

**Adobe License Manger**, ALM customer information and FAQ's for Acrobat  
Important ALM links : <http://www.adobe.com/elicensing/licensemanagement/alm/>  
Adobe Licensing Customer Support : 800-443-8158

Q. I'm getting an error "An e-license cannot be downloaded". What's going wrong?

A. In the past (before Acrobat 8), Adobe products could be deployed with the installer (from a physical media or ESD) and a serial number. With electronic licensing embedded into Acrobat 8, the process could be different. In order to deploy Acrobat 8, it is mandatory to setup the e-license in the Adobe Licensing Web site (LWS). Unless this setup is completed, a deployment of the product with the installer and a serial number will not be successful.

If you are seeing this error, in most likelihood, either the e-license setup has not been done or it is incorrect.

To setup the e-licenses for your volume licensing order, please log into the Adobe Licensing Web site (<https://licensing.adobe.com>) with your user name and password. After logging in, choose the task "Setup e-licenses for new orders".

If you have setup the e-licenses and are still seeing this error, it is likely that you configured your e-licenses to be hosted at Adobe in a manner that requires a deployment of a customized license setup file. The error indicates the absence of the customized license setup file. If you have picked the "Adobe hosted" option for managing e-licenses, please read this document that explains how to deploy the product with a license setup file:

[http://www.adobe.com/elicensing/licensemanagement/alm/pdfs/ConfiguringAdobeAcrobat8withALM\\_EN.pdf](http://www.adobe.com/elicensing/licensemanagement/alm/pdfs/ConfiguringAdobeAcrobat8withALM_EN.pdf)

On the other hand, if you decide to change your mind and wish to manage the e-licenses using the simpler option of deploying with just a serial number, please contact your Adobe Customer Support at 800-443-8158 and they will be able to help reconfigure your preference in the Licensing Web Site.

Q. When users start up Acrobat 8, they are seeing the error: "An e-license cannot be downloaded". What's going wrong?

A. Prior to the release of Acrobat 8, Adobe products could be deployed with just the installer files and a valid serial number. With the ALM electronic licensing embedded into Acrobat 8, the process now requires a different approach. In order to deploy Acrobat 8, you *must* set up e-licenses for each order in the Adobe Licensing Web site (LWS). When, and only when, this setup is complete, a deployment of the product with the installer and a serial number is possible, depending on the Hosting Option you selected for the e-licenses. By selecting the Serial Number Only e-license hosting method, you can continue to deploy Acrobat 8 with just the installer files and serial number, once your e-licenses have been set up through LWS.

If you are seeing the "An e-license cannot be downloaded" error, the chances are that either the e-license setup has not been completed, it has been completed incorrectly, or the installation package being used does not match the options selected during license setup.

To set up the e-licenses for your volume licensing order, log into LWS (<https://licensing.adobe.com>) with your user name and password. After logging in, choose the task "Setup e-licenses for new orders". Then simply follow the prompts and documentation found online.

If you have set up the e-licenses and are still seeing this error, it is likely that you made selections that require the deployment of a customized client setup file. The error is occurring



because you have either no, or the wrong, customized client setup file. For complete details on managing e-licenses, please read this document that explains how to deploy the product with a client setup file:

[http://www.adobe.com/elicensing/licensemanagement/alm/pdfs/ConfiguringAdobeAcrobat8withALM\\_EN.pdf](http://www.adobe.com/elicensing/licensemanagement/alm/pdfs/ConfiguringAdobeAcrobat8withALM_EN.pdf).

If you have already set up your e-licenses with options that require a customized client setup file, and subsequently decide you would prefer to use the simpler Serial Number Only option, please contact your local Adobe Customer Support representative and they will help reconfigure your preference in LWS.

Q. Can I deploy Acrobat 8 without ALM?

A. Adobe is offering a one-year transition period, starting in November 2006, during which you may opt out of e-licensing. To do so for new orders, log into the Adobe Licensing Web Site (<https://licensing.adobe.com>) with your user name and password. After logging in, choose the task "Setup e-licenses for new orders". Follow the prompts until you are offered the choice of managing your licenses electronically: pick "Disable e-licensing" and ALM is switched off. From the following page, download the customized client setup file, and prepare your installation package in accordance with the documentation.