The Adobe Open Options license programs offer our corporate, government, education, and small-business customers the opportunity to deploy world-class productivity software with maximum effectiveness. By taking advantage of these license programs, organizations can efficiently manage administrative and IT assets while benefiting from a volume discount.

Q. What is concurrency?
Often the number of users with access to an Adobe software product in a networked environment is greater than the number of users actually using that software at one time. Provided that the number of users using the software at one time does not exceed the number of licenses the customer owns, the customer is in compliance. This type of software licensing is commonly referred to as concurrency. The customer should order a concurrent license for the maximum number of machines that will use the software simultaneously.

Example: An instructor has a school lab with 40 computers. The maximum number of students in a class is 25, so only 25 computers are in use at one time. The instructor may install Adobe Photoshop® software on all 40 desktops or enable them to access the software across the network, but only a 25-user concurrent license is needed.

Q. Who is eligible to use Adobe concurrent licenses?
At this time, Adobe offers education customers concurrent licenses.

Q. How do I order concurrent licenses?
Education customers can order concurrent licenses through the Adobe Open Options Education Transactional License Program (TLP) and Education Contractual License Program (CLP). All stock-keeping units (SKU) with “CONC” in their descriptions are for concurrent licenses.
The Concurrent New license SKUs are for education customers who want concurrent use of software they are licensing for the first time.

The Concurrent Uplift license SKUs are for education customers who want to add concurrency to licenses they already have. These licenses may have been acquired through the purchase of shrinkwrapped products or through TLP or CLP orders. They must be at the current version before Concurrent Uplift licenses may be ordered. Adobe does not require proof of current version at the time of order, but we may request proof at a later date.

Q. Are concurrent licenses and standard licenses priced differently?
Yes. Concurrent licenses cost 25% more than standard licenses.

Q. How do I manage my concurrent licenses?
Adobe recommends that you work with your IT manager to meter your software. You must have a system for counting the number of users simultaneously accessing Adobe software so that it does not exceed the number permitted by your concurrent license agreement.

Q. How do I add concurrency to a license I already have?
The Concurrent Uplift license SKUs are for education customers who want to add concurrency to licenses they already have. These licenses may have been acquired through the purchase of shrinkwrapped products or through TLP or CLP orders. They must be at the current version before Concurrent Uplift licenses may be ordered. Adobe does not require proof of current version at the time of order, but we may request proof at a later date.

Q. Are Concurrent Uplift license SKUs version upgrades?
No. The Concurrent Uplift license SKUs uplift standard licenses to concurrent licenses. You can uplift current-version licenses only. If you have older software versions, you must acquire the current versions by ordering new licenses (or upgrade licenses, if they are available) before you can uplift them.

Example 1: A customer orders ten new Adobe Photoshop 6.0 licenses and then decides to switch to a concurrent-use model. This customer is eligible to order a ten-user Photoshop 6.0 Concurrent Uplift license.

Example 2: A customer has ten Adobe Photoshop 5.5 licenses. To get concurrent use of Photoshop software, this customer must purchase a ten-user Photoshop 6.0 Concurrent New license.
Q. What if I need to increase the number of concurrent users?
You should order additional concurrent licenses through the Education TLP or CLP. The minimum order amount is 20 points for TLP customers and 1 point for CLP customers.

Q. Is Maintenance available for concurrent licenses?
Yes. It costs 25% more than standard Maintenance. You can order Maintenance at the same time you order the licenses.