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**License Compliance Services  
Adobe® Acrobat® 9 on Servers – Policy Statement**

This information is provided for general information purposes only and is not legal advice. Additionally, your license terms may differ. Please review your specific Adobe agreement for the terms that apply to your use of Adobe Acrobat 9 software ([“Product License Agreement”](#)).

**Discussion**

Acrobat Standard 9, Acrobat Pro 9, or Acrobat Pro Extended 9 (collectively “Acrobat”) deployed on a server, including hosted server software (e.g., Citrix).

**Licensing Policy**

According to the Product License Agreement, Section 2.3 provides:

**“2.3 Server Use.** You may install the Permitted Number of copies of the Software on Computer file server(s) within your Internal Network only for use of the Software initiated by an individual from a Computer within the same Internal network. The total number of users (not the concurrent number of users) able to use the Software on such Computer file server(s) may not exceed the Permitted Number. By way of example, the foregoing does not permit you to install or access (either directly or through commands, data or instructions) the Software: (i) from or to a Computer not part of your Internal Network, (ii) for enabling web hosted workgroups or services available to the public, (iii) by any individual or entity to use, download, copy or otherwise benefit from the functionality of the Software unless licensed to do so by Adobe, (iv) as a component of a system, workflow or service accessible by more than the Permitted Number of users, or (v) for operations not initiated by an individual user (e.g., automated server processing).”

## Applications

For server use, installing desktop licenses in a server based environment is generally allowed, so long as the total number of users (computers), (not concurrent users) who can access the software deployed on that server, do not exceed the Permitted Number of licenses. Usage is defined as individuals or entities who “use, download, copy OR otherwise benefit” from the functionality of the Software installed on the server.

## Interpretation

### *Server Use*

- Customers who choose to deploy Acrobat in a server based environment, must acquire the appropriate number of licenses for all desktop machines and/or users (as applicable) that can connect and access the software/functionality deployed on the server. Customer does not need to purchase an additional Acrobat license for the server.
- Customers who choose to deploy Acrobat in a server based environment as part of an automated workflow must acquire Adobe LiveCycle® PDF Generator licenses.

### *Hosted server software (e.g., Citrix)*

- Acrobat may be installed and used on hosted server software server for direct usage by end users (no automated, programmatic, or scripted usage or other restrictions as stated in the EULA) so long as each individual named user with access to the application and/or the Acrobat print driver must have a license.

For example, a company has 100 named users accessing hosted server software through individual terminals/workstations. Of those 100 users, only 50 have access to the Acrobat application and/or the Acrobat print driver. The company requires 50 Acrobat licenses.

- Licenses are intended to be fixed NOT concurrent. In other words, you can't remove access for one user in order to give that access to a different user and then return access back to the original user. Users should be static. Notwithstanding the foregoing, permanent switchovers are acceptable (i.e., an employee has left the company). No sharing of a single hosted server software ID. Each End User must have his own unique login to hosted server software to use Acrobat. No usage in which the user population would be uncountable.

For example, a law firm has a team of 15 assistants accessing Acrobat deployed on a server. They work in shifts to PDF legal documents 24 hours a day...5 assistants during the day, 5 assistants during the evenings, and 5 assistants during the night. This customer will need 15 Acrobat licenses. Also, each assistant requires a unique log in ID when accessing Acrobat to prevent an uncountable user population.

- The customer does not need to purchase a license for the hosted server software.