



Adobe® Volume Licensing

Prior Version – Electronic
Software Delivery

Customer FAQ

Version 3.0
February 4, 2011

Frequently asked questions

The following is a list of frequently asked questions regarding Prior Version Electronic Software Delivery (PV-ESD).

Q. I would like to purchase software media for a previous version of an Adobe software product. How do I do this?

A. You can place your order for the previous version media by contacting your Adobe CLP Reseller or Adobe Authorized Reseller. The CLP Reseller or Reseller will place the prior version order on your behalf just like they would in a typical media order. Please note however, going forward, Adobe will **only** provide Electronic Software Delivery (ESD) for any previous version requests. You will be able to order one version back for any products that are currently offered via Electronic Software Delivery (ESD). The prior version will be available for the duration of the subsequent product's life cycle. *Example: Acrobat 9 will be available to customers until Acrobat XI launches, at which point Acrobat X becomes the prior version.*

Q. Can I order more than 1 version back?

A. Not at this time. Adobe is currently offering one version back only.

Q. How will I receive my Previous Version ESD order?

A. Your order will be processed like any ordinary licensing order for media however you will have to reference your ESD link within your LWS account to access the software. Again, we will not be providing any physical software media for Prior Version orders. Only ESD.

Q. What happens if I go to my ESD link within my LWS account and I do not see my Prior Version ESD order?

A. Please Call Customer Service.

Q Will I get a separate LWS or ESD e-mail for my Prior Version Media order?

A. Customers placing Prior Version ESD orders will receive an LWS order confirmation e-mail like they normally would any other order. Only customers who do not have an

existing ESD account will receive a separate ESD e-mail in addition to the LWS order confirmation e-mail.

Q. I received my Prior Version ESD order within my ESD LWS account however I now need Serial Numbers to install this software. How do I obtain the needed serial numbers?

A. Customers requesting Serial Numbers for their Prior Version ESD orders should contact Customer Service. Customer Service will then take the appropriate steps to provide customers with the needed Serial Numbers usually within 2-3 business days.

Q. Will my Prior Version ESD be eligible for any Licensing Upgrade Entitlements?

A. No, Prior Version ESD orders will not be eligible for any Licensing Upgrade Entitlements. The Prior Version ESD orders are for media only, not licenses.

Q. If I order additional licenses and wish to utilize the prior version, can I still use the same Serial Numbers that I obtained for my initial Prior Version ESD orders for the same product?

A. Yes, once you obtain Serial Numbers for prior versions, you can utilize them for any prior version purchases for the same software & version.

For more information

Contact your CLP Reseller or Authorized Reseller for more information on Prior Version ESD orders.

If you need Serial numbers for your Prior Version ESD orders, please contact Customer Service.

Customer Service Contacts

To locate the appropriate Customer Service telephone number for your region, please visit Adobe.com and select [Contact](#) in the upper left corner.