



Deploying Adobe Acrobat Using Microsoft Windows Terminal Service

Technical Note #5421

Version :Acrobat 5.0



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Preface

This document explains how to deploy Adobe Acrobat using Windows Terminal Service (WTS).

What Is In This Document

This document covers these topics:

- The environments in which Acrobat deployment via WTS was tested by Adobe
 - The server operating systems in which you can deploy Acrobat via WTS (See [“Terminal Server Operating Systems”](#) on page 9.)
 - The client desktop operating systems and applications in which you can deploy via WTS (See [“Desktops Client Operating Systems and Applications”](#) on page 9.)
- The deployment functionality Adobe tested and the results of those tests (See [“Functionality Tests”](#) on page 10.)

Who Should Read This Document

You should read this document if you are planning to install Adobe Acrobat using WTS.

Prerequisites

You should already be familiar with:

- The concept of installing applications on your systems.
- Microsoft’s Windows® operating system
- Microsoft’s Windows Terminal Services®
- Adobe Acrobat

Other Useful Documentation

Adobe provides various ways in which you can install Acrobat 5.0 to a large number of systems. You can find documentation about Enterprise Installation at

<http://partners.adobe.com/asn/developer/technotes/acrobatpdf.html>

including these technical notes:

- *Extending The Adobe Acrobat Installer On The Windows Platform*, which has information on manually changing settings in the ABCPY.ini and setup.iss files to customize your installation
- *Deploying Adobe Acrobat Using SMS*, which has information on deploying Acrobat to your enterprise customers via SMS
- *Adobe Acrobat Enterprise Installation Tool*, which has step-by-step instructions for using an application that takes you through some of the more common enterprise customization procedures

Conventions Used In This Document

The Acrobat documentation uses certain text styles to identify various operators, keywords, terms, and objects

TABLE P.1 *Acrobat Document Conventions*

Item	Use and Examples
File names	C:\templates\Acrobat_docs
Code items within plain text; parameter names in reference documents	The GetExtensionID method returns an ASAtom object
Code examples set off from plain text	These are variable declarations: AVMenu commandMenu,helpMenu;
Pseudocode	ACCB1 void ACCB2 ExeProc(void) { do something }
Cross references to Web pages	The Acrobat Solutions Network URL is: http://partners.adobe.com/asn/
Cross references to titles of other Acrobat documents	See the <i>Acrobat Core API Overview</i> .

**TABLE P.1** *Acrobat Document Conventions*(Continued)

Item	Use and Examples
Cross references within a document	See Section 3.1, "Using the SDK." Test whether an ASAtom exists.
PostScript language operators, PDF operators, keywords, dictionary key names;user interface names	The setpagedevice operator The File menu
Document titles that are not cross-reference links, new terms, PostScript variables	<i>Acrobat Core API Overview</i> <i>filename</i> deletefile



Preface

Conventions Used In This Document

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Using Windows Terminal Service

Adobe has validated the deployment of Acrobat 5.0 with Windows Terminal Services® (WTS) using the Windows NT4.0 Server plus Citrix MetaFrame 1.8 and Windows 2000 Advanced Server. Enterprise customers using WTS can deploy Acrobat 5.0 to their enterprise clients using Adobe Acrobat installer and it's underlying technology provided by InstallShield®.

Tested Environment

Adobe has validated the deployment of Acrobat 5.0 in a number of environments.

Terminal Server Operating Systems

Adobe tested deployment of Acrobat 5.0 using WTS in these sever environments:

- Windows NT Server® 4.0
 - Terminal Server Edition
 - Citrix Independent Computing Architecture (ICA) protocol (via the Citrix MetaFrame 1.8 add-on)
- Microsoft Windows 2000®
 - Windows 2000 Advance Server
 - Active Directory
 - Window 2000 Terminal Services SP6

Desktops Client Operating Systems and Applications

Adobe tested deployment of Acrobat 5.0 using WTS in the client desktop operating systems, with the applications running only on the stated servers. On the Windows 2000 server, the applications were Microsoft Office 2000, Internet Explorer 5, and Netscape 4.78. On the Windows NT 4.0 server running Citrix, the applications were Microsoft Office 97, Internet Explorer 5 and Netscape 4.78. [Table 1.1](#) displays each client environment and the server under which the applications were run.

TABLE 1.1 *Tested Client Operating Systems Under Specific Servers*

Client OS	Windows NT Server Running Citrix	Windows 2000 Server
Windows 95	√	√
Windows 98 Second Edition	√	√
Windows Millennium Edition	√	√
Windows NT 4.0	√	√
Windows 2000 Professional	√	√

Functionality Tests

Adobe tested various functions using WTS to deploy Acrobat 5.0. [Table 1.2](#) displays the results of those tests.

TABLE 1.2 *Results of Functionality Testing*

Function Tested	Results
OVERALL INSTALLATION	Completed without error. Used a fully automated GUI installation. Program Files Installed Properly.
METHOD OF INSTALLATION	Used Add/Remove control panel applet.
COMPATIBILITY SCRIPT	No Post-installation script provided.
UNINSTALLER	Uninstaller fully automated. Removed Shortcut from Start Menu. Removed Entry from Control Panel>Add/Remove Programs
OVERALL FUNCTIONALITY	Acrobat major features were functional with these exceptions: PDF Maker and Distiller Printer are not available on NT4.0 Server with Citrix Metaframe 1.8. These features work on Windows 2000 Terminal Services.

Adobe PDF Creation

When creating Adobe PDF files on Windows2000 clients, Distiller Printer, PDFMaker and PDFWriter are all supported. PDFWriter is the only supported mechanism for creating Adobe PDF files on Citrix clients.

Simultaneous Use of Acrobat, Distiller and Locked Files

A user cannot access the same PDF file from two different clients.

Users on Citrix clients must have administrative privileges to use the Distiller Printer.

Performance can degrade if multiple users attempt to use the Distiller Printer simultaneously because print jobs are queued in the spooler. To alleviate this problem, the administrator can set the Distiller Printer property to enable the spooler on the server, which allows client applications to finish the print job even though the PDF creation job is still pending in the server queue.

Order of Installations Involving Microsoft Office

If Microsoft Office is installed after Acrobat, the PDFMaker macros will not be installed for MS Office applications (as is the case on single user systems). Users may wish to utilize PDFMaker. However, the administrator must install applications on the WTS server for this to be possible.

NOTE: If Acrobat is somehow installed before MS Office, you must perform the custom install part of the installation *after* MS Office is installed.

Setting User Preferences For Saving Work

If users have roaming profiles, they can set their preferences to “saved”. However, if a user is set up with a mandatory profile, they cannot update their profile, and therefore cannot save their preferences.

