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License & Compliance Services
Acrobat on Hosted Servers – Policy Statement

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Discussion

Adobe Acrobat Standard, Pro, or Pro Extended deployed on server, including hosted server software (e.g., Citrix)

Licensing Policy

According to the EULA, 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).

Application

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

- 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 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 - 100 named users have hosted server software access. Out of those 100 users, only 50 have access to the Acrobat application and/or the Acrobat print driver. This would require 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 – no use of a shared ID that allows multiple people to log into a shared hosted server software account to use Acrobat. This would create an uncountable user population).
- The customer does not need to purchase a license for the hosted server software.