



InstallShield Tuner 7.0 for Adobe Acrobat



QUESTION LOG

Q: Can it be deployed with Novell Zenworks?

A: Yes. Adobe does not explicitly test the deployment of Acrobat with Novell Zenworks, like we do with Microsoft SMS, Microsoft Active Directory/Group Policy Objects or Tivoli Configuration Manager. However, because Acrobat uses an industry-standard Windows Installer (MSI), you should have no problems deploying Acrobat with Zenworks.

Q: How do you license Adobe Products on Citrix?

A: Licensing information can be found at <http://www.adobe.com/aboutadobe/openoptions/main.html>. For Acrobat, you need to have a license for each end user who can use that Acrobat product on that Citrix server.

Q: Can Acrobat 7.0 be successfully deployed and installed to a user instead of a machine via Group Policy? Or can you only install via machine?

A: Acrobat Professional, Acrobat Standard, and Acrobat Elements are deployed per Machine and not per user. Only Acrobat Reader can be deployed per user.

Q (con't): Why can't Adobe Acrobat 7.0 be deployed on a per user basis and can only be installed per machine via Group Policy?

A (con't): Currently, Acrobat Professional, Standard and Elements do not fully support per user installations. These applications must install system files and printer drivers which require it to be installed at the system level.

Q: Can setting changes (edit\preferences, i.e., enable hand tool to select text) be deployed as a default with the Install Tuner?

A: A subset of the Acrobat preferences can be customized with Tuner. Please see the Tuner documentation and the Tuner user interface for a list of those preferences. Currently, "enable the hand tool to select text" is not currently enabled in Tuner.

Q: Can Acrobat Reader 6 co-exist with Acrobat Standard 7?

A: Yes.

Q: Our organization name is too long for the field here, but it is acceptable through the Abcpy.ini. How can I put in a orgname longer than 30 characters in the Tuner?

A: You can set your organization name by setting the COMPANYNAME="xxxxxxxxxxxxxxxxxxxxx" via the Windows Installer command line arguments under the Package section of the Tuner.

Q: How do you create job options?

A: You create Job Options using Acrobat Distiller. You can access Distiller by going to the Advanced menu and choosing Distiller.

Q: Can you give a brief explanation of Policy Server?

A: Adobe LiveCycle Policy Server is a way to add persistent control to a PDF document. To learn more, visit <http://www.adobe.com/security> or <http://www.adobe.com/products/server/policy/main.html>

Q: Can you let a 3rd party application run the .msi and mst outside of the executable?

A: Yes user can run the installation outside of using the setup.exe. For example user can run the installer by just running:

```
msiexec.exe /i xxx.msi TRANSFORMS=yyy.mst.
```

Q: Can you use registry edits in the Tuner to force user specific settings, i.e., enable hand tool for text selection?

A: You can use the Registry section of Tuner to modify the registry. Any edits made to the Registry area will apply only to a single user on the destination computer.

Q: In the System Configuration / Files and Folders Presentation, the presenter explained that one could select files and folders on the destination that could be removed OR added. In this process will the installer remove files (DLLs or any other) which are in use at the time of install?

A: The installer can only remove the files and folders that are part of the installation. These are the files and folders under the Destination Computer (bottom section) and not part of the Desktop (top section).

Q: Can you turn off the Yahoo! search and the “buy Adobe” button in reader if doing an install?

A: Yes. The Reader messages in the toolbar as well as Help > Purchase Adobe Acrobat can be turned off in Tuner. The Yahoo! Search toolbar button can be turned off with the following edit to the Registry area of Tuner:

- For Adobe Reader 7.0

```
Windows Registry Editor Version 5.00
[HKEY_CURRENT_USER\Software\Adobe\Acrobat
Reader\7.0\AVGeneral\cToolbars\cWebSearchView\cPositions\cInternal]
"bHidden"=dword:00000001
```

- For Acrobat Professional/Standard 7.0

```
Windows Registry Editor Version 5.00
[HKEY_CURRENT_USER\Software\Adobe\Adobe
Acrobat\7.0\AVGeneral\cToolbars\cWebSearchView\cPositions\cInternal]
"bHidden"=dword:00000001
```

Q: Can I use this to install the Adobe Asian fonts? I saw something on one screen regarding Asian support.

