Legacy JetForm/Accelio Form Products

Discontinuation Notice

The acquisition of Accelio Corporation in 2002 was part of Adobe's strategy to become a leading provider of the intelligent document solutions that will revolutionize business processes. Since that time, Adobe and its partners have launched a series of new and exciting products to a growing list of customers around the world. A key part in this evolution is to ensure that we are fully supporting our customer needs with our newest technology. To facilitate this transition, we will be discontinuing some of our legacy form products, enabling our customers to migrate to more robust form-processing solutions.

Below is a list of some of the most frequently asked questions. If you have additional questions, please contact your Account Representative as follows:

For customers with a valid Premium Support contract, please contact the Adobe Customer Service Center at 1-866-766-2256 (North America only) or *otinfo@adobe.com*.

For customers without a valid Premium Support contract, please contact the Adobe Pre-Sales Center at 1-800-861-9428 (North America only) or *moreinfo@adobe.com*.

Q. Which legacy JetForm/Accelio form products will be discontinued?

A. *JetForm Design / Filler 4.x*
- JetForm Filler 4.x
- JetForm Filler Pro 4.x
- JetForm Filler Lite 4.x
- JetForm Intranet Enabled Filler 4.x (OEM only)

Adobe Accelio Classic FormFlow 1.x and 2.x
- Delrina FormFlow Starter Kit 1.x
- Delrina FormFlow Filler 1.x
- Symantec FormFlow Starter Kits 2.0
- Symantec FormFlow Filler 2.0
- JetForm FormFlow Starter Kit 2.x
- JetForm FormFlow Filler 2.x
- Adobe® Accelio Classic FormFlow Starter Kit 2.23 and higher
- Adobe Accelio Classic FormFlow Filler 2.23 and higher

Delrina Perform
- Delrina PerForm (all versions)
- Delrina PerForm Pro (all versions)

Q. Why are these products being discontinued?

A. As part of our continued commitment to deliver category-leading products and technologies that contribute to more effective communications—both within an organization and beyond—we have defined a long-term vision for digital forms that will help your organization reach a greater level of functionality. One of the steps involved in executing this vision is to consolidate products to provide our customers a more robust forms processing solution.

Q. When will these products be discontinued?

A. The end of product support is September 30, 2004, but we currently have in place a transition plan that will enable you to upgrade your applications and transition your forms at a very low cost and with minimal disruption to your organization.

Q. **Can I still purchase any of the products that are being discontinued?**

A. Yes. you can purchase legacy products and maintenance and support contracts until September 30, 2003.

Q. **How long will Adobe support these products? Who will provide this support?**

A. Adobe Customer Support will continue to support these products until September 30, 2004. This is meant to help our valued customers migrate their legacy form products to the transition upgrade products, Adobe Form Designer 5 and Adobe Document Server for Reader® Extensions.

Q. **Why should I upgrade to Adobe Form Designer and Adobe Document Server for Reader Extensions?**

A. Adobe Form Designer and Adobe Document Server for Reader Extensions allow you to quickly design intelligent Adobe Portable Document Format (PDF) forms that your customers, employees, partners, and suppliers can easily interact with.

Adobe PDF technology provides the ideal, reliable digital format to enable maximum interactivity, document integrity, and round-trip delivery of data. Adobe PDF has become the industry-standard format for intelligent documents because it preserves the look and feel of traditional, paper-based forms, and the documents can be read and consumed by anyone with the Adobe Reader, a free ubiquitous client that is shipped on many PCs sold today. Unlike HTML-based forms, users don't need to be online to find and fill in required information. As a result, forms become a tightly integrated part of an organization's processes and systems.

The transition upgrade product, Adobe Document Server for Reader Extensions, will provide significant benefits to our customers. This solution allows organizations to share documents with external constituents and customers, leveraging the 500 million copies of Adobe Reader that have been distributed worldwide. Document authors can also "turn on" features, enabling Adobe Reader users to fill in the form offline, save a personal copy of the form, add comments, share the document with others, and electronically sign the form.

Best of all, this vision will put you on a path to take advantage of future Adobe products and technologies whose capabilities will help your organization be more successful.

Additional product benefits include:

Adobe Form Designer:
- Quickly create powerful intelligent forms
- Easily deploy to multiple environments
- Design forms with accessibility features for visually impaired users
- Multiple language support

For a complete overview of Adobe Form Designer, please go to *www.adobe.com/products/server/formdesigner/main.html*.

Adobe Document Server for Reader Extensions:
- Multiplatform
- High-fidelity, compliant form printing and presentation
- Document security features
- Low-cost deployment
- Solution extends beyond the organization
- Accessibility features
- Leverages the Web and Adobe Reader to deliver more functionality at no additional cost to end users
- Apply additional usage rights to PDF forms
- Familiar browser interface

For a complete overview of Adobe Document Server for Reader Extensions, including a demo and sample forms, please go to *www.adobe.com/products/server/readerextensions/main.html*.

