

Adobe Central Output Server Family Upgrade FAQ

What's new with the Adobe Central Output Server product family?

Adobe has released new versions of the Adobe® Central Output Server software family, providing improved support for current enterprise environments and enhanced migration support for moving to Adobe LiveCycle® Output ES software. Upgrades are available for the following products:

Products	Platforms	New version
Adobe Central Pro Output Server Adobe Output Pak for mySAP.com® Adobe Central Output Server ¹	Microsoft® Windows® 2000 Server; Windows Server® 2003, 2008 IBM® AIX® 5.3, 6.1 Sun™ Solaris™ 9, 10/SPARC® Red Hat® Enterprise Linux® 4, 5/Intel® SUSE® Enterprise Linux 9, 10/Intel HP-UX 11i/PA-RISC (not Itanium)	5.7
Adobe Output Designer	Microsoft Windows XP, Windows Vista®; Windows Server 2003, 2008	5.7
Adobe Web Output Pak	Microsoft Windows 2000 Server; Windows Server 2003, 2008	2.0.7
Adobe Central Workstation Edition ¹	Microsoft Windows XP, Windows Vista	5.7

¹ Upgrades are available for these products, but they are no longer sold.

What are the key reasons to upgrade to Central, Central Pro or Output Pak for mySAP version 5.7?

- Updated operating system support — Microsoft Windows Server 2008, AIX 6.1, Sun Solaris 10, Red Hat Enterprise Linux 5, SUSE Linux Enterprise 10
- Updated e-mail support — Microsoft Exchange 2007/Outlook 2007, Domino Server R6/Lotus Notes R6, Sendmail
- Updated printer model support — HP and Lexmark
- IPv6 support — Supports the next-generation Internet layer protocol for packet-switched internetworks and the Internet
- Expanded barcode support — QR, DataMatrix, and Intelligent Mail barcode (USPS); in addition, MaxiCode is now supported on Intermec label printer. Effective January 2009, Intelligent Mail barcode is required to qualify for automation discounts with the U.S. Postal Service.
- Compatibility with the Central Migration Bridge, a set of Adobe LiveCycle Workbench services that will be included with the next generation of Adobe LiveCycle Output ES. LiveCycle Output ES is the designated replacement product for Central Output Server, Central Pro Output Server, Central Workstation Edition, and Web Output Pak. Customers who hold current Platinum support contracts qualify to exchange their software licenses for a comparable configuration of LiveCycle Output ES licenses for free or at a reduced rate. Read more about how to move to LiveCycle Output ES by requesting a copy of the Adobe Central Output Server Migration Guide

What are the key reasons to upgrade to Web Output Pak version 2.0.7?

- Updated operating system support — Microsoft Windows Server 2008
- Compatibility with Central Pro Output Server 5.7
- Compatibility with the current version of Microsoft IIS Web Server
- Compatibility with the Central Migration Bridge, a set of Adobe LiveCycle Workbench services that will be included with the next generation of Adobe LiveCycle Output ES. Read more about how to move to LiveCycle Output ES by requesting a copy of the Adobe Central Output Server Migration Guide

What are the key reasons to upgrade to Output Designer version 5.7?

- Updated operating system support — Microsoft Windows Vista
- Compatibility with Central Output Server 5.7, Central Pro Output Server 5.7, Output Pak for mySAP.com 5.7, and Web Output Pak 2.0.7

- Compatibility with the Adobe LiveCycle Designer ES import filter for template conversion

How long will Adobe support Central Output Server family products?

The Central Output Server family is scheduled for end-of-life in June 2016. Following Adobe enterprise support policies, customers on any Central version 5.7 or Web Output Pak 2.0.7 will be able to purchase core support contracts through June 2014 and extended support contracts through June 2016. Support services will remain consistent with previous generations, including access to technical support resources, software patches, and any third-digit software updates (for example, 5.7.x) that may be released.

How long will Adobe continue to sell Central Output Server family products?

Version 5.7 generation products will be available for sale through end-of-life in 2016, making it possible to purchase new licenses or expand existing installations as needed to support immediate business requirements. Version 5.7 generation products include Web Output Pak 2.0.7.

What are the technical implications of the upgrade?

To upgrade your system, you'll install the new version and then move your existing application files to the new environment. Similar to prior upgrades, your existing assets, such as templates, data sources, or transformation scripts, will not need to be updated.

How do we request an upgrade?

If your organization holds a current Platinum support contract, your designated point of contact received an e-mail containing a complimentary upgrade coupon with detailed instructions on the process. If you don't have access to that e-mail, contact Indigo Pacific Customer Care - customercare@indigopacific.com

If your organization does not hold a Platinum support contract and you own a version 5.4, 5.5, or 5.6 generation product, you can pay a fee to upgrade to the newest version.

What if we're running on a platform that isn't supported in the newest release?

Central 5.7 is not offered on OS/400[®] and Adobe Web Output Pak 2.0.7 is not offered on Sun Solaris. Licensees who hold current Platinum support contracts are eligible to upgrade to any supported platform with no platform-switch fee.

Are upgrades available for Adobe Output Manager software?

No. Support for the current version of Adobe Output Manager Software, version 5.3, ends in December 2010.