

Software Installation FAQ

Perpetual Licenses for Adobe® Creative Suite® 6

To help customers more easily access their serial numbers and Adobe Creative Cloud, and to confirm that they are installing genuine Adobe software, Adobe is implementing new installation requirements for Creative Suite 6 perpetual products.

During installation or within seven days of first launch, customers will be required to log in with an Adobe ID and activate their software; otherwise, it will stop working. There is an offline activation process for customers in secure environments or who do not have access to the Internet.

For more information

Activation: www.adobe.com/go/activation

Support Installation Information: <http://www.adobe.com/support/download-install/index.html>

Contact Support: <http://www.adobe.com/support/contact/>

General FAQ

Q. What does "perpetual" mean?

A. Adobe products and Suites have traditionally been offered with a perpetual license. Perpetual licenses allow customers to use their product(s) for an indefinite amount of time. The perpetual license model is different from the new subscription or membership licensing models, where customers pay a monthly or yearly fee to use their product(s).

Q. What are the installation requirements for Creative Suite 6 perpetual products?

A. The following need to be completed within seven days after first launch of a Creative Suite 6 product; otherwise, it will stop working:

- Adobe ID login. (Either use an existing Adobe ID or create a new one.)
- Online activation. (This happens silently, in the background.)
- Online serial number validation. (This happens silently, in the background.)

Q. Do these new requirements change how many computers the software can be installed on?

A. No. Customers will still be able to install the software on the number of computers their license provides. For retail licenses, activation and Adobe ID login will need to be completed on individual computers. For volume licenses, activation and Adobe ID login on individual users' computers depends on how the volume license is deployed within the organization.

Q. What if the customer does not have Internet access at installation?

A. There are two options if the customer is offline at installation:

- If the customer's computer is temporarily offline (e.g. he or she is travelling or has Internet connectivity issues), the customer will have seven days after the first launch of the product to connect to the Internet and log in with his or her Adobe ID.
- If the customer's computer is permanently offline (e.g., he or she works in a secure environment), the customer will need to complete an Offline Activation process using an Internet-enabled device, also within seven days of the first launch of the product. See below for more information on the offline activation process.

Note: The offline activation process is not supported for prerelease products.

Q. Why will an Adobe ID be required for Creative Suite 6 perpetual products?

A. Adobe Creative Suite 6 products' serial numbers (for perpetual licenses) and Adobe subscriptions will now be associated with Adobe IDs. Adobe IDs provide customers with easy access to their serial numbers, subscriptions, free or paid areas of Adobe Creative Cloud, as well as the Adobe.com community. Customers can visit My Adobe at <https://www.adobe.com/account.html> to access their serial numbers and subscriptions.

Q. What if a customer does not have an Adobe ID or forgot the password for his or her existing Adobe ID?

A. If the customer does not have an Adobe ID, he or she will be prompted to create one as part of the installation or launch screens. If the customer forgot the password for an existing Adobe ID, he or she will be able to reset the password in the Adobe ID login screen.

For Adobe ID troubleshooting, please visit http://kb2.adobe.com/cps/167/tn_16721.html.

Q. What if the customer does not want to receive Adobe marketing communications?

A. If the customer already has an Adobe ID, his or her communication settings will remain the same. If the customer creates an Adobe ID as part of the Creative Suite 6 installation process, he or she will be prompted to set communication preferences.

Q. What is online activation?

A. Online activation is a process wherein an Adobe software product connects to Adobe servers and is then associated with the computer on which it is being used. For complete details on activation, see <http://www.adobe.com/go/activation>.

Q. What is online serial number validation?

A. Online serial number validation is the process wherein an Adobe software product connects to Adobe servers to confirm that the serial number being entered at installation is a valid and genuine Adobe serial number.

Q. Why does Adobe require online activation and serial number validation for Creative Suite 6 perpetual products?

A. Online activation and serial number validation help Adobe customers more easily access their serial numbers and subscriptions by visiting My Adobe at <https://www.adobe.com/account.html>. Online activation and serial number validation also provide a confirmation that the software being installed is genuine Adobe software, protecting customers from inadvertently installing counterfeit software.

