



Adobe® Volume Licensing

LWS Online Help

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Log In

For information about logging into LWS, see:

- [Log in with an Adobe ID](#)
- [Log in with Adobe ID – forgot password](#)
- [Log in using a multi-user legacy LWS Login ID](#)

Log in with an Adobe ID

With AVL onwards, accessing LWS can be done by using your own individual Adobe ID, your email address.

To log in with an email address:

1. Enter your Adobe ID and password.
2. Click Log In.

Note: If you have a login for the Partner Portal or Adobe.com, the Adobe ID is the same.

Log in with Adobe ID – forgot password

If you forget your password:

1. Click [Forgot your password?](#) below the password text box. You are directed to a new page.
2. Enter your email address that is associated with LWS.
3. Click [Continue](#). You are directed to a new page.
4. Read the password hint if you provided one when you first accessed LWS and entered your personal settings.
5. Click [Return to Log In](#) if the password hint helps you recall your password.

OR -

If the password hint does not help you or if you never provided a password hint, click [Send Email](#) to receive an email with a link that will allow you to reset your password. (The link will expire in 24 hours. If you do not use it in that time, repeat the previous steps to reset your password.)

Follow the instructions in the email to reset your password.

Log in using a multi-user legacy LWS Login ID

Legacy login IDs were associated with Accounts not Contacts, which resulted in a shared login ID used by multiple users. With AVL onwards, all contacts using LWS will be able to do so with their own individual Adobe ID (your personal email address).

If you are accessing LWS using a login that was available to multiple users, there are a series of log in pages that you may need to complete in order to create your own personal login. The process is easier to complete if you know the old multi-user login and the password associated with it. If you have any problems, click on the words “[Contact Us](#)” in the top right corner of every LWS page.

Multi-user legacy LWS Login ID and user not recognized

If you receive a message saying Adobe does not recognize you as a user, it means the login information you provided does not correspond to the information in LWS.

You can do one of the following:

- Re-try logging into LWS.
- Contact Adobe by clicking on “Contact Us” in the top right corner of every LWS page.

LWS Overview

The main areas of LWS are:

- [Personal Settings](#)
- [LWS Message Inbox](#)
- [Reports](#)
- [Licenses](#)
- [Account Management](#)
- [Contact Management](#)
- [Orders](#)
- [Download Software via Electronic Software Delivery \(ESD\)](#)
- [Licensing Upgrade](#)

This overview provides information about:

- [About LWS](#)
- [About LWS Users](#)
- [Logging into LWS](#)

About LWS

LWS is a useful resource available to Adobe's volume licensing customers, channel partners, and internal groups. A few of the features available in LWS are information about organizations and their relationships with Adobe, reports for different users to manage their own or other users' volume licensing accounts, and access to ESD and upgrade fulfillment for customers.

LWS Home Page

When you log into LWS, the home page is the first page you see, except when [Logging in for the First Time](#) or unless you are connected to multiple [Profiles](#).

The home page contains [Quick Links](#), the [LWS Message Inbox](#), and information about pertinent volume licensing topics and program offerings.

The screenshot shows the Adobe Licensing Website (LWS) interface. At the top right, there are navigation links: Messages, Your settings, Help, Contact Us, and Log Out. The user is logged in as JOHN SMITH with a profile of End Customer. The main navigation menu includes HOME, ACCOUNTS, LICENSES, and REPORTS. A sidebar on the left contains Quick Links for Accounts (Change Your Settings, Manage Your Accounts, Your Points Summary), Licenses (Retrieve Serial Numbers, Download Software, Redeem Upgrade Coupon), Product and Licensing Information (Adobe.com Volume Licensing), and Reports (View Purchase History). The main content area features a large banner with the text "Welcome to LWS Efficiency | Control | Convenience". Below the banner, there are sections for Messages (Action Required) and Newly Released (Next-generation program, Adobe Volume Licensing (AVL)).

LWS Header

Every LWS page has a standard heading across the top of the page. This allows you to always see your name, view your [Profiles](#), use the [Navigation Menu](#) and the [Utility Navigation](#), and Log Out.

This screenshot shows the Adobe Licensing Website (LWS) header with the utility navigation. The navigation links are Messages, Your settings, Help, Contact Us, and Log Out. The user is logged in as JOHN SMITH with a profile of Cost Center. The main navigation menu includes HOME, ACCOUNTS, LICENSES, ORDERS, and REPORTS.

Utility Navigation

The utility navigation is a part of the standard header that appears in the upper right corner of every page.

The utility navigation bar contains the following links: Messages, Your settings, Help, Contact Us, and Log Out.

It contains links to important items within and out of LWS:

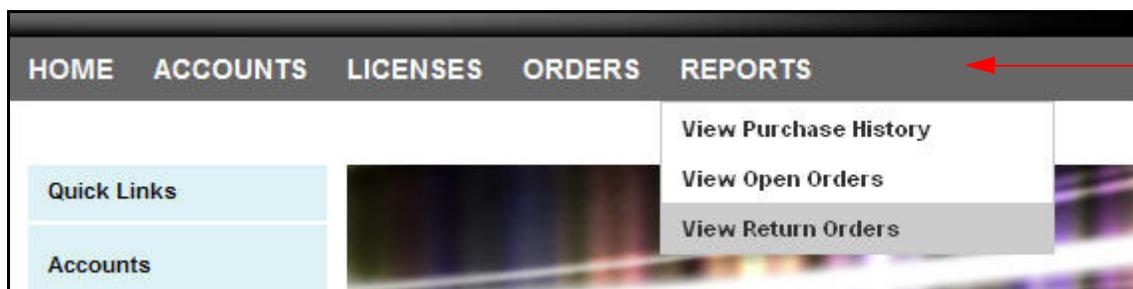
- Messages — links to the [LWS Message Inbox](#)

- Your settings — links to the [Personal Settings](#) page
- Help — links to the help feature
- Contact Us — links to a page with contacts relevant to your [Profiles](#)
- Log Out — logs you out of LWS

Navigation Menu

The navigation menu appears on every page of LWS. At any time while in LWS, you can move your cursor over the words in the menu to select from a list of actions.

The navigation menu presents all actions that you can conduct while in LWS. Depending on your level of access to LWS, the navigation menu you see may have different items from which to choose. If you are connected to multiple [Profiles](#), the items available in the navigation menu may change depending on the profile you select.



There are five menu items from which channel partners, cost centers, and internal Adobe groups can choose:

- Home — directs you back to the [LWS Home Page](#)
- Accounts — provides access to your [Personal Settings](#) and the ability to conduct [Account Management](#) and [Contact Management](#)
- Licenses — gives access to actions relating to licenses such as [Obtain License Certificates](#) and [Retrieve Serial Numbers](#).
- Orders — allows orders to be created, returned, and both to be tracked depending on your level of access
- Reports — presents different reports such as the [ESD Entitlement Report](#), the [Detailed Purchase History Report](#), and [CLP Membership Details](#) to help you manage information.

Quick Links

On the left side of the [LWS Home Page](#) is a blue box called “Quick Links”. Quick links are links to common tasks that you may find useful and let you quickly navigate in LWS after you log in.



If you are linked to multiple [Profiles](#), the quick links listed on the [LWS Home Page](#) will vary depending on the profile you choose on the [Select Your Profile](#) page after logging into LWS or if you [Change Your Profile](#).

Using the Magnifying Glass

Click on the magnifying glass next to certain fields to help you search for the necessary information for that field. For example, next to a field for End User ID, you can click on the magnifying glass to search for the desired End User.