Q. **Will my existing forms transition to Adobe Document Server for Reader Extensions?**

A. Yes, your forms will transition to Adobe Document Server for Reader Extensions. But because it is a multistep conversion process, Adobe has launched a Transition Center to provide affordable form conversion services. The Transition Center is meant to facilitate transition; it's not for Adobe's profit.

Q. **How much will it cost to convert my applications?**

A. Customers with valid Premium Support may upgrade their legacy designer product (per workstation) licenses to Adobe Form Designer (per workstation) and their legacy form product (per user) licenses to Adobe Document Server for Reader Extensions (per user) at no additional charge.

Q. **Is there a minimum licensing requirement?**

A. Customers who do not have maintenance and support contracts require a minimum of 50 licenses. The customer can purchase more so that they qualify for the free upgrade to Adobe Form Designer and Adobe Document Server for Reader Extensions.

Customers with a valid Premium Support contract, please contact the Adobe Customer Service Center at 1-866-766-2256 (North America only) or *otinfo@adobe.com*.

Customers without a valid Premium Support contract, please contact the Adobe Pre-Sales Center at 1-800-861-9428 (North America only) or *moreinfo@adobe.com*.

Q. **What if I do not have Premium Support on my legacy form client products?**

A. Adobe is offering a competitive program to facilitate the transition to Adobe Document Server for Reader Extensions. If you don't have a valid Premium Support contract, please contact the Adobe Pre-Sales Center at 1-800-861-9428 (North America only) or *moreinfo@adobe.com*.

Q. **How much will it cost to upgrade my forms?**

A. Form transition prices vary depending on the complexity of the form. Once you decide to transition your forms and have contacted either the Adobe Customer Service Center or the Adobe Pre-Sales Center, we will provide you with a detailed assessment of your form conversion costs.

Q. **When should I migrate my application?**

A. Although you can continue using your legacy JetForm/Accelio form client products, we recommend you begin migrating your applications and forms as soon as possible.

Q. **How do I start the transition process?**

A. The first step is to contact your Adobe Account Representative and let them know that you are interested in upgrading your applications and transitioning your forms.

Customers with a valid Premium Support contract can get in touch with their Account Representative by contacting the Adobe Customer Service Center at 1-866-766-2256 (North America only) or *otinfo@adobe.com*.

Customers without a valid Premium Support contract can get in touch with their Account Representative by contacting the Adobe Pre-Sales Center at 1-800-861-9428 (North America only) or *moreinfo@adobe.com*.

Q. What if I choose not to upgrade?

A. You have the option to trade in your existing licenses for Adobe Document Server for Reader Extensions end-user licenses. If you do not wish to exercise this option, you may continue to use the legacy JetForm/Accelio form products without support after September 30, 2004.

However, please remember that you are still bound by the End User License Agreement (EULA) of the software, which only allows you to install and use the number of copies for which you have purchased licenses. Since we are no longer selling additional licenses of the software, you will not be able to install new copies on additional workstations. This will be problematic if your organization is growing and needs additional licenses.

Q. We would like to transition to Adobe Document Server for Reader Extensions and continue using Adobe forms, but we need a solution that ties into a content managment system. Do you work with partners to facilitate this?

A. Yes, Adobe is working with leading enterprise content management systems providers. For more information, contact your Adobe Account Representative.

Q. What is the last day to engage the Transition Center to convert my forms?

A. July 31, 2004.

Q. When does the transition offer to Adobe Document Server for Reader Extensions expire?

A. On September 30, 2004 the Adobe Document Server for Reader Extentions transition offer expires and transitions must be complete.

Q. Why should I stay with Adobe as my form solution provider?

A. At Adobe, the needs of our customers come first. It is for this reason that we have set up a Transition Center that will help you upgrade your legacy products to Adobe Document Server for Reader Extensions at no charge, with a minimum of 50 seats with Premuim Support, and transition your forms to PDF for a minimal cost. As mentioned earlier, the Transition Center is not for Adobe's profit—it's run at cost to make our customer transition smooth and inexpensive. Together, PDF forms and Adobe Document Server for Reader Extensions offer a powerful forms solution for you and your end users.

Adobe PDF has become the industry-standard format for intelligent documents, because it preserves the look and feel of traditional, paper-based forms, and documents can be read and consumed by anyone with the Adobe Reader, a free ubiquitous client that is shipped on nearly every PC sold today. As a result, forms become a tightly integrated part of your organization's processes and systems.

Adobe Document Server for Reader Extensions delivers more functionality to your customers and constituents at no cost to them. It's truly a win-win situation: the Adobe Reader is free, and you can automatically add usage rights to the forms, such as viewing specific sections of a document, password protection, and digital signatures, at no cost to your end users.

Adobe is one of the largest global software companies with annual revenues exceeding $1.2 billion, more than 3,500 employees, and operations in 40 countries. We have a 20-year history of delivering category-leading products and technologies that contribute to more effective communications— both within an organization and beyond. Adobe's overall vision is to help people, enterprises, and governments communicate better. For our government and commercial customers, this means helping them communicate and collaborate more effectively and efficiently with constituents, other agencies, and even other governments across agency, system, and geographical boundaries.

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