

# Adobe® Acrobat® 9 Deployment on Citrix Presentation Server®

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## 1. Document overview

This document explains how an IT manager can host Adobe® Acrobat® 9 on a server and have it emulated on Microsoft® Windows® client computers that use Citrix Presentation Server.

This document also provides information on common troubleshooting issues. This document assumes that you have a basic understanding of the Windows operating system, Citrix Presentation Server, and Adobe Acrobat. This document has been provided solely as a deployment guide.

You must have a valid Acrobat software license for every computer that has access to Acrobat software on the Citrix Server. Your use and installation of Adobe software is subject to the terms and conditions of the applicable Adobe end user Software License Agreement and nothing in this document shall be deemed to grant any rights not expressly granted in such Software License Agreement. For more information, please refer to the Adobe Software License Agreement:

[http://www.adobe.com/products/eulas/pdfs/Gen\\_WWCombined-Acro8-20060724\\_1500.pdf](http://www.adobe.com/products/eulas/pdfs/Gen_WWCombined-Acro8-20060724_1500.pdf)

## 2. References

Adobe Developer Center

<http://www.adobe.com/devnet/acrobat/>

Adobe documentation about enterprise deployment

[http://www.adobe.com/devnet/acrobat/enterprise\\_deployment.html](http://www.adobe.com/devnet/acrobat/enterprise_deployment.html)

Acrobat IT Solutions Web site on Adobe Acrobat products targeted to the IT professional

<http://www.adobe.com/products/acrobat/solutions/it/index.html>

Citrix Presentation Server home page

<http://www.citrix.com/site/PS/products/product.asp?familyID=198&productID=186>

Adobe TechNote: Extract the Adobe Reader 9 msi installer for enterprise deployment

<http://www.adobe.com/go/kb400540>

## 3. Product overview

Adobe has tested the remote application execution of Acrobat 9 Pro Extended, Acrobat 9 Pro, Acrobat 9 Standard, and Adobe Reader® 9 by using Citrix Presentation Server 4.0 and 4.5, Enterprise Edition.

### 3.1 System requirements

You can find the system requirements for Acrobat 9 products at the following locations:

Acrobat 9 Pro Extended

<http://www.adobe.com/products/acrobatproextended/systemreqs/>

Acrobat 9 Pro

<http://www.adobe.com/products/acrobatpro/productinfo/systemreqs/>

Acrobat 9 Standard

<http://www.adobe.com/products/acrobatstd/systemreqs/>

### 3.2 Tested environments

Acrobat 9 has been tested in the following Citrix environment:

Citrix Presentation Server 4.0 and 4.5 on Windows Server 2003 64-Bit Enterprise Edition with Service Pack 2 (SP2).

The environments used for validation were set up in the following ways:

A user account was set up using Active Directory domain user group.

**Note:** *The Anonymous User profile was not tested.*

The user account was set up on the server with a restricted Common User profile, with Read, Read and Execute, and List Folder Contents permissions. These permissions enable the user to operate the computer and save documents; they do not allow the user to install programs or make changes to the system files or settings.

The server machine was running Microsoft Office Professional Edition 2007, Microsoft Internet Explorer® 7.0, Microsoft Visio® Professional Version 2003 and 2007, Microsoft Office Publisher 2007, Microsoft Office Project Professional 2007, Lotus Notes® 8.0, and McAfee® VirusScan Enterprise 8.0.

## 4. Installing and configuring Acrobat 9 products

You must install Acrobat 9 products by using either Add or Remove Programs or Citrix Installation Manager on the computer running Citrix Presentation Server.

**Note** *For more information about how to use Citrix Installation Manager, see [Installation\\_Manager\\_Guide.pdf](#), which is installed by default with the Citrix Presentation Server in Program Files\Citrix\Documentation\docs.*

### To install Acrobat 9 products using Add or Remove Programs:

1. Click Start, click Settings, click Control Panel, and then click Add or Remove Programs.
2. Click Install.
3. Do one of the following:

If you are installing from a DVD, insert the disk, and then click Next.

