

User Document

Adobe Acrobat 6.0 for Microsoft Systems Management Server

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Adobe Acrobat 6.0 for SMS Software Distribution

User Document

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1. Product Name

Microsoft Systems Management Server® (SMS) Software Distribution for Adobe® Acrobat® 6.0 products. These include Acrobat Professional 6.0, Acrobat Standard 6.0, and Reader® 6.0.

2. Document Overview

This document explains how an IT manager can create and deploy a package of Acrobat 6.0 to Microsoft® Windows® client machines throughout the enterprise using SMS. This document assumes that you have a basic understanding of the Windows operating system, SMS, SMS Installer, and Adobe Acrobat.

This document also provides information on troubleshooting the Acrobat installation.

3. References

- Adobe Solutions Network Web site (partners.adobe.com/asn/)
- Adobe documentation about enterprise installations (partners.adobe.com/asn/acrobat/technotes.jsp)
- Acrobat IT Solutions Web site contains the most current information about Adobe Acrobat products targeted to the IT professional (www.adobe.com/products/acrobat/deployment.html)
- Microsoft SMS reference (msdn.microsoft.com/library/default.asp?url=/library/en-us/sms/hh/sms/refsms20_0jmt.asp)
- Microsoft command-line options (msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/command_line_options.asp)

4. Product Overview

SMS deploys Acrobat products to your enterprise clients using the Adobe installer and its underlying Windows Installer technology (MSI), provided by InstallShield®. By combining the features of SMS and the Adobe installer, you can deploy Acrobat products by creating a package within the SMS administrator console.

4.1. System Requirements

The system requirements for Acrobat 6.0 are listed at www.adobe.com/products/acrobat.

4.2. Tested Environments

Adobe has validated the deployment of Acrobat 6.0 with SMS 2.0 (Service Pack 4) from a Windows 2000 Server (Service Pack 2).

Adobe has validated the deployment of Acrobat 6.0 to desktop client systems running the following operating systems: Windows 98 Standard Edition, Windows NT 4.0 (Service Pack 6), Windows 2000 Professional (Service Pack 2), and Windows XP Professional. Each system was also running McAfee antivirus software version 4.5.1 (Service Pack 1), Internet Explorer 6.0, and Netscape Navigator 7.02.

The localized versions tested are English, French, German, and Japanese. Adobe tested deploying the localized version of the application (for example, Adobe Acrobat 6.0 Professional Japanese) to the localized version of the operating system (for example, Windows XP Professional Japanese).

5. Installing Acrobat 6.0 Products with SMS

The Acrobat 6.0 installation is pushed to the client and requires no user interaction. You create a package, add an optional advertisement, and deploy. This section guides you through these steps.

5.1. Uninstalling Previous Versions

You should uninstall all previous versions of Acrobat, including Adobe Reader, before you install Acrobat 6.0. (This is not required but strongly recommended, since you may encounter read-only files.) Use Add/Remove Programs or a separate SMS package to uninstall previous versions.

Note: If the uninstall process prompts for a restart, it is strongly recommended that the system be restarted. If you do not restart after uninstalling previous versions but wait until after installing Acrobat 6.0, the installer may remove the wrong file.

5.2. Setting Up the Server

SMS 2.0 (Service Pack 4) offers greater control and flexibility than previous versions. With SMS 2.0, you can force a package to run using a specified account with administrative rights on the target computer. This lets you distribute to clients who are not logged into the network or to a user who does not have Administrator rights.

To specify an administrative account for SMS to use:

- 1 On the server, choose Start > Programs > Systems Management Server, then double-click SMS Administrator Console. This starts Microsoft Management Console (MMC).
- 2 In the left pane, expand the Site Database tree, then expand the Site Hierarchy node under Site Database.
- 3 Right-click the site and choose Properties.
- 4 On the Accounts tab, click the Set button next to SMS Client Remote Installation Account. Specify the account you want to use to perform the software installation. The account must have domain Administrator rights as well as local Administrator rights on the workstations. The Remote Client Installation component primarily uses this account, but software distribution also uses the account to run packages on computers that are not logged into the network.

5.3. Creating the SMS Package

To create the package that SMS uses for distribution:

- 1 Open the Systems Management Server console, right-click Packages, and select New/Package.
- 2 On the General tab, name the package (up to 50 characters) and provide any of the following information:
 - Version number of the software package, up to 32 characters
 - Name of the software publisher, up to 32 characters
 - Language version, up to 32 characters
 - Description of the package, up to 127 characters
- 3 On the Data Source tab, select the This Package Contains Source Files option.
- 4 For Source Directory, select the type of connection for the source files, then click Apply.
- 5 On the Distribution Settings tab, choose High from the Sending Priority menu, then click OK. The package should appear under the Packages node of the Site Database tree on the SMS console.