To use the magnifying glass:

1. Click the Magnifying Glass next to the text box for which you want to find information. A search pop-up page appears.
2. Enter the information you know in order for LWS to provide the most relevant information.
To search for a partial name, enter the first few letters and the asterisk * symbol as a wild card.
Note: The asterisk can be inserted into any portion of the name as a wild card.
3. Click Search. A search results pop-up page replaces the search pop-up page.
4. Click on the number or name that corresponds to the organization or person for which you are looking. The item you selected appears in the original text box.

If you do not see the organization or person you are looking for, click Search Again at the bottom of the search results pop-up page to return to the search pop-up page.

Select Multiple

Certain portions of LWS will allow you to list more than one of a particular search criteria by using Select Multiple.

SELECT MULTIPLE

To use Select Multiple:

1. Click Select Multiple under or next to the text box for which you want to provide information. A *Multiple Selection pop-up* page appears.

2. Enter the multiple search criteria into the available text boxes.
3. Type in the relevant information into the spaces provided.

You can also copy the information from a Microsoft Excel file and enter it by clicking in the “Paste Here” space at the bottom of the page and pasting the information. To see the information that was just pasted, click on a text box and the information you entered will populate the text boxes.

Note: If you use the “Paste Here” space to enter the information, you must enter all of the items at once or any attempt to paste more items will result in the original items being removed in place of the new ones.

4. Click Done when you are finished. The first item you entered in the *Multiple Selection* pop-up page will appear in the original text box near Select Multiple.

Note: For Select Multiple under or next to a Product Version drop-down list box, a *Select Multiple* pop-up page appears with multiple drop-down list boxes for product names and versions, instead of text boxes.

Optional Filtering

Ctrl-Click to select multiple items for Licensing Program or Market Segment

Licensing Program CLP TLP FLP	Market Segment Corporate Education Government
---	---

Product Name
Select Product ...

Product Version
Select Version ... [SELECT MULTIPLE](#)

Order Type

All orders including Upgrade Plan, Maintenance and Tech Support

Volume Licenses only

[Search](#) [Clear](#)

Select Multiple Product Names

Select product names and product versions. Only select a version if you would like to retrieve the records for a specific product version. Otherwise, you can omit selecting the version field.

Product Name Select Product ...	Product Version Select Version ...
Product Name Select Product ...	Product Version Select Version ...
Product Name Select Product ...	Product Version Select Version ...
Product Name Select Product ...	Product Version Select Version ...
Product Name Select Product ...	Product Version Select Version ...
Product Name Select Product ...	Product Version Select Version ...
Product Name Select Product ...	Product Version Select Version ...

[Done](#) [Clear](#)

Export to CSV

Different sections of LWS allow you to search for information, which yields the search results in multi-column tables. To make use of this information outside of LWS, you can use Export to CSV above the search results to export all of the results to a file (typically a Microsoft Excel file format).

[EXPORT TO CSV](#)

Note: If the search results generated exceeds 5,000 lines, then only the first 5,000 lines are shown and are available to export to CSV.

To use Export to CSV:

1. Click Export to CSV. A *File Download* pop-up page appears.
2. Click Open or Save.

Open will open the type of file listed on the page with all the search result information.

Save will cause a *Save As* dialog box to appear, which allows you to choose how you want the search results to be saved.

Print

The print button appears at the top of certain pages and within your [LWS Message Inbox](#). When you click Print, either a print friendly version of the page appears with a print button or your computer's printer dialogue box appears. Click Print on the print friendly page to trigger your computer's printer dialogue box.



About LWS Users

LWS users are comprised of internal Adobe groups, channel partners (resellers and ALCs), and customers. Each type of user has access only to the tasks that they are able to perform.

Logging into LWS

The log in process requires you to have an Adobe ID (usually your email address), which is your own unique login, and a password. This allows each person individualized access to LWS.

When you log into LWS you will typically see the [LWS Home Page](#), unless you are [Logging in for the First Time](#) or are connected to multiple [Profiles](#).

Logging in for the First Time

The first time you log in, the first page you will see is the [Personal Settings](#) page. You will have an opportunity to add or change information about yourself, your job function, and your communication preferences.

Note: After the initial time you log in to LWS, if you ever need to change your [Personal Settings](#) information, you can always access the [Personal Settings](#) page once inside LWS by clicking on "Your Settings" from the [Utility Navigation](#) section in the upper left corner of the window header.

If you are logging in for the first time and are connected to multiple [Profiles](#), you will be presented with a page that lets you [Select Your Profile](#) after completing the [Personal Settings](#) page.

Personal Settings

All users of LWS are able to edit their personal settings:

- [Enter, View, and Edit Personal Settings](#)
- [View Personal Settings for Another User](#)
- [Profiles](#)

Enter, View, and Edit Personal Settings

When you first access LWS (see [Logging in for the First Time](#)), you have to enter your personal settings, including contact information and communication preferences.

At any time you can view and edit your personal settings for LWS. On any page, select “Your Settings” from the [Utility Navigation](#) or select **Accounts > Change Your Settings** from the [Navigation Menu](#).

The different personal settings you provide and can edit are:

- Name
- Email
- Phone Number
- Password
- Job Function
- Licensing Communication Preferences
- Marketing Communication Preferences
- Local Language
- Name in Local Language

View Personal Settings for Another User

To view another user’s personal settings, select **Accounts > Find Customer Contacts** from the [Navigation Menu](#) and complete the steps to [Search for a Contact Person](#).

Once you find the contact you for whom you want to view the personal settings for, click View Settings to view the personal settings page for that person.

The ability to change the information on a contact’s personal settings page is limited to specific groups in Adobe.

Profiles

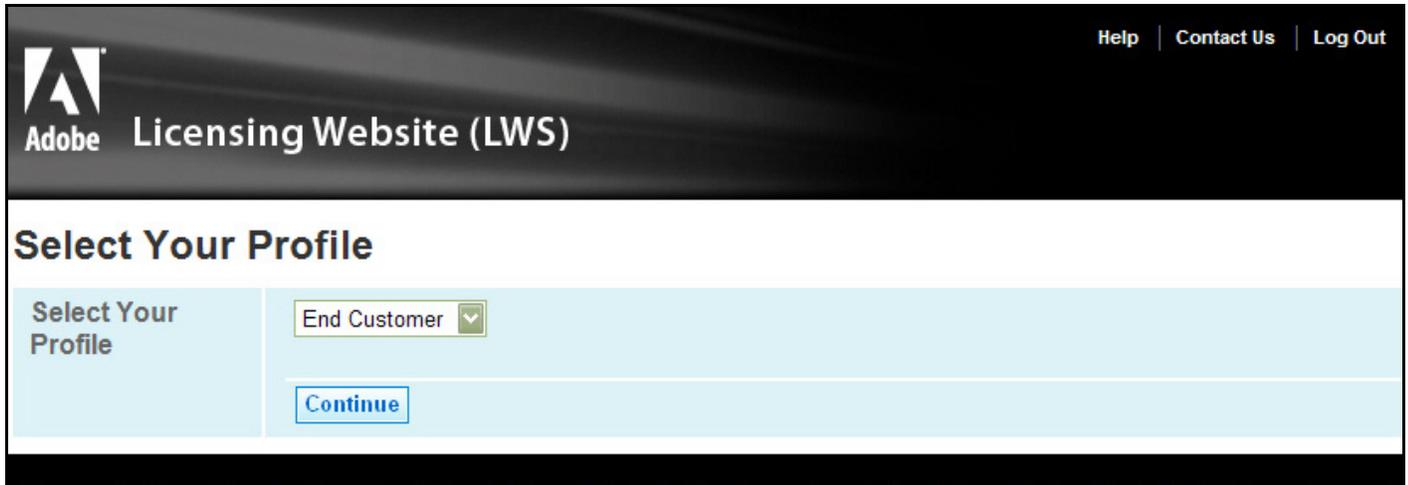
A profile designates what your role is within LWS and what types of actions you can perform.