If you are installing from an executable file on the network, click Next, and then click Browse to locate the file.

4. Click Finish.

**Note** *After installing Acrobat 9 products, the Acrobat installer may prompt you to restart the server. If you receive this prompt, it is strongly recommended that you restart the system.*

### 4.1 Publishing the application on the server

Before clients can access an application, you must publish it on the server by using the Citrix Management Console.

#### To publish an application:

1. Click Start, point to All Programs, point to Citrix, and then click Citrix Management Console.
2. In the Log On to Citrix Farm dialog box, select the server you want to publish to, and then type your Citrix Administrator credentials.
3. In the Citrix Management Console dialog box, expand the Applications tree.
4. Right-click Application, and then click Publish Application.
5. On the first page of the Application Publishing Wizard, type a display name (for example, Acrobat) and a description of the application (for example, PDF Creation) that you want to appear on the Web interface and other client interfaces, and then click Next.

6. On the next page, click Application, and then click Browse to select the application you want to publish (for example, Acrobat.exe). Then, click Next.
7. On the Program Neighborhood Settings page, click Next.
8. On the Specify Application Appearance page, make any changes to the application resolution, and then click Next.
9. On the next page, if you want to enable audio, click Enable Audio. Then, click Next.
10. On the Specify Application Limits page, click Next.
11. On the Specify Servers page, in the list, click Citrix Server, and then click Add to move it to the Configured Servers list. Then, click Next.
12. On the Specify Users page, if you want to specify users who can run the application, clear the Allow Anonymous Connections option, and specify the users you want to allow. Then, click Next.
13. On the Specify File Type Associations page, click Finish.
14. The wizard finishes and the application is published.

#### **4.2 Basic acceptance tests for Acrobat**

After the installation is complete, you should test the application on a target computer. This section details the tests you can perform to ensure that you installed Acrobat successfully.

##### **To verify that the Acrobat plug-ins have been loaded:**

1. Start Acrobat, and then verify that no error messages appear on the startup screen.
2. On the Help menu, click About Adobe Acrobat Plug-ins.
3. Select each plug-in listed in the left column; then verify that Yes appears for the Loaded status located on the right under File Name.

##### **To check that basic file commands are working correctly:**

Open one or more files, and then do the following:

1. Page through the files by using the up and down arrows.
2. Print the files to a printer on the network.
3. On the File menu, click Save As to save the files with or without changes.
4. Select Document, and then click Insert Pages. Insert another file into the document, save the file, and then close the file. Reopen the file and verify that the document contains the inserted pages.

##### **To check menu items:**

Select the menu item you want to check, and then do the following:

If a dialog box appears, close it.

If a document opens, close it.

If a Web page opens, close it.

Repeat steps for each menu item you want to check.

##### **To create a test PDF file:**

1. Start Acrobat.
2. On the File menu, click Create PDF, and then click From File.

3. In the Open dialog box, browse to any Office Word, Excel, or PowerPoint file, and then click Open.
4. Verify that a PDF file was created. For example, check file properties to verify that file size is greater than zero, or open the file.

**To verify viewing a PDF file in a browser:**

In Internet Explorer, go to <http://www.adobe.com/products/acrobat/pdfs/pdfaccess.pdf>.

**4.3 Using Acrobat on client computers**

After Acrobat 9 is published on the server (see section 5.1 “Publishing the application on the server”), Citrix client computers can establish connections to it.

**To add a new connection:**

1. Click Start, point to All Programs, then point to Citrix ICA Client, and then click Citrix Program Neighborhood.
2. Select Add New ICA Connection to open the Add New ICA Connection Wizard. Click Next to proceed through the wizard.
3. Log on to the computer running Citrix Presentation Server to use Acrobat 9.

**To run Acrobat 9 by using the Citrix Web Interface from a client computer:**

1. On the computer you want to use to access Acrobat, point the Web browser to the Citrix Server Web portal (for example, <http://editcitrix.corp.adobe.com>).
2. If you have not yet downloaded the Citrix Web Interface client on this computer, you will be prompted to download it. Follow the on-screen instructions to download and install this application.
3. Log on to the Citrix Web Interface client.
4. On the Web portal site, click the application icon for the Acrobat 9 application you want to run.