Q. Do users need to be online to use Creative Suite 6 perpetual products?

A. No. After the one-time activation and login process, users no longer need to be online to use Creative Suite 6 perpetual products.

Note: For Adobe product subscriptions or memberships, recurrent Internet connectivity is required to confirm subscription status.

Q. Do volume or education customers have the same installation requirements?

A. Yes. All Creative Suite 6 perpetual license customers have the same installation requirements, although the need for individual users to login and activate depends on how the volume license is deployed within the organization.

Q. What resources do customers have if they have installation questions?

A. Please visit our installation support page at <http://www.adobe.com/support/download-install/index.html> or contact Adobe Customer Support at <http://www.adobe.com/support/contact/>.

Offline Activation

Q. Is phone activation available?

A. No. Phone activation is not available for Creative Suite 6 products.

Q. What is an "offline activation"?

A. Offline activation provides the same benefits as online activation, but is intended for customers whose computers cannot access the Internet. Since Adobe ID login, activation, and serial number validation take place on Adobe.com instead of from the offline computer, customers need an Internet-enabled device to complete the offline activation process. Offline activation needs to take place within seven days of first launch of the product; otherwise, the product will stop working.

Q. How does offline activation work?

A. To perform offline activation, the customer should click the "I cannot access the Internet" link in the product launch screen and then follow the prompts. Once the offline computer generates a machine-specific Request Code, the customer will need to use an Internet-enabled device to access www.adobe.com/go/getactivation and enter the Request Code where prompted. The customer will receive a Response Code that must be entered in the offline machine to complete the offline activation.

Important Notes: Request Codes are machine-specific and only valid for 72 hours. Customers need to request one code per machine and can easily request a new code if the process has not been completed within 72 hours. For more information, go to www.adobe.com/go/getactivation.

Deactivating an application

Q. How can a customer deactivate software on one device so the software can be installed on another device?

A. An Adobe license allows customers to install a perpetual product on a certain number of devices (e.g., retail licenses allow for installation on two devices). If a customer has reached his or her maximum activation allotment and wants to install the software on a new computer, they first need to deactivate the software on the computer on which they will no longer use the software, and then activate the software on the new computer. To deactivate Creative Suite 6, they simply need to select "Deactivate" in the software's Help menu. If the customer no longer has access to the computer they need to deactivate, he or she will need to contact Adobe Customer Support (<http://www.adobe.com/support/contact/>).

For more information, visit <http://kb2.adobe.com/cps/100/1008779.html>.

Q. How does a customer deactivate an application on an offline computer?

A. The offline machine needs to be online temporarily to complete deactivation. If this is a problem, please contact Adobe Customer Support (<http://www.adobe.com/support/contact/>) so they can assist you to deactivate an offline computer.

Volume Licensing

Q. Will volume perpetual license customers also have these new installation requirements?

A. Yes. All Creative Suite 6 perpetual licenses will have the same installation requirements, but the need for individual users to log in and activate depends on how the volume license is deployed within the organization:

- IT administrators who use Adobe Application Manager, Enterprise Edition (AAMEE) 3.0 to create and deploy Creative Suite 6 packages will only be required to do a one-time organizational Adobe ID sign-in and activa-

tion. End users will not be required to log in and activate.

- For companies that deploy software one machine at a time via media (DVD) or electronic downloads, each individual user's machine will require login and activation.

Q. Can AAMEE-generated packages be deployed to users who are not connected to the Internet?

A. Yes. Once the IT administrator completes the one-time organizational Adobe ID sign-in and activation, the package can be deployed to online as well as offline machines since end users do not need to log-in or activate their software.

Q. What if an IT administrator leaves the company?

A. If a company's IT administrator leaves the company, the product will continue to function without disruption. The new IT administrator should contact Adobe Customer Support (<http://www.adobe.com/support/contact/>) to update the Adobe ID associated with that licence to a new Adobe ID. Adobe recommends that IT administrators use an organizational Adobe ID to activate/log-in to avoid issues related to staff turnover.

Q. What if there are multiple IT administrators deploying software within an organization?

A. Although customers can use several Adobe IDs to deploy volume licenses, Adobe recommends that organizations limit the number of Adobe IDs used to one or two. This can be accomplished easily by setting up Adobe IDs that use an organizational email alias.

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