If you are connected to multiple profiles, you will be presented with a page every time you log in to LWS that allows you to [Select Your Profile](#) before you are allowed access to the LWS system. At any time while you are working in the LWS system, you can [Change Your Profile](#).

Select Your Profile

If you have access to more than one profile in LWS, there is an opportunity to select a profile after logging into LWS.

After logging in, you are directed to a *Select Your Profile* page before going to the [LWS Home Page](#). This page appears every time, after log in for LWS users linked to multiple profiles.

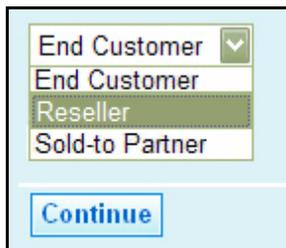


The profiles consist of:

- End Customer
- Reseller
- Sold-to Partner
- Cost center
- various internal Adobe profiles

To select a profile:

1. Click on drop-down profile list box. The list of profiles associated with your login appears.



2. Select and click on a profile from the list. Your new choice will appear in the box.
3. Click Continue to complete your profile selection and to proceed to the [LWS Home Page](#).

Note: You can [Change Your Profile](#) at any time while you are logged into LWS.

Change Your Profile

Depending on your type of access to LWS, you may have the ability to change your profile at any time while working in LWS. The profile designates what types of actions you can perform within LWS.

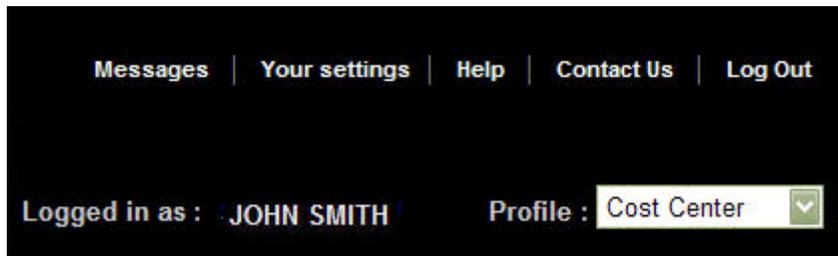
To change your profile:

1. Look for the word “Profile” in the top right corner of every LWS page.
In order to change your profile, the space next to “Profile” must be a drop-down list box.
2. Click on the drop-down list box.

3. Select a different profile from the list.



Your new profile will appear in the box and you will be re-directed to the [LWS Home Page](#) if you are not already there.



Note: The [Quick Links](#), [Navigation Menu](#), and [LWS Message Inbox](#) will be updated with options specific to your profile.

LWS Message Inbox

The LWS Message Inbox contains important messages from Adobe Volume Licensing that pertain to licensing orders, CLP Membership Agreements, Upgrade Plan, LWS, Licensing Upgrade Entitlement, and other volume licensing topics.

Messages

Messages you have received from Adobe Volume Licensing appear below. Your Inbox can hold up to [N] messages. Once your Inbox is full, older messages will be automatically archived. You can also archive any messages you choose. Archived messages will be saved for two years. You can forward messages to your email that you wish to permanently save.
Note: Messages sent before Oct 5, 2009 will not appear.

Inbox
 Archive

Date Range From: 01-JUN-2009 To: 01-JUL-2009

Search

Archive Show 5 results per page

Legend ! Action Required

<input type="checkbox"/>	Date Received	Subject
<input type="checkbox"/>	10-JUN-2009	Media Duplication Mail
<input type="checkbox"/>	08-JUN-2009	New AVL CLP Self-enrolled Affiliate

Archive Show 5 results per page

You can choose to have these messages sent only to your LWS Message Inbox, or you can select to have them sent to your personal email address (the same email address you use as your login) and your LWS Message Inbox. These settings are determined when you are [Logging in for the First Time](#) and choose your [Personal Settings](#). You may also change your LWS Message Inbox settings at any time by clicking “Your settings” from the [Utility Navigation](#) options in the upper right corner of the [LWS Header](#).

To navigate to the LWS Message Inbox, click “View All” from the Messages section of the [LWS Home Page](#), which displays your newest messages, or by clicking on “Messages” in the [LWS Header](#).

Messages ! Action Required [View All](#)

29-MAY-2009	Terminated Self-enrolled Affiliate CLP
08-APR-2009	Media Duplication Mail
08-APR-2009	New AVL CLP Self-enrolled Affiliate
03-APR-2009	Media Duplication
01-APR-2009	Media Duplication Mail

While you [View Messages](#) in the LWS Message Inbox, you can [Forward Messages](#), [Print Messages](#), or [Archive Messages](#) by selecting one of the corresponding buttons.

[Forward](#) [Print](#) [Archive](#)

View Messages

To find a particular message, narrow your search by filtering by date and/or message type.



The screenshot shows a search interface with the following elements:

- Date Range:** A button labeled "Date Range" followed by two date input fields: "05-OCT-2009" and "05-NOV-2009", each with a calendar icon.
- From:** A text input field containing "05-OCT-2009" and a calendar icon.
- To:** A text input field containing "05-NOV-2009" and a calendar icon.
- Message Type:** A dropdown menu labeled "Message Type" with the text "Select Message Type" and a downward arrow.
- Search:** A blue button labeled "Search" located at the bottom left of the search bar.

From either the Messages section on the [LWS Home Page](#) or from the LWS Message Inbox, click on the message's subject title to see the message. You are taken to a *Message* page where the message displays. From there you can read the message.

Forward Messages

You can forward message to up to 10 email addresses at a time. If a message requires saving past the 2 year mark in which it is held in LWS, you may want to forward the message to yourself before it is deleted.

To forward a message:

1. Click Forward when viewing message.



You are taken to the *Forward Message* page.

2. Enter the email address(es) to whom you are forwarding the message.
You can provide up to 10 email addresses.
3. Add a personal message to the email recipients.
4. Click Send to complete the forwarding of the message.

Print Messages

To print a message:

1. Click [Print](#) when viewing the message. A pop-up page with a printable version of the message appears.
2. Click [Print](#) in the pop-up page. The message prints.

Archive Messages

Messages are automatically archived after the LWS Message Inbox reaches its compacity.

Once archived (manually or automatically by LWS), a message remains in the archive and cannot be moved back to the Message Inbox. Messages will be deleted from the archive message box after two years.

To archive a message:

1. Check the box to the left of the message(s) to select the message(s).
2. Click Archive to archive the message(s).

OR

Click Archive when viewing message.

Archive

To view archived messages:

1. Click **Archive** on left side of *Inbox* page to view archived messages
2. Search for the message you want to find by filtering by date and/or message type
3. Click on the message to view.

View Message Inbox for Another User

All internal Adobe groups using LWS have the ability to access the [LWS Message Inbox](#) of other LWS users, like end customers.

To view another user's LWS Message Inbox:

1. Complete the steps to [Search for a Contact Person](#) to find the contact whose LWS Message Inbox you want to view.
2. Click **View Inbox** to view the LWS Message Inbox for that person.

The contact's name is identified in the instructions.

Your are viewing the Inbox for **JOHN SMITH**. To view specific messages, select the Message Type and click **Search**. The Inbox can hold up to [n] messages. Once the Inbox is full, older messages will be automatically archived. Archived messages will be saved for two years.
Note: Messages sent before Oct 5, 2009 will not appear.

While viewing another user's message inbox, you can [View Messages](#), [Print Messages](#), and [Forward Messages](#) in the same manner as you would for the messages in your own [LWS Message Inbox](#); however, no internal Adobe group can archive a message for another user.

To find a particular message, use one or both message filters: message type and date.

Reports

LWS provides reporting on a variety of volume licensing transactions and membership details. The information you can see depends on your [Account Types](#).