- 6 Expand the package under the Packages node and right-click Distribution Points.
- 7 In the New Distribution Points Wizard dialog box, select the servers that you want as the distribution points, then click Finish.
- 8 Under the Packages node, right-click Programs and select New/Program.
- 9 In the Command Line pane of the Program Properties dialog box, click Browse to locate the install folder.
- 10 Do one of the following:
 - To run the installer using setup.exe:


```
setup.exe /s /w /v"ISX_SERIALNUMBER=<your valid Acrobat serial number> TRANS-
FORMS=\"<full path to your transform file>.mst\" /qn"
```
 - To run the installer using the msiexec program:

Note: Only use this option if all the client machines have the MSI 2.0 engine installed.

```
msiexec.exe /qn /i"<full path to the .msi file>.msi" ISXSERIAL_NUMBER="<your valid Acrobat
serial number>"
```
- 11 On the Environment tab, deselect User Input Required, and click the Run with Administrative Rights option.
- 12 Click OK to display the SMS package.

5.4. Creating the Advertisement

If you want, you can create an advertisement that offers the package to the clients.

To create an advertisement:

- 1 On the Site Database tree, expand Collections and right-click the collection that will receive the package.
- 2 The Distribute Software Wizard starts. Click Next.
- 3 In the Package dialog box, select Distribute an Existing Package, then click Next.
- 4 In the Distribution Points dialog box, make sure that the distribution point is selected, then click Next.
- 5 In the Advertise a Program dialog box, click Yes, then click Next.
- 6 In the Advertisement Target dialog box, select Advertise the Program to an Existing Collection. Click Browse to locate the collection if it is not already displayed, then click Next.
- 7 In the Advertisement Name dialog box, make sure that the correct package and collection names appear, then click Next.
- 8 In the Advertise to Subcollections dialog box, specify any subcollections that should also receive the advertisement, then click Next.
- 9 In the Advertisement Schedule dialog box, confirm or change the time that the advertisement is offered, and specify whether the advertisement should expire and when.
- 10 In the Assign Program dialog box, click Yes to assign the program, then click Next.
- 11 In the Completing the Distribute Software Wizard dialog box, review the settings you chose and click Finish.

5.5. Basic Acceptance Tests for Acrobat

After the installation is complete, it is advisable that you test the application on a target machine. This section details some of the tests you can perform to ensure that the Acrobat installation was successful.

To verify that the Acrobat plug-ins are loaded:

- 1 Start Acrobat and verify that no error messages are displayed at startup.
- 2 Choose Help > About Adobe Acrobat Plug-ins.
- 3 Select each plug-in listed in the left column, and verify that Yes appears for the Loaded status located on the right under File Name.

To check that basic file commands are working correctly:

- 1 Open one or more files and page through.
- 2 Print to a printer on the network.
- 3 Use the Save As command to save a few files with or without changes.
- 4 Open a file, and choose Document > Insert Pages. Then insert another file into the document, save the file and close it. Reopen the file and verify that the document contains the inserted pages.

To check menu items:

Select each menu item, and do the following:

- If a dialog box appears, close it.
- If a document opens, close it.
- If a Web page opens, close it.

To verify viewing a PDF file in a browser:

Do any of the following:

- In Internet Explorer, go to www.adobe.com/products/acrobat/pdfs/pdfaccess.pdf.
- In Netscape Navigator, go to www.adobe.com/products/acrobat/pdfs/pdfaccess.pdf.

6. Uninstalling Acrobat 6.0

To uninstall Acrobat 6.0 using SMS, follow the installation steps for preparing the package for deployment but use the following command-line switch on the General tab of the Program Properties dialog box instead:

```
msiexec/x "AcroPro.msi" /I d:\install.log INSTALLLEVEL=ISX_SERIALNUMBER="" /qn
```

7. Troubleshooting

If you need to contact Adobe Support, please have answers for the following so that we can better assist you.

Note: Adobe developed a specific series of tests, or test matrix, to validate the (deployment) functionality. Adobe Technical Support can assist with features and issues that also occur in tested environments. However, Technical Support may not be able to thoroughly verify or support issues that occur outside of the tested environments.

- 1 Which versions of SMS and Acrobat are you using? Do these meet the tested environment requirements listed in 4.2 Tested Environments?
- 2 Which version of the Windows server are you using?
- 3 How is the package being created?
- 4 Does the problem occur when installing from the CD? Try installing locally on a typical user machine.

- 5 Does the problem occur when the CD is copied to a local or network drive?
- 6 Do the client-side users have Administrator rights to the client machine? If not, log off of the user account and log in under a profile that has full Administrator rights on that machine, then try installing Acrobat.
- 7 Were any error messages generated during the install? Check the Event Viewer and the client's install log in SMS.
- 8 Are you installing other third-party APIs or scripts with Acrobat during deployment? If so, determine if the problem resides with these elements by creating a package containing only Acrobat.