



# Adobe Acrobat 2020 (Perpetual)

## Frequently Asked Questions



### What is Adobe Acrobat 2020?

Adobe Acrobat 2020 is the updated version of Acrobat desktop-only (perpetual) software available via a serial license. Starting June 1, 2020, it is available worldwide for purchase directly from Adobe, as well as via e-tail/retail, and corporate resellers and distributors. Customers can purchase either Adobe Acrobat Standard 2020 or Adobe Acrobat Pro 2020.

### What is the difference between Acrobat 2020 and Acrobat DC?

Acrobat 2020 is a one-time purchase that only includes access to Acrobat desktop software and quarterly security updates and bug fixes.

Acrobat Pro DC subscription is designed for today's multidevice world and is ideally suited for remote work and distributed workforces. Acrobat DC enables users to convert, edit, protect, sign, share, and track PDFs with smart integrated tools across computers, mobile devices, and web browsers plus new and updated features are added as they become available. Companies can deploy and manage licenses with ease—deploying apps and updates centrally or letting users self-install. Unlike perpetual licenses, administrators can easily assign, reassign, remove, and track licenses with just a few clicks in the web-based Admin Console to help ensure they are always in compliance.

### Why is Adobe releasing a new version of Acrobat perpetual?

Adobe is committed to meeting customer needs across industries, environments, and unique use cases, and recognizes that some customers are unable or not ready to make the move to subscription. Offering an updated version of Acrobat desktop software helps ensure these customers will continue to have access to a supported version of Acrobat with quarterly security updates.

We believe that over time, these customers will realize the value of migrating to Acrobat DC, which is designed for modern workforces who need to be productive, connected, and collaborate across devices—no matter where they're located.

### What's new in the Acrobat 2020 release?

Acrobat 2020 includes the following desktop product updates:

**Security**—This release includes all security updates and bug patches since the last perpetual release in 2017, including the ability to open files protected with Microsoft Information Protection (MIP) solutions.

**Accessibility**—Customers who use Acrobat to optimize PDFs for people with disabilities (such as visual or physical impairments) can take advantage of updated tools and enhanced workflow experiences to improve accessibility.

**Updated features**—With the improved Home view, users have a single place to organize, manage, and search for their PDFs. Other updates include additional color customization capabilities, an improved Pen tool, enhanced optical character recognition (OCR) that recognizes text in scanned documents, and tools for the touch bar in MacBook Pros.

**Support**—According to the Adobe Support Lifecycle Policy, Adobe provides five years of support for perpetual products starting from the product's release date (including security patches, bug fixes, and technical support). In line with this policy, Acrobat 2020 will be supported through June 2025.

Download the complete [Acrobat 2020 Product Comparison](#).

### Is Adobe Sign included in Acrobat 2020?

No, Adobe Sign is not included in Acrobat 2020. Adobe Sign is a service that is available only via subscription.

## How will Adobe communicate to customers that there is a new perpetual release?

Acrobat 2020 is a "silent release," meaning that Adobe will not actively market it. However, it will replace Acrobat 2017 in Adobe flexible buying programs available to customers across routes to market.

## When will customers be able to place orders for Acrobat 2020?

The first order date will commence on June 1, 2020.

## What is the pricing for Acrobat 2020?

Prices for Acrobat 2020 will remain consistent with Acrobat 2017. (No changes to MSRP or discount curves.) The price list was released on May 1, 2020.

- Adobe Acrobat Standard 2020—MSRP \$299 full; \$139 upgrade
- Adobe Acrobat Pro 2020—MSRP \$449 full; \$199 upgrade

## What if a customer chooses not to upgrade to the latest perpetual version?

Customers using Acrobat 2015 and earlier versions are at risk when using unsupported software after July 7, 2020. This could put employees, partners, customers, and intellectual property at risk in terms of security.

Customers can determine whether their current Acrobat version is supported by visiting the [Adobe Support Policies](#) page. For Acrobat Standard and Acrobat Pro:

- Acrobat XI and earlier—No longer supported.
- Acrobat 2015—Support was originally scheduled to end on April 7, 2020. Adobe extended support through July 7, 2020 to give customers additional time to migrate to a supported version of Acrobat in response to COVID-19.
- Acrobat 2017—Support is scheduled to end on June 6, 2022.

Note: Customers who purchase Acrobat DC subscription through the Value Incentive Plan (VIP) or the Enterprise Term Licensing Agreement (ETLA) buying programs are always provided with continuous updates and support.

## What is Adobe Upgrade Plan?

Adobe Upgrade Plan enables organizations to more efficiently manage software upgrades and achieve budget predictability. With Upgrade Plan, customers purchase the right to any future upgrades released during their Upgrade Plan coverage period at a percentage of the license price. It also provides automatic update notifications and access to the latest product versions.

## Why does Adobe continue to offer Upgrade Plan for Acrobat perpetual customers?

Upgrade Plan customers are among the most loyal Acrobat customers in our base and are already accustomed to paying annually for the right to future upgrades. This makes them ideal future prospects to migrate to Acrobat DC subscription where they will realize the value of quarterly feature-bearing releases.

## Is this the last version of Acrobat perpetual?

Adobe is continuously evaluating the Adobe Document Cloud product lineup and our customers' needs to determine the set of solutions we deliver. Acrobat perpetual is included in that evaluation.