You can select one or more End User IDs or Deploy-to IDs to see purchases for a specific entity or location.

The following reports are available for your use:

- [Detailed Purchase History Report](#)
- [CLP Membership Details](#)
- [CLP Purchase Summary Report](#)
- [ESD Entitlement Report](#)
- [View Open Orders Report](#)
- [View Return Orders Report](#)

Detailed Purchase History Report

The Detailed Purchase History report, formerly called the Comprehensive Order Details (COD) report, provides detailed order information for each order placed under a given End User ID.

The report contains information such as:

- Licensing Program Type
- Order Date
- Transaction Type (Upgrade, Return, Order)
- Sales Order Number
- Certificate ID
- End User ID, Name & PO Number
- Deploy-to ID, Name, Contact Name
- Membership information
- Discount Level
- Invoice information
- SKU information
- Product information
- Quantity
- Currency
- Price

To view this report, select **Reports > View Purchase History** from the [Navigation Menu](#).

To run this report, see [Run a Report](#).

After you run the report, you can click on a number in the Certificate ID column to see a PDF of the license certificate.

Run a Report

Follow the instructions below to run one the following reports:

- [Detailed Purchase History Report](#)
- [View Open Orders Report](#)
- [View Return Orders Report](#)

Complete the following:

1. Select the report you would like to run from the Reports menu.
2. Enter the search criteria you have available. More information will help to yield more meaningful search results.

You must provide at least one search criteria such as an Order Number (i.e. Adobe Order Number, Sold-to Order Number). If no order number is provided, you must provide at least one customer ID. If no customer ID is provided, must run the report by Deploy-to Country.

Note: Click [Select Multiple](#) to list multiple items at once. Some of the search criteria may allow you to search by [Using the Magnifying Glass](#).

3. Click Search. Your search results will appear in a table below the selection criteria, and you can click on a column header to sort by that item.

Note: If you receive an error message about the number of results, you may want to narrow the invoice date range to produce fewer results.

4. Click [Export to CSV](#) to save the information for offline viewing.

CLP Membership Details

Select **Reports** > **View CLP Membership Details** from the [Navigation Menu](#) to open the CLP Membership Details Report.

The CLP Membership Details report includes:

- CLP Agreement Number
- Initial Discount Level
- Number of Achieved Points
- Membership Start and End Dates
- Adobe Account Manager
- Designated ALC
- Upgrade Plan Payment Option
- Upgrade Plan Order Schedule
- Legacy Grace Period End Date

To view an organization's agreement details:

1. Enter either the End User ID or CLP Agreement Number.

To limit your search to a specific location such as City, State or Country:

- a. Enter the Country.
- b. Narrow by State, City, or Zip code if desired.

Note: You can also narrow your results to include information for a specific Contact Name or email address.

2. Click Search. A table with organizations that match your search criteria will appear below the search portion of the page, and you can click on a column header to sort by that item.
3. Click on a number in the Agreement Number column that corresponds to the organization for which you are searching. The *Accounts* page with all of the CLP Membership Agreement details appears.

Or, click [Export to CSV](#) to save this information for offline viewing.

Agreement Number	Status	Agreement Type
1234567890	Inactive	PROGRAM MEMBER
9876543210	Active	PROGRAM MEMBER

CLP Purchase Summary Report

The CLP Purchase Summary report is available to CLP Program Members and some internal Adobe groups. The report contains the total quantity of individual products ordered from Adobe during a given time period for one CLP Program Member.

It also contains basic CLP Membership information such as:

- End User ID, Name & Address
- CLP Agreement Number
- Membership Start & End Dates
- Current Discount Level
- Number of Achieved Points
- SKU information
- Product information

To view this report, select **Reports > View CLP Purchase Summary Report** from the [Navigation Menu](#). To view a CLP Purchase Summary report:

1. Enter all of the selection criteria you have available. More information will help to yield more meaningful search results.

If you know an End User ID, CLP Agreement Number or Organization Name, you can enter it here.

Note: Click [Select Multiple](#) to list multiple items at once.

Note: Some of the search criteria may allow you to search by [Using the Magnifying Glass](#).

- Click Search to proceed. Your search results will appear in a table below the selection criteria, and you can click on a column header to sort by that item.
- Click on a number in the Agreement Number column that corresponds to your search. The Purchase details page for that CLP Agreement Number appears.

CLP Purchase History				
SKU	SKU Description	Product Name	Product Version	Qty
54025384AT	Audition 3.0 WIN AOO License UE	Audition	3.0	4
54026691AT	Acrobat Professional 9.0 WIN Upgrade License UE	Acrobat Professional	9.0	129
54026968AT	Flex Builder Pro 3.0 MLP Upsell License UE FROM STD VER 3	Flex Builder Pro	3.0	1
54027408AT	Design Premium CS3 3.3 MAC Upgrade License UE CS PRM/STD OR	Design Premium	3.3	15
65013268AT	Dreamweaver CS4 10.0 WIN AOO License UE	Dreamweaver	10.0	4
65014559AT	Photoshop CS4 11.0 WIN Upgrade License UE	Photoshop	11.0	4

Export To CSV | Print To PDF | Back

- Click [Export to CSV](#) to save the product and SKU information for offline viewing.

Or click Print to PDF to view the page's information in a PDF.

View Open Orders Report

The Open Orders Report will show all orders for a specific End User or Channel Partner that have not processed completely. Running this report may be helpful in determining the cause of an order that is delayed.

Specific groups in Adobe have the ability to view open order reports. If you are not a part of one of those groups, the information regarding open orders will have no relevance.

The report contains information such as:

- Order Date & Number
- Transaction Type (Upgrade, Return, Order)
- Sold-to ID, Name, PO Number
- Reseller Name & PO Number
- End User ID, Name, PO Number, Contact, Email, Phone
- Deploy-to Name & Address
- Licensing Program
- SKU information
- Quantity
- Currency

To view this report, select **Reports > View Open Orders** from the [Navigation Menu](#).

To run this report, see [Run a Report](#).

View Return Orders Report

The Return Orders report displays all orders that were submitted to Adobe for return within a specified time period for a specified End User and/or Channel Partner.

Specific groups in Adobe have the ability to view return order reports. If you are not a part of one of those groups, the information regarding returned orders will have no relevance.

The report contains information such as:

- Return Order Date & Number
- Order Status
- Sold-to ID, Name, PO Number
- Reseller Name & PO Number
- End User ID, Name, PO Number, Contact, Email, Phone
- Deploy-to Name & Address
- Licensing Program
- CLP Agreement Number
- SKU information
- Quantity
- Currency

To view this report, select **Reports > View Return Orders** from the [Navigation Menu](#).

To run this report, see [Run a Report](#).

Licenses

License items available are:

- [Retrieve Serial Numbers](#)
- [Transfer of License \(TOL\)](#)
- [Redeem an Upgrade Coupon](#)
- [Track Media and Documentation](#)
- [Obtain License Certificates](#)
- [Granting ESD Entitlements](#)

Retrieve Serial Numbers

After an order is placed, you can retrieve the product's corresponding serial number.

Note: If serial the number you attempt to retrieve is not listed, verify that the product was ordered.

To retrieve serial numbers, complete the following steps:

1. Select **Licenses > Retrieve Serial Numbers** from the [Navigation Menu](#).
2. Enter the End User or Deploy-to ID in the available search space.
Note: You can search by [Using the Magnifying Glass](#) near the available text box.
3. Click Search. The search results appear in a table below the search criteria.
4. Select a Product Name, Product Version, and Platform to filter the results listed, or click on a column header to sort by that item.
5. Click [Export to CSV](#) to save the information for offline viewing.