A: Both Acrobat Pro and Acrobat Standard do include the Asian Fonts. To install the Asian Fonts features, go to features pane in Tuner and turn on the Asian Fonts Features selection.

Q: Do I understand correctly that I can use Tuner in my AdminStudio 6 software from my pc and don't have to download your Tuner product?

A: You can use the Tuner in the AdminStudio to tune the Acrobat installation. However, you will not get the Adobe specific preferences since the Tuner in AdminStudio6 are not aware of the Adobe Acrobat specific preferences.

Q: Can you disable the showing of the Adobe menu in Microsoft Word with Tuner?

A: Yes. The Features area of Tuner exposes all of those items also exposed in Installer's Custom Setup choices. You can turn off the Office PDFMakers, in which case either the Adobe toolbar buttons nor the Adobe file menu will appear in Word. The Adobe file menu cannot be turned off independently of the Adobe toolbar buttons.

Q: Can the Tuner be used to remove Reader 5.0 and 6.0?

A: The Tuner allows the un-install of Acrobat/Reader 6.0 but not 5.0 and below.

Q: I am curious on what types of Metadata is carried within Adobe 6 and 7 files. Also what types of options are available to remove?

A: Not very much from Office applications. Generally, only the Document title. In the PDF Maker options, you can disable the passing of metadata from Word.

Q: Could you talk briefly about installing to an admin source location? When would you create the transform? How would patches work with this type of installation?

A: An Administrative Install creates an *admin install point* that network administrators can use as a master source location for the install of Acrobat over their entire network. To perform an administrative installation of the Acrobat installers, the administrator must run "msiexec /a" on the installer to be uncompressed.

```
msiexec /a < MSI package>AcroPro.msi
```

The application is not actually installed and no registry entries are created, the installer is merely uncompressed and laid out according to the source fields of the *Directory* table on the network server. The package may be run from this location as a regular installer either by using administrative tools, or simply by double clicking on the package. Under GPO environment, administrator can push out the Acrobat installer from this admin install point to all clients' machines by assigning the Acrobat installation package. When an application is assigned to a computer, it is available to all users of the machine. The software is installed automatically at the next time the computer is restarted. An application that has been assigned to a computer can only be uninstalled by a user with administrative privileges.

NOTE: the *admin install point* acts as the installer cache, so users would never be prompted for the original installation media during repairs or updates unless access to this network location is broken.

Administrator can create a transform file to customize the Acrobat installer by using either the Tuner or 3rd party tool. The transform is created after the tuning of the installer is completed. The output transform file get applied during the initial installation by running setup and specifying the TRANSFORMS=xxxx.mst Property on the command line. An example of applying transform file to an administrative installation point is as follow:

```
msiexec /a < MSI package>AcroPro.msi TRANSFORMS=AcroPro.mst
```

An Administrative Install can be patched directly so that users need only to run a Repair operation to update their application, and the network administrator need not push out a patch update across the entire network. To patch an installed administrative image, apply the patch with the /a switch.

```
msiexec /p <patch package> AcroPro.msp /a <package> AcroPro.msi
```

Q: Can you package plug-ins?

A: Absolutely. This is an excellent way to deploy them. Use either Tuner's File and Folders section or Tuner's Launch Other Applications section.

Q: What about global licensing? Will there be one license to add to the .msi/mst for the install of all client machines where the user would not be prompted?

A: Yes, if your company is part of our CLP (Corporate License Program), we will issue a single serial number to your firm. See the Licensing URL above for more information on licensing programs.

Q: Can an installation prompt the first user for a license number so we can make sure all installations are legit? Or is there a way to manage multiple installations/licenses?

A: Each install can only contain one license number. If you leave the license number out you can 'force' the dialog box for just that number. There are a number of 3rd party products which can manage installations - Adobe supports Microsoft SMS, Microsoft Active Directory/Group Policy Objects and Tivoli Configuration Manager. There are also a number of 3rd party products which can manage licenses of deployed applications.

Q: If you install Acrobat 7 to an admin share, and then there is an update to Acrobat 7, can you apply the update to the admin share and use the redeploy feature in Active Directory?

A: Yes.

Q: I used Tuner to create a mst for Acrobat Standard 7 but it does not uninstall Acrobat reader 6; is this normal?

A: Yes. We only allow the Acrobat Standard 7 to uninstall Acrobat Standard 6 but not Reader 6 since Adobe Reader 6 is not part of the Acrobat Standard installation family.