

EFI Fiery[®] for Adobe Acrobat DC License Revocation Issue

Adobe_Acrobat_DC_Patch.exe patch release note

Overview

This checklist helps you to prepare for the installation of Adobe_Acrobat_DC_Patch.exe file.

General information	
Current version	Adobe Acrobat DC released with the "PDF Support Applications" DVD
Release date	18-June-2019
Files included	Adobe_Acrobat_DC_Patch.exe
File size	4.35 MB
Checksum	1210351443

Issue addressed with this release

Few users of Adobe Acrobat DC application have experienced a license revocation issue causing the Adobe Acrobat DC application to display "License Revoked" message. To fix this issue, Adobe[®] has provided EFI a solution, and EFI has expedited this solution and created a patch. Affected users can install this patch to solve the license revocation issue.

Steps to reproduce the issue

- **1** Start the Adobe Acrobat DC application.
- **2** You may experience the following:
 - Adobe Acrobat DC application displays "License Revoked" message.
 - Adobe Acrobat DC application prompts you to sign in to the Adobe Account or create an account to proceed.
- **3** If you have Adobe Acrobat Distiller application installed, start the Adobe Acrobat Distiller application, and then you may experience the following:
 - Adobe Acrobat Distiller application may display an error or prompts you to sign in to the Adobe Account.



Patch installation instructions

Important: Before you install the Adobe_Acrobat_DC_Patch.exe file, make sure of the following requirements:

- Make sure you have the original media pack that contains the Adobe Acrobat DC application purchased with the Fiery server.
- This patch is applicable only for Fiery servers or client computers running on Windows OS.
- **1** Make sure of the following:
 - For Windows client computers: Save your work, and close all the Adobe and other applications.
 - For Fiery servers: Fiery server must be in Idle state and close all the applications running on your Fiery server.
- **2** Log on with Administrative privileges.
- **3** Copy the "Adobe_Acrobat_DC_Patch.exe" file to desktop or any local folder.
- 4 Double-click the Adobe_Acrobat_DC_Patch.exe file to install.

After the patch is installed, it displays the message "Patch is applied successfully. Please uninstall the Adobe Acrobat application from your system and reinstall".

- **5** Uninstall the Adobe Acrobat DC application from your system.
- **6** Install the Adobe Acrobat DC application using the original media pack that contains the Adobe Acrobat DC application purchased with the Fiery server.
- **7** Restart the system.
- 8 After the system restarts and running, start the Adobe Acrobat DC application.

The application will not prompt you to sign in to the Adobe Account.

9 In the Adobe Acrobat DC application, click Help > Check for Updates to check for latest updates.