Transfer of License (TOL)

Specific groups in Adobe have the ability to initiate a Transfer of License (TOL). For more information on when Transfer of Licenses are allowed, please search on [InField](#).

For TLP customers, all licenses in an order have to be transferred. A partial transfer is not allowed due to the nature of the original transaction. For CLP members, some or all of the licenses they have can be transferred.

Identify License the Holders

1. Select **Licenses > Transfer of License** from the [Navigation Menu](#) to initiate a TOL.
2. Enter a Certificate ID or an Order number or search for an End User, Deploy-to ID or CLP Agreement Number in the Select Certificate section of the *Transfer of License* pages.
Note: You can search by [Using the Magnifying Glass](#) near the available text box.
3. Click Search. A page with the search results appears.
4. Click on the Certificate ID number that you want to transfer. The next *Transfer of License* page appears.

If you don't see the certificate ID you want to transfer, click Search Again, at the bottom of the page, to perform the search over again.

5. Select the type of Licensing Program (i.e. TLP, CLP, commercial, education, etc.), within the New Certificate Information section, that corresponds to the licensing program type of the new license holder. If the customer does not have a CLP, choose TLP.
6. Enter the End User ID or CLP Agreement Number for the organization that will receive the certificate, or search by [Using the Magnifying Glass](#).

Add Deploy-to Information

If the license you are transferring will be used in a location other than the address of the End User listed in the New Certificate section, add Deploy-to Information.

Click Add/Edit to search for an existing Deploy-to ID for the new licensee. A list of existing Deploy-to Contacts corresponding to the End User will be displayed.

If you find the correct Deploy-to Contact:

1. Select the Deploy-to ID.
2. Review the contact information and correct as necessary.
3. Click Create to add this Deploy-to Contact to the new certificate.

If you do not find an existing Deploy-to ID after searching:

1. Scroll to the bottom of the Deploy-to Results page and click Create New Deploy-to.
2. Enter the new Deploy-to information.
3. Click Create.

Validate and Submit

1. Validate the information in the Order Information section and determine the number of licenses to transfer.

Note: For TLP customers, all licenses in an order have to be transferred. A partial transfer is not allowed do to the nature of the original transaction.

2. Click Full Transfer or Partial Transfer.
3. Review the transfer of license information.
4. Click Submit to complete the transfer of license. A *Transfer of License Acknowledgement* page will appear with the a confirmation that the license(s) were transferred.

Note: You may want to print a copy of the *Transfer of License Acknowledgement* page.

Track Media and Documentation

If you want to get shipping information about a shipment of software CDs/DVDs or documentation, you can use the Track Media and Documentation function in LWS to obtain the tracking number for the shipping carrier.

To track media and documentation:

1. Select **Licenses > Track Media and Documentation** from the [Navigation Menu](#).
2. Enter the Order Number, Customer ID and/or Invoice Date Range of the order.

You can also enter the SKU number to filter your search. More search criteria will help to yield more meaningful search results.

Note: You can search by [Using the Magnifying Glass](#), or click [Select Multiple](#) to choose multiple User IDs for some of the search criteria fields.

3. Click Search. The search results appear in a table below the search criteria, and you can click on a column header to sort by that item.
4. Click on the tracking number to view tracking information provided by the carriers if the carrier was listed on the order and is one the major carriers.

You can also click [Export to CSV](#) to view the list of media and documentation orders for offline view.

Note: If a limited amount of search criteria is entered, too much information may generate and only the first 5,000 rows will display and be available to export to CSV.

Obtain License Certificates

Customers can obtain license certificates to keep for their records and to assist in their license compliance.

Note: If a Contact Person or End User ID has changed since the date of the order, these changes will be reflected in the license certificate.

License certificates contain:

- Certificate Number
- Issue Date
- Order Number
- End User ID, Name & PO Number
- Licensing Program
- CLP Agreement Number (if applicable)
- Deploy-to ID, Name, Contact Name, Address
- Points (if applicable)

To obtain license certificates:

1. Select **Licenses > Obtain License Certificates** from the [Navigation Menu](#) to view the *License Certificates* page.
2. Enter your search criteria.

You may narrow your search by location, date range, and program and product information.

Note: Click [Select Multiple](#) to list multiple items at once.

Note: Some of the search criteria may allow you to search by [Using the Magnifying Glass](#).

3. Click Search. The search results appear in a table below the search criteria, and you can click on a column header to sort by that item.
4. Click on the number in the Certificate # column to view the license certificate.

Or click on the [Export to CSV](#) to save the list of certificate IDs for offline viewing.

Note: If a limited amount of search criteria is entered, too much information may generate and only the first 5,000 rows will display and be available to export to CSV.

If you received an error message about the search fields, make sure you entered at least one of the required search fields:

- Order Number: Adobe Order Number, End User PO, Sold-to PO or Reseller PO

- ID: Sold-to ID, Reseller ID, End User ID or End User CLP Agreement Number
- Deploy-to Country

Note: If the intended certificate ID results are not generated, double check the search criteria you entered.

Account Management

There are different [Account Types](#) that use LWS.

You are able to perform the following tasks to manage your Account in LWS:

- [Find Customer Accounts](#)

Account Types

An account—also called an organization—within the Licensing Web Site refers to an entity of a specific user type. Accounts are not individuals, but are more likely to be a business, school, government entity, or a specific department, or location. There are different types of Accounts or Organizations you may see depending on your [Profiles](#).

End User

A customer's primary location or location they want associated with their CLP membership.

Deploy-to

The customer location where the licenses are being used.

New Deploy-to accounts are created when a new location is identified during one of the following events:

- An Adobe Sales Order is created.
- A license is transferred from an existing licensing customer.
- Adobe creates an account for an enterprise customers.

Channel Partners and Resellers are not allowed to be a Deploy-to contact person on an order. If the customer would like the Channel partner to have access to their account, they can add the Channel Partner as a Deploy-to contact.

Media Ship-to

The Customer, Adobe License Center (ALC), Distributor or Reseller location where physical items such as software CDs, DVDs, or documentation are shipped. Customers who are listed as a Media Ship-to address on an order will not have access to LWS.

Sold-to Partner

The physical location of the ALC, Solution Reseller or Distributor to whom Adobe sold the goods and/or services.

Reseller

The Reseller is the entity that purchases software from a Sold-to Partner and sells it directly to a customer.

Cost Center

Internal Adobe Cost Center for placing donation and evaluation orders

Internal Adobe

Users who are Adobe employees or vendors in areas such as Sales & Sales Ops, Order Management, Customer Care, Supply Chain Ops, Contract Coordinators, and IT.

Each Account Type has individual users or Contacts associated with it who are able to view, and in some cases edit, information about that organization.

Edit Account Details

Specific groups within Adobe have the ability to do the same tasks as a customer or Channel Partner or Sold-to, depending on their level of access. Internal Adobe users have the additional capability of searching for an End User or Account.

Find Customer Accounts

To search for the account information for a particular organization:

1. Select **Accounts > Find Customer Accounts** from the [Navigation Menu](#).
2. Enter in the search criteria to find an organization. At least the Customer ID or at least the first three characters of the organization's name are required.
3. Click Search. The search results appear in a table below the search criteria.
4. Click on the name in the Organization column that corresponds to the organization for which you are searching. The Account Details portion of the organization's *Accounts* page appears.

Or, if the organization is a CLP, click on a number in the CLP Membership column to see the CLP Membership Agreement details of an organization.

See also [Search for a Contact Person](#).