**To access published Acrobat files by using the Citrix Program Neighborhood client:**

1. Run the installer file ica32.msi on the computer you want to use as the Citrix Program Neighborhood client.
2. Following installation, double-click the Citrix Program Neighborhood icon on the computer desktop.
3. On the File menu, click Custom Connections Settings.
4. On the Connection tab, do the following:
  - Verify that the Network Protocol Connection is set to HTTP/HTTPS.
  - Verify that the Server Group is set to Primary.
  - If you want to add an address list, click Add, and then follow the on-screen instructions.
  - Click OK.
5. On the computer desktop, double-click Add ICA Connection.
6. Set the connection type to Local Area Network, and then click Next.
7. On the next page, do the following:
  - Type a description of the ICA connection.
  - Verify that the Network Protocol is set to TCP/IP/HTTP.

Click the Server option and type the server name in the text box.

Click Published Application.

In the list, click the name of the Acrobat application you want to run.

Click Next.

8. Select a view for the published application, and then click Next.

9. On the Encryption Level page, click Next.

10. Type your user credentials, and then click Next.

11. Verify that the Windows colors are set to Default, and then click Next.

12. Click Finish.

## 5. Removing Acrobat 9

You must uninstall Acrobat 9 by using either Add or Remove Programs or Citrix Installation Manager on the computer running Citrix Presentation Server.

### To remove Acrobat 9 using Add or Remove Programs:

1. Click Start, click Control Panel, and then click Add or Remove Programs.

2. In the list, select Adobe Acrobat 9, and then click Change or Remove.

3. Restart the server to ensure that all the appropriate files are removed.

## 6. Troubleshooting

### 6.1 Contacting Adobe Technical Support

If you need to contact Adobe Technical Support, please prepare answers to the following questions so that we can better assist you:

1. Which version of the Citrix software are you using?

2. Which version of the operating system is on the Citrix server? Which Service Pack (if any) has been applied to the operating system?

3. Which version of the operating system is on the client computer? Which Service Pack (if any) has been applied to the operating system? Do these programs meet the environment requirements listed in “Tested environments” in this document?

4. What is the problem statement (for example, “When I do X with Y, Z happens”)? If the problem produces an error message, what is the exact wording of the message?

5. Which user profile is logged on to the server (for example, Administrator or Power User)? Does the problem occur when an Administrator profile is logged on to the server?

6. Which user profile is logged on to the client computer (for example, Administrator or Power User)? Does the problem occur when an Administrator profile is logged on to the client computer?

7. Can you reproduce the problem when you test the problem on the server? If so, what steps reproduce the problem?

8. What goal are you trying to achieve? Have you been able to achieve this goal in the past? If so, did anything change recently in your environment that might be related to the problem?

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

### 6.2 Known restrictions for Citrix clients

Issue #0640825: Acrobat PDFMaker and Adobe PDF Printer do not currently check Citrix licensing restrictions. Even users who don't have access to the Acrobat application may be able to use Acrobat PDFMaker and Adobe PDF Printer.

Issue #1451407: The Acrobat 9 graphical interface renders poorly when displayed using 8-bit resolution on a Citrix client.

TechNote #326511: (<http://www.adobe.com/support/techdocs/326511.html>):

Acrobat closes when a user right-clicks inside the main window. This applies to Acrobat and Reader versions 7, 8 and 9 running on Citrix Presentation Server 4.0. To fix this problem, install the Hotfix Rollup Pack PSE400W2K3R03 for Citrix Presentation Server 4.0, Citrix Access Essentials 1.0 and 1.5 for Windows Server 2003. For more information on this series of fixes, refer to the Citrix Systems KB article CTX111419 at <http://support.citrix.com/article/CTX111419>.

Issue #1520296: Mail does not launch when taking a shared review offline and attempting to send comments by Email.

Issue #1760973: Users are unable to Browse to Network folder via Add Existing folder.

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