

Adobe Acrobat 8 for Microsoft Windows Terminal Services

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1. Product name

Adobe® Acrobat® 8 for Microsoft® Windows® Terminal Services (WTS)

2. Document overview

This document explains how an IT manager can host Adobe Acrobat on a server and have it emulated on Microsoft Windows clients that use WTS. This document assumes that you have a basic understanding of the Windows operating system, WTS, and Adobe Acrobat.

This document also provides information on common troubleshooting issues.

3. References

- Adobe Developer Center
<http://www.adobe.com/devnet/acrobat/>
- Adobe documentation about enterprise deployment
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>
- Microsoft Windows Server 2003 Terminal Services home page
<http://www.microsoft.com/windowsserver2003/technologies/terminalservices/default.aspx>
- Adobe TechNote: Extract the Adobe Reader 8 msi installer for enterprise deployment
<http://www.adobe.com/go/kb400540>

4. Product overview

Adobe has validated the remote application execution of Acrobat 8 Professional, Acrobat 8 Standard, Acrobat 3D, and Adobe Reader® 8 by using WTS.

4.1 System requirements

You can find the system requirements for Acrobat 8 products at the following locations:

- Acrobat 3D:
<http://www.adobe.com/products/acrobat3d/productinfo/systemreqs/>
- Acrobat 8 Professional:
<http://www.adobe.com/products/acrobatpro/productinfo/systemreqs/>
- Acrobat 8 Standard:
<http://www.adobe.com/products/acrobatpro/acrobatstd.html?tab:systemreqs=1>
- Acrobat 8 Reader:
<http://www.adobe.com/products/acrobat/acrrsystemreqs.html#80win>

4.2 Tested environments

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

- ▶ The WTS environment used Remote Desktop Client version 6.0.2448.0 with Microsoft Windows Server 2003 Enterprise Edition and version 5.1.2600.2180 with Windows XP Professional Service Pack 2.
- ▶ Client operating systems tested were Windows XP Professional Service Pack 2 and Windows 2000 Professional Service Pack 4.
- ▶ A user account was set up using a Microsoft 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 2003 with Service Pack 2, Microsoft Internet Explorer® 6.0, Microsoft Visio® Professional Version 2003, Microsoft Office Publisher 2003, Microsoft Office Project Professional 2003, Lotus Notes® 7.0, and McAfee® VirusScan® Enterprise 8.0.

5. Installing Acrobat 8 products

You must install Acrobat 8 by using Add or Remove Programs on the WTS server.

To install Acrobat 8 products:

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 CD, insert the disk, and then click Next.
 - ▶ If you are installing from an executable file on your network, click Next, and then click Browse to locate the file.
4. Click Finish.

Note After installing Acrobat 8 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.

5.1 Activating Acrobat

You must activate Acrobat online after installing it on the server. If the product is not activated, it will time out and not function after 30 days. You can activate Acrobat in either of the two following ways:

- ▶ Upon launching Acrobat for the first time, you will be prompted to activate the product. Complete the process at this time and no further prompts will be shown to the administrator or end user.

or

- ▶ Licensing customers