Contact Management

The parts of contact management are:

- [Understanding Account Contacts](#)
- [Contact Types](#)
- [Managing Contacts](#)

Understanding Account Contacts

Contacts are the individual users that are associated with an Account or Organization. Each Organization may have multiple contacts. Also, an individual may be listed as a Contact on multiple Organizations within LWS. Contact information includes:

- Name
- Email address
- Phone number

The individuals who are Contacts on an Organization have access to perform the following tasks:

- View details about the account, (depending on type of contact)
- Receive communications regarding orders, shipping, or program information, (depending on type of contact)
- Edit or change the Organization and program information
- Add or remove Contacts from an Organization
- Set individual preferences on the Settings page

Contact Types

Licensing Contact

A Licensing Contact is any individual who is associated with an Account in the LWS. This contact person may be listed on a particular order and would then receive communication regarding that order.

Program Administrator

Certain types of licensing programs such as CLP, and Term Site License--as well as Self-enrolled Affiliates of a CLP Program Member require a Program Administrator. The Program Administrator is the main point of contact for the licensing program and will receive communications about program details as well as have the ability to change certain preferences about that specific licensing program.

Default Contact

Some organizations (i.e. Resellers and Deploy-to's) accessing LWS have a Default Contact that receives communications from Adobe if the original contact intended to receive the communication is no longer a part of your organization. For example, if a contact person listed on an order has been removed from your organization, the Default Contact person will receive any subsequent communications regarding that order.

Primary Contact

Some organizations (i.e. Sold-to Partners and Cost Centers) accessing LWS have a Primary Contact that is the only person that can add or remove contacts for the organization, and also receives all communication from Adobe relating to their volume licensing account.

Managing Contacts

Specific groups within Adobe have the ability to manage the contacts for end user and/or channel organizations using LWS.

The following are the Contact Management related tasks available in LWS:

- [Search for a Contact Person](#)

Search for a Contact Person

Specific groups within Adobe have the ability to view information within LWS for channel partners, end customers, and/or internal Adobe contacts.

Select **Accounts > Find Customer Contacts** from the [Navigation Menu](#) to search for a contact person.

Note: If you are linked to more than one profile (see [Change Your Profile](#)), make sure you are in the correct profile to search for a contact person.

To search for a contact:

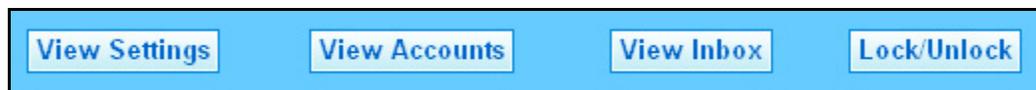
1. Enter the search criteria into the available fields.
2. Click Search. The search results appear on the page.

Note: By entering a contact's name, their email address, or phone number, LWS will return results that correspond with your search. If the search results do not match what you are looking for, double check the information you entered and/or limit the information you enter to yield more results.

3. Select the radio button next to the name of the contact person for which you are searching.

Contact Name	Email Address	Phone Number	Lock Status
<input type="radio"/> JOHN SMITH	JSMITH@XYZUNIVERSITY.COM		

4. Click on one of the buttons below the search results to proceed:



- View Settings** – view the personal settings for the selected contact person (See [View Personal Settings for Another User](#) for more information.)
- View Accounts** – view the accounts to which the selected contact person is connected (See [Find Customer Accounts](#) for more information.)
- View Inbox** – view the contact person's message inbox (See [View Message Inbox for Another User](#) for more information.)

d. **Lock/Unlock** – lock or unlock the selected contact person's ability to access LWS

Note: Different internal Adobe groups will not see all of the buttons due to the level of access granted.

Orders

The following are Order related tasks available in LWS:

- [Create a CLP Order](#)
- [Create a TLP Order](#)
- [Retrieve Saved Orders](#)
- [View Order Status](#)
- [Request Return](#)
- [View Return Status](#)
- [View and Track ESD Entitlements](#)

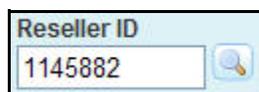
Create a CLP Order

Specific groups in Adobe have the ability to create orders for channel partners.

Select **Orders** > **Create Order** from the [Navigation Menu](#) to begin the order process.

Enter Purchase Order Details

1. Enter the search criteria into the available fields and click Search.
The page reloads with the search results.
2. Click on a number in the Partner Agreement column.
3. Enter the CLP Agreement Number of the Program Member. Then click Search.
4. Click on the agreement number when the search results appear.
5. In the Bill-to field, select the Bill-to address where invoices are to be sent.
6. In the Payer field, select the Payer address if it is different from the Bill-to. The Payer is the entity responsible for making the payment.
Note: The Payment Method field is populated automatically based on the channel partner's credit terms with Adobe.
7. Enter the Purchase Order Number for the ALC/Sold-to (required), Reseller (optional), and End User (optional).
8. If there is a reseller on the order, enter the Reseller ID then click the magnifying glass to search for the reseller information (see [Using the Magnifying Glass](#)).



A screenshot of a web form element. It consists of a rectangular box with a light blue border. Inside the box, the text "Reseller ID" is displayed in a small font at the top left. Below this text is a white input field containing the number "1145882". To the right of the input field is a small, light blue magnifying glass icon, which is used for searching.

9. If you do not have the Reseller ID, click the magnifying glass to open the Search Reseller window. Enter your search criteria, and then click Search.
Note: Use the asterisk (*) as a wild symbol.
10. Click on the Reseller ID number in the Reseller Search Results window to populate the reseller information.
11. Verify the End User & Contact Information, and then click Continue.

Enter Media Ship-to and Deploy-to Information

The Media Ship-to information is used to indicate where physical product will be shipped, if it is included in the order. The Media Ship-to information is required on all orders containing physical product.

The Deploy-to information is used to indicate where licenses are being deployed. The Deploy-to can be the same as or different from the Media Ship-to. The Deploy-to information is required on all orders containing non-shippable items.

For CLP orders, both the Media Ship-to and the Deploy-to information can be indicated at the header or line item level.

To add or edit Media Ship-to information:

1. Click Add/Edit to enter the Media Ship-to information at the header level. This Media Ship-to information will be used for all line items unless a different Media Ship-to is indicated for a specific line item. Click Next.
2. Select a Media Ship-to address from the Select Recently Used Addresses drop-down menu. If the correct address does not appear in the menu, enter the new information in the fields provided.

Note: If you enter a PO number, mail stop, office number, etc. in the Address Line 1 field for the Media Ship-to address, it will create a new Media Ship-to in the system. Enter this additional information only if you wish to create a new Media Ship-to.

To add or edit Deploy-to information:

1. Click Add/Edit to enter the Deploy-to information at the header level. This Deploy-to information will be used for all line items unless a different Deploy-to is indicated for a specific line item. Click Next.
2. If the correct address is listed, select a Deploy-to address from the *Deploy-to Results* page.

To Create a new Deploy-to:

1. Click Create New Deploy-to at the bottom of the *Deploy-to Results* page.
2. Enter the new information in the fields provided.

Note: Do not enter a PO number, mail stop, office number, etc. in the Address Line 1 field for the Deploy-to address. This will create a new Deploy-to in the system. If you need to enter this information, enter it in the Address Line 2 or Address Line 3 fields. Data in these fields will not create a new Deploy-to.

3. When you are finished, click Next.

If you have entered a new address that is not in the system, you will be prompted to edit or confirm the information before continuing.

Using the new address will create a new Deploy-to that can be used on future orders.

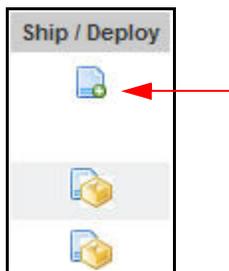
Enter Line Item Details

1. Enter the SKU, Quantity, and End User PO Date for each item that you want to order.
2. Click Update to populate the Description, Price, Points, and default Media Ship-to and Deploy -to information.
3. If you have a different End User PO for one or more line items, enter the PO in the End User PO field. Otherwise, the End User PO entered on the *Create Order* page will be used.

