by Adobe on or after November 3, 2009 unless the order *includes* Platinum Maintenance and Support.

Qualified orders that are received by Adobe *before* April 30, 2010 will be automatically fulfilled. After that date, customers can contact Adobe Worldwide Customer Care or Adobe Account Managers can request the upgrade via requesting an FLP license upgrade process which is explained below.

NOTE

Adobe does not provide automatic upgrade fulfillment for FLP customers in Japan. Upgrades are provided as needed per the request process below.

Important upgrade installation process and serial key information

Customers will continue to use their Adobe Acrobat Connect Pro 6 or 7 serial number. However, if a customer is still using version 6 they will need to install version 7 before installing the upgrade to version 7.5. An informational FAQ can also be found at: http://go.adobe.com/kb/ts_cpsid_49984_en-us

For both email and phone support information, please visit the Adobe Acrobat Connect Pro support pages on the Adobe website at <http://www.adobe.com/support/connect>

Contact information

The License Upgrade Entitlement team makes every effort to automatically fulfill upgrade plan and post announce qualifying customers within the specified timeframes. On occasion, qualifying customers may be missed for various reasons. If your qualifying customer did not receive their upgrade entitlements after the upgrade plan or post announce fulfillment completion dates, please contact your Adobe Channel Manager or Adobe Worldwide Customer Care.