



Acrobat, Photoshop and Co: New installation of Adobe products necessary

The Computer and Media Service (CMS) will make a fundamental change to the provision of Adobe products, such as Acrobat Pro, Photoshop and InDesign, on 30 November 2023. At the centre of the adjustment is the transition from serial number-based activation of the software to personal licensing.

As the existing serial numbers expire on 30 November and cannot be renewed, this step is essential to ensure that employees continue to have access to the Adobe products they need.

What is a personal licence?

Personalised licensing is a special model of software licensing. In contrast to the traditional method, in which a software installation is activated by a serial number, personal licensing requires a personal user account. The software can only be used once you log in with this personal user account. In the case of Adobe, the user account is anonymised via the CMS.

How does the changeover take place?

Switching to personal licences for Adobe products requires several steps:

1. Employees who require Adobe products after 30 November must submit an informal request to their responsible IT representative. This informal request must state which Adobe products are required. Please note: A brief but plausible justification for the need must be provided for each product mentioned. Only requests with full justification of the need will be processed.

Note: The CMS recommends using Affinity software as an alternative to the well-known Adobe products Photoshop, Illustrator and InDesign. The existing campus contract allows all employees and students at Humboldt-Universität to use the Affinity suite on work and private computers free of charge.

2. The IT representatives will send a daily list of collected requests to the software service until 8 December, and weekly after 8 December. Once the request has been received, it takes up to three working days to create the anonymised Adobe user account.
3. During this time, employees can test whether their anonymised user account has already been created: They log in to creativecloud.adobe.com with the email address anonym@hu-berlin.de. From there, they will be redirected to the central login of the CMS with the known HU account for authentication. An error message will appear after the login attempt until the account has been activated. If the anonymised user account has been set up successfully, you will be redirected to Adobe.

Adobe software on self-managed devices

The following steps only apply to employees who wish to use Adobe products on a business or private laptop on which they install and uninstall software themselves:

4. If the anonymised user account is activated, employees must first uninstall the Adobe products on their computer that are currently activated with a serial number, if available.

Note: All serial numbers will expire on 30 November with no renewal option. Adobe products with serial numbers can therefore no longer be used from 1 December.

5. The Adobe products must then be reinstalled by downloading the Creative Cloud app from the Internet. Alternatively, the IT representatives can be asked for installation packages or a standard installation package can be downloaded from the Software Download Centre.

To avoid interruptions to the use of the software, these steps should be carried out as soon as possible. If employees have any questions or problems, they can contact their IT representative.

Further information

[Visual step-by-step guide to the changeover](#)

[Terms of use, questions and answers about Adobe products](#)



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