Frequently Asked Questions: Adobe Acrobat, Adobe Reader and Microsoft Windows 7

Q. Do Adobe Acrobat 9 and Adobe Reader 9 support Windows 7?
A. Yes. Adobe will support Windows 7 with Acrobat 9 and Adobe Reader 9. Adobe has tested Acrobat 9 and Adobe Reader 9 software on Windows 7 and found our solutions perform to our high standards of quality and performance.* Earlier versions of Acrobat and Adobe Reader may run on Windows 7. However, Adobe does not support Acrobat 8, Adobe Reader 8 or prior versions on Windows 7 and does not plan to release updates to those versions for Windows 7 compatibility. Enterprise customers with a Gold or Platinum support plan can contact Customer Support for Windows 7 migration planning tips, best practices, and advice. Visit www.adobe.com/support for the latest product support information.

Q. Do Adobe Acrobat 9 and Adobe Reader 9 require updates to be compatible with Windows 7?
A. Yes. Adobe plans to release Acrobat 9.2 and Adobe Reader 9.2 prior to general availability of Windows 7. Each is a free update for Acrobat and Adobe Reader that are required for compatibility with Windows 7. Acrobat 9 and Adobe Reader 9 users will automatically receive this update if their preferences are set to check for updates. The updates can also be downloaded from Adobe Product Updates at http://www.adobe.com/downloads/updates or by selecting "Check for Updates..." from the Help menu of Acrobat or Adobe Reader.

Q: What about older versions of Acrobat and Windows 7?
A: If you own Acrobat 6, Acrobat 7, or Acrobat 8 software, you are eligible for an upgrade to Acrobat 9. An Acrobat 9 upgrade can be purchased through your Adobe reseller or the Adobe store at http://www.adobe.com/store. Upgrading to Acrobat 9 will ensure compatibility with Windows 7 and access to the latest product enhancements such as the ability to build PDF Portfolios, to create and track PDF forms, and to manage team collaboration working with additional services available with a free Acrobat.com services account. Acrobat 9 can be used to create high-quality PDF files from virtually any application and delivers one-click functionality from popular business applications such as Microsoft Office 2007, Microsoft Internet Explorer, Microsoft Project, Microsoft Visio, and Lotus Notes. More information about upgrading to Acrobat 9 is available at http://www.adobe.com/products/acrobatpro/upgrade. Enterprise customers with a Gold or Platinum support plan can contact Customer Support for upgrade tips and planning help.

Q. Will Adobe Presenter, Adobe LiveCycle Designer, and Adobe 3D Reviewer run on Windows 7?
A. Adobe is confident that each of these applications, included with the Acrobat family of products, will perform as expected.* To find the latest information on Acrobat support for Windows 7, visit www.adobe.com/support and search the Adobe knowledgebase.

Q. There are Home Premium, Professional and Ultimate versions of Windows 7. Which versions do the Adobe Acrobat family of solutions support?
A. Adobe Acrobat 9 solutions have been tested and are confirmed to operate on the Ultimate version of Windows 7, which includes all the features of the Windows 7 Home Premium and Professional versions. For the most up-to-date specifications regarding operating systems, please visit www.adobe.com/support for details.