

Adobe® Open Options



No-Charge Upgrades through Adobe's Automatic Upgrade System

For all TLP and CLP customers, and some FLP customers, Adobe uses an Automatic Upgrade system to fulfill no-charge upgrades. These instructions will help you navigate through the LWS site to claim your media and retrieve your license certificate(s) and serial number(s).

Some FLP customers will use the Customer-Requested Upgrade system instead, depending on the product. If you are an FLP customer expecting an upgrade, check with your account manager to determine which upgrade system will be used.

Claiming Your Media Coupon in LWS

- Refer to your notification e-mail from Adobe Licensing to find your upgrade Media Coupon number.
- Log in to LWS (www.licensing.adobe.com) with your User ID and password (see sidebar).
- On the left of the screen, click the 'New Order' link under the 'No Charge Upgrade' heading.
- Enter your coupon number (from your notification e-mail) and click the 'Request Upgrade' button on the right.
- Confirm your shipping address. If the shipping address is incorrect, you can temporarily override the shipping address by entering the correct shipping information on this screen.
- Verify that the products (including platform) are correct and click the 'Submit Order' button on the bottom right of the screen.
- Make a note of your confirmation number and keep it in a safe place. Your confirmation number is your order number, and it may be needed later on.
- The CD set will ship in 3 to 5 business days. If applicable, the software will be available to you via ESD 24 to 48 hours after the coupon has been redeemed.

Downloading Software (ESD)

- To download your software, log in to LWS (www.licensing.adobe.com) with your User ID and password (see sidebar).
- On the left of the screen, click the 'Electronic Software Delivery' link under the 'Searches' heading. A new window will open and you will be automatically logged into the download site. Note: If you are being prompted to log in again, there may be a problem with your ESD account. Please contact Adobe (see sidebar).
- You can also access the download site after running a certificate search by clicking on the 'Electronic Software Delivery' link that appears above the 'Results Displayed' box. Instructions on certificate searching are below.

Retrieving Your License Certificate and Serial Number in LWS

- You will need to access the license certificate(s) in LWS to obtain your serial number(s).
- To access the license certificate, log in to LWS (www.licensing.adobe.com) with your User ID and password (see sidebar).
- On the left of the screen, click the 'Search Licenses' link under the 'Searches' heading.
- The default search period is the last thirty (30) days. If the order was processed within that time, click the 'Search' button on the bottom right of the screen. If the order was processed more than 30 days ago, change the start date of the search period. Note: If more than one order has been processed during the search period, the system will return *all orders* processed during that time.
- Scroll to the right side of the screen and retrieve your serial number(s) under the heading 'Mac/Win or Other Serial Number,' or click on the red hyperlink to view/print the license certificate(s).

How Do Automatic Upgrades Work?

If you are entitled to a new version of a product, either through Upgrade Plan or the post-announce grace period, Adobe will automatically add the new license(s) and certificate(s) to your account in the Adobe Licensing Web Site (LWS) as soon as possible after release.

Adobe also posts a no-charge Media Coupon in LWS so that you can access your software via CD set and/or Electronic Software Delivery (ESD).

Adobe will notify you by e-mail when your license(s) have been ordered. After 24-48 hours, your certificates will be viewable and your Media Coupon will be ready to claim. This coupon must be redeemed before you can receive your software.

How Do I Log Into LWS?

Go to www.licensing.adobe.com. Enter your User ID and Password. If you do not remember your password, use the 'Forgot your password?' link. If you do not remember your User ID? Use the 'Contact Us' link at the top of the screen.

Breeze Customer?

This information does not apply to Breeze customers. Please refer to the no-charge upgrade process for Breeze for more information.

Need Help? Contact Adobe.

Go to <http://www.adobe.com/support/inquiry.html>.