4. If you want to change the Media Ship-to and/or Deploy-to information for a line item, click the icon in the Ship/Deploy column. You will be prompted to select or enter a new Media Ship-to or Deploy-to address.



5. If you specify a custom line item Media Ship-to or Deploy-to, the icon will change to indicate the custom information for that line item.



Note: If you are a worldwide ALC ordering product for multiple regions, refer to the *How to Order Guide for Adobe License Centers* on the Adobe Partner Portal at <http://partners.adobe.com> for information on how to select the appropriate currency and pricing.

6. Click Add More Items if you need more than 10 lines for your order.
7. Click Continue to go to the *CLP Order Confirmation* page.

Confirm Your Order

1. On the *CLP Order Confirmation* page, carefully review the End User, Media Ship-to, and Deploy-to contact information.
2. Verify that all items and quantities ordered are correct and that any custom line item Media Ship-to and/or Deploy-to addresses are indicated correctly.
3. Click Submit if you need to make changes.

Click Save if you want to save the order to process later.

Click Back if the order is correct and you are ready to proceed.

4. After your order processes, the *CLP Order Acknowledgement* page displays. Please note your order number at the top of the page.

Click [Print](#) to print this page for future reference.

Create a TLP Order

Specific groups in Adobe have the ability to create orders for channel partners.

Select **Orders**> **Create Order** from the [Navigation Menu](#) to begin the order process.

Enter Purchase Order Details

1. Enter the search criteria into the available fields, and click Search.

The page reloads with the search results.

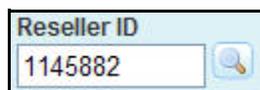
2. Click on a number in the Partner Agreement column.
3. In the Bill-to field, select the Bill-to address where invoices are to be sent.
4. In the Payer field, select the Payer address if it is different from the Bill-to. The Payer is the entity responsible for making the payment.

Note: The Payment Method field is populated automatically based on the channel partner's credit terms with Adobe.

5. Enter the Purchase Order Number for the Distributor/Sold-to (required), Reseller (optional), and End User (optional).
6. Enter the Reseller ID then click Add Contact to add a contact for this order.
7. If you do not have the Reseller ID, click the magnifying glass to open the Search Reseller window. Enter your search criteria, and then click Search.

Note: Use the asterisk (*) as a wild symbol.

8. Click on the Reseller ID number in the Reseller Search Results window to populate the reseller information.



9. Enter the End User ID then click the magnifying glass to search for the end user information (see [Using the Magnifying Glass](#)).
10. If you do not have the End User ID, click the magnifying glass to open the Search End User window. Enter your search criteria, and then click Search.
11. Click on the End User ID number in the End User Search Results window to populate the end user information.
12. Verify the End User information, and then click Continue.

Enter Media Ship-to and Deploy-to Information

The Media Ship-to information is used to indicate where physical product will be shipped, if it is included in the order. The Media Ship-to information is required on all orders containing physical product.

The Deploy-to information is used to indicate where licenses are being deployed. The Deploy-to can be the same as or different from the Media Ship-to. The Deploy-to information is required on all orders containing non-shippable items.

For TLP orders, the Media Ship-to and the Deploy-to information can be indicated only at the header level.

To add or edit Media Ship-to information:

1. Click Add/Edit to enter the Media Ship-to information at the header level. This Media Ship-to information will be used for all shippable line items.
2. Select a Media Ship-to address from the Select Recently Used Addresses drop-down menu. If the correct address does not appear in the menu, enter the new information in the fields provided.

Note: If you enter a PO number, mail stop, office number, etc. in the Address Line 1 field for the Media Ship-to address, it will create a new Media Ship-to in the system. Enter this additional information only if you wish to create a new Media Ship-to.

3. Enter a contact name and email address for this order and click Create.

To add or edit Deploy-to information:

1. Click Add/Edit to enter the Deploy-to information at the header level. All existing Deploy-to accounts for this End User will be displayed. This Deploy-to information will be used for all non-shippable line items.
2. Select a Deploy-to address from the *Deploy-to Results* page.
3. If the correct address is not listed, you can either:
 - Select a Deploy-to ID to edit an existing address.
 - Click Create New Deploy-to at the bottom of the screen.
4. Enter the new information in the fields provided.

Note: Do not enter a PO number, mail stop, office number, etc. in the Address Line 1 field for the Deploy-to address. This will create a new Deploy-to in the system. If you need to enter this information, enter it in the Address Line 2 or Address Line 3 fields. Data in these fields will not create a new Deploy-to.

5. When you are finished, click Create.

Enter or select the Deploy-to Contact Name and email address.

Note: If you have entered a new address that is not in the system, you will be prompted to edit or confirm the information before continuing. Using the new address will create a new Deploy-to that can be used on future orders.

Enter Line Item Details

1. Enter the SKU and Quantity for each item that you want to order.
2. Click Update to populate the Description, Price, Points, and Start Date for any Upgrade Plan or support. You will also get a message if you need to specify a Media Ship-to and/or a Deploy-to address.
3. Click Add More Items if you need more than 10 lines for your order.
4. Click Next to go to the *TLP Order Confirmation* page.

Confirm Your Order

1. On the *TLP Order Confirmation* page, carefully review the Reseller, End User, Media Ship-to, and Deploy-to contact information.
2. Verify that all items and quantities ordered are correct.
3. Click Submit if you need to make changes.

Click Save if you want to save the order to process later.

Click Back if the order is correct and you are ready to proceed.

4. After your order processes, the *TLP Order Acknowledgement* page displays. Please note your order number at the top of the page.

Click [Print](#) to print this page for future reference.

Retrieve Saved Orders

Specific groups in Adobe have the ability to access saved orders for end customers and channel partners.

At any time, you can save an order to finish later. From any screen in the Create Order process, click Save to save your order. Orders can be saved for a maximum of 60 days.

Select **Orders > Retrieved Saved Orders** from the [Navigation Menu](#) to go to the *Saved Orders* page.

To retrieve a saved order:

1. Enter the search criteria into the available fields, and click Search.
The page reloads with the search results.
2. Click on a number in the Sold-to column.
3. Click the Saved Order Number to open the order.
4. Follow the steps outlined in [Create a CLP Order](#) or [Create a TLP Order](#) to complete the order.

View Order Status

In order to view the status of an order, select **Orders > View Order Status** from the [Navigation Menu](#).

Specific groups in Adobe have the ability to view the status of an order. If you are not a part of one of those groups, the information regarding the status of orders will have no relevance.

To view an Order Status:

1. Enter the Adobe Order Number or any other search or filtering criteria.
2. Click Search. All orders matching your search criteria will display in the table below.
Note: If you receive an error message about the number of results, you may want to narrow the invoice date range or provide more selection criteria to produce fewer results.
3. Click on the desired Order Number.
4. The *View Order Status* page displays the status of the order.

Order Details	
	Adobe Order Number 132272175
	Order Date 10-JUL-2009
	Order Status Open

Request Return

Specific groups in Adobe have the ability to request returns for end customers and/or channel partners.

Select **Orders > Request Return** from the [Navigation Menu](#) to view the *Return* page.

To request a return:

1. Enter an order number or search by Sold-to PO or ID in the 1. Select an order portion of the *Return* page. For CLP orders, you can also search by End User CLP Agreement number.
2. Click Search. A list of orders will appear in a table below the search criteria.
3. Click the Adobe Order Number of the order you wish to return.

