

## ALM Escalation Process

Implementing the new Adobe License Manager requires some effort by customers, and is thus creating a number of questions. In order best to serve the needs and demands of all customers, please follow the escalation guidelines below:

Step	Contact	Resources
1	Refer to Help doc on LWS	<a href="http://Licensing.adobe.com">http://Licensing.adobe.com</a>
2	Refer to Config docs and FAQ's on Adobe.com	<a href="http://www.adobe.com/go/alm">http://www.adobe.com/go/alm</a>
3	Refer to ALM Support page on Adobe.com	<a href="http://www.adobe.com/support/products/alm.html">www.adobe.com/support/products/alm.html</a>
4	Refer to Customer Service/Support	See matrix below
5	Escalate to ALM Info Team	Email: <a href="mailto:alminfo@adobe.com">alminfo@adobe.com</a>

### *LWS Help Documentation*

LWS supplies customers with extensive Help resources, including configuration and deployment guides.

### *Adobe.com Configuration Documents and FAQ's*

The ALM page on Adobe.com includes extensive FAQ docs, a configuration guide for setting up Acrobat 8 with ALM, and a guide for installing the In-House Server Tools.

### *Adobe.com ALM Support Page*

This page surfaces the most prevalent challenges being experienced by customers, and therefore may very well provide the solutions your customers need.

### *Customer Service / Support*

Can help at any stage of the process – see below.

### *ALM Info Team*

This team is dedicated to solving customer problems from 6am to 6pm PST Monday to Friday. The team has access to all past challenges and solutions, and will endeavor to respond to issues within 24 hours.

## Customer Service / Support Information

*Getting Help with Adobe License Manager (ALM)*

### Online Resources

Go to <http://www.adobe.com/go/alm> for answers to questions about ALM. Here you will find links to the following resources:

Resource	Content
FAQ	Answers to frequently asked questions about ALM features, benefits, processes, and availability.
Datasheet	A simple, two-page document that lists the features and benefits of ALM.
Whitepaper	A discussion of the reasons for license management and an introduction to ALM as Adobe's tool for tracking and managing Adobe software licenses.
Technical Brief	A technical description of ALM for knowledgeable IT professionals and software license administrators, including the options for deploying ALM and how ALM works.
Server Tools User Guide	A technical guide for IT professionals who have questions about or are planning on using the In-House hosting solution.
Configuration and Deployment Guide	Description of the steps to prepare your deployment of Acrobat 8 for Windows when managing licenses electronically or with e-licensing disabled.
Support Center	Solutions to common deployment issues.
User-to-user Forum	Forum for users to post questions and get answers.

### Need additional support?

#### *Setting Up e-Licenses for your Order*

For help setting up e-licenses for your order on the [Adobe Licensing Website](#) (LWS), please contact Customer Service. Our Customer Service agents can answer questions about the following:

- Which e-license hosting model is right for you.
- The LWS interface for setting up ALM e-Licenses.
- Where to find the files for the ALM configuration on LWS.
- How ALM will affect product installation.
- Why Adobe is instituting ALM.

To find the Customer Service phone number for your region, click [here](#).

### *Configuration and Deployment*

If you have already set up your e-licenses in LWS and need help configuring your client setup file(s) or using your license server tools, please contact Technical Support.

Technical Support can answer questions about the following:

- Customizing the client setup file.
- Deploying the product with the custom client setup file.
- e-License download problems.
- The Adobe License Server tools.
- System and networking requirements (including firewalls and proxy servers).

To find the Technical Support phone number for your region, click [here](#).

### **Adobe Worldwide Customer Service and Technical Support Phone Numbers**

<b>Country/Region</b>	<b>Customer Service</b>	<b>Technical Support</b>
<b>North America</b>		
US and Canada	800 443 8158	800 642 3623
<b>Europe</b>		
Austria	6950071855	+31 20 582 0860
Belgium	027 119 960	+31 20 582 0868
Denmark	+45 38 322 914	+45 38 487 606
Ireland	+353 (0) 1 242 1552	+353 (0) 1 242 1553
Finland	+358 (0) 969 379 671	+358 (0) 969 379 672
France	171230196	+31 20 582 0865
Germany	6950071855	+31 20 582 0866
Italy	02 6 968 2817	+31 20 582 0867
Luxembourg	+31 20 582 0823	+31 20 582 0877
Netherlands	+31 (0) 20 201 3331	+31 (0) 20 582 0861
Norway	+47 23 16 28 81	+47 23 162 882
Spain	900 810339	+34 91 453 4392
Sweden	+46 (0) 858 536 692	+46 (0) 858 769 458
Switzerland	18009581	+31 20 582 0871
UK	+44 (0) 207 365 0733	+44 (0) 207 365 0735
<b>Asia/Pacific</b>		
Australia	1300 550 205	1800 504 971
China	010 58657700	10800 650 0172
Hong Kong	800 962 234	800 962 234
India	000 800 650	000 800 650
Indonesia	001 803 631 0013	001 803 631 0013
Japan	03 5350 0407	0570 023623

Korea	02 563 2555	02 563 2555
Malaysia	1800 80 8821	1800 80 8821
New Zealand	0800 444 735	0800 447 414
Philippines	632 636 8451	632 636 8451
Singapore	800 636 3020	800 636 3020
Taiwan	800 962 234	00800 163 1314
Thailand	001 800 631 0008	001 800 631 0008
Other	+632 636 8450	+632 636 8450
<b>Latin America</b>		
Argentina	0 800 444 0290	0 800 444 0290
Brazil	0800 016 1009	0800 016 1009
Caribbean	206 675 6100	206 675 6100
Central America	206 675 6100	206 675 6100
Chile	1230 020 0109	1230 020 0109
	206 675 6100	206 675 6100
Colombia	01 800 5 1 80102	01 800 5 1 80102
	206 675 6100	206 675 6100
Costa Rica	0 800 011 0910	0 800 011 0910
	206 675 6100	206 675 6100
México	001 800 249 1039	001 800 249 1039
	206 675 6100	206 675 6100
South America	206 675 6100	206 675 6100
Venezuela	206 675 6100	206 675 6100
<b>Africa</b>		
South Africa	+44 (0) 20 7365 0733	+44 (0) 20 7365 0735