4. Select a reason from the “Reason for Return” drop-down menu:
 - Order Cancelled
 - End User Did Not Accept EULA
 - Wrong Product/Platform
 - Wrong Company/End User
 - Duplicate Order
 - Wrong Language
5. For any return other than EULA returns or cancellations, enter the Replacement Order #.
6. [CLP Only] Select Full Return or Partial Return. If you are returning a partial order, enter the Return Quantity. (Partial returns are not allowed for TLP orders.)
7. Click Continue.
8. Review the return details on the following page. If the return details are correct, click Submit.
9. After your return processes, the *Acknowledgement* page displays with your RMA number.

Note: To complete the return, the end user must sign and return the Letter of Destruction (LOD.) Return credit will be issued only if the LOD is completed and returned within 30 days of the RMA number being issued. Refer to the *How to Order Guide* on the Adobe Partner Portal at <http://partners.adobe.com> for information on how to complete and return the LOD.

View Return Status

In order to view the status of a return, select **Orders > View Return Status** from the [Navigation Menu](#) to go to the *Return Status* page.

Specific groups in Adobe have the ability to view the status of a return. If you are not a part of one of those groups, the information regarding the status of returns will have no relevance.

To view the status of a return:

1. Enter the RMA Number or any other search or filtering criteria. Then click Search.

Note: An error message will appear if the search criteria provided does not match the information in LWS. Verify the information you enter is correct.
2. If you receive multiple search results, select the one that you wish to view.

The *View Return Status* page provides the details of the return request and indicates the reason for any open return.

Return Status	Return Status	Return Type	Return Reason	Hold Reason
	Open	Full	End Customer did not Accept EULA	Awaiting OM Approval

- Open returns are on hold for various reasons, e.g. waiting for Order Management approval or the Letter of Destruction (LOD).
- When the LOD has been received and processed, the status changes to Closed and a credit is issued to your account.

Download Software via Electronic Software Delivery (ESD)

The following are Electronic Software Delivery (ESD) related tasks available in LWS:

- [Manage Downloaded Software / ESD Entitlement Report](#)
- [Granting ESD Entitlements](#)
- [View and Track ESD Entitlements](#)

Manage Downloaded Software

Adobe provides you with the ability to manage downloaded software by using the ESD Entitlement Report, which is similar to the “Download Log” available prior to AVL 5.

While viewing ESD entitlements, you can:

- View the products available to download
- View the download statistics:
 - Contacts downloading software
 - Download Date, Time, & Size
 - IP Address of the computer where the software downloaded

Select **Reports > View ESD Entitlements** from the [Navigation Menu](#) to navigate to the ESD Entitlement Report on the *View ESD Entitlements* page.

To view ESD entitlements for the download details of products:

1. Enter the selection criteria: End User/Deploy-to ID, product name and version, or date range.
Note: If you need assistance entering the search criteria, you can get help by [Using the Magnifying Glass](#). If you want to list more than one item for a particular search criteria, use [Select Multiple](#).
2. Click Search. The table below the search section of the page updates to reflect your selection criteria.

To view all products’ download information: Click Show All Download Details to view the *ESD Entitlement Download Log* pop-up page with the download details for all of the products.

To view a product’s download information: Click on a number in the Number of Downloads column to view the *ESD Entitlement Download Log* pop-up page for a particular product’s download details.

Granting ESD Entitlements

Specific groups in Adobe have the ability to grant ESD entitlement and reasons for granting ESD to end customers.

There are two main parts of granting ESD entitlements. The first part of the process centers around searching for or creating a Deploy-to to whom you are granting ESD. The second part is selecting the types of products. To begin the process, select **Licenses > Granting ESD Entitlements** from the [Navigation Menu](#).

Search for a Deploy-to:

1. Enter the Deploy-to ID, or click on the magnifying glass to search for an organization and proceed to step a.

- a. Enter in the search criteria into the available fields, and click Search. The *Search Deploy-to Results* pop-up page appears.
- b. Proceed to step 3.
2. Click Continue. The *Search Deploy-to Results* pop-up page appears.
3. Click on a number in the Deploy-to ID column that corresponds to the organization for which you are searching. You can also create a new Deploy-to by clicking Create New Deploy-to.
The *Create/Edit Deploy-to* pop-up page appears.
4. Enter or edit the organization and contact information.
5. Click Continue when finished. The pop-up page closes and the first *Granting ESD Entitlements* page re-appears.
6. Click Continue to proceed to the ESD products portion of granting ESD entitlements.

Select ESD products:

1. Select a product, version, platform, and language from the drop-down lists.
The available products will appear in the Available Products box.
2. Select a product in the Available Products box, your selection will be highlighted. This is the product that you want to grant the Deploy-to ESD entitlement rights.
3. Click > to move the product into the Selected Products box.
Repeat steps 1-3 if there are more products for which the Deploy-to requires ESD entitlement rights.
4. Click Continue. A review page appears.
Note: You may receive an error message if a selected product is not available with ESD. Remove the product from the Selected Products box and repeat step 4
5. Verify the End User, Deploy-to, and Product information is correct, and click Submit.
The Deploy-to now has ESD for the product(s) chosen.

View and Track ESD Entitlements

Select **Orders > View ESD Status** from the [Navigation Menu](#) to navigate to the *Track ESD Entitlements* page.

To track ESD entitlements for customers:

1. Enter the selection criteria (Deploy-to ID, Product Name, Product Version, and/or Date Range) to track ESD entitlements on the *Track ESD Entitlement* page.
2. Click Search. A table with the information that matches the search criteria displays below the search section of the page.
3. Click on a Deploy-to ID to view the ESD entitlement for a particular customer. The *Granting ESD Entitlements* page appears with the End User and Deploy-to information and the ESD products that are associated with that Deploy-to.
4. Review the ESD entitlement for the selected Deploy-to ID.

You can print the page for your records.

Licensing Upgrade

The following are Licensing Upgrade related tasks available on LWS:

- [Redeem an Upgrade Coupon](#)
- [View Existing Licensing Upgrade Entitlement Orders](#)

Redeem an Upgrade Coupon

Specific groups within Adobe have the ability to redeem an upgrade coupon on behalf of a customer.

To redeem an upgrade coupon:

1. Select **Licenses > Redeem Upgrade Coupon** from the [Navigation Menu](#).
2. Enter a coupon number and proceed to step 3, or click on the magnifying glass and proceed to step a.
 - a. Enter in the search criteria into the available fields.
 - b. Click Search. The search results appear at the bottom of the page.
 - c. Click on a number in the Customer ID column that corresponds to the organization for which you are searching. The Select a coupon or order portion of the *Redeem Upgrade Coupon* page appears with a table of the customer's unredeemed coupons and licensing upgrade orders (see [View Existing Licensing Upgrade Entitlement Orders](#)).

Note: To find redeemable coupons only, change the drop-down menu from "Show All" to "Show Redeemable Coupons".

 - d. Click on a number in the Coupon Number column to redeem the coupon for the customer.
 - e. Proceed to step 4.
3. Click Continue.
4. Review the upgrade order and modify the Deploy-to or Media Ship-to information if needed.
5. Click Submit at the bottom of the page when done to view the Order Confirmation.

View Existing Licensing Upgrade Entitlement Orders

Select **Licenses > Redeem Upgrade Coupon** from the [Navigation Menu](#).

To view an upgrade order:

1. Click on the magnifying glass. The Select a Customer portion of the *Redeem Upgrade Coupon* page appears.
2. Enter in the search criteria into the available fields.
3. Click Search. The search results appear at the bottom of the page.
 - d. Click on a number in the Customer ID column that corresponds to the organization for which you are searching. The Select a Coupon or Order portion of the *Redeem Upgrade Coupon* page appears with a table of the customer's unredeemed coupons and licensing upgrade orders.

Note: To find redeemable coupons only, change the drop-down menu from "Show All" to "Show Upgrade Orders".
5. Click on a number in the Order Number column to view the order the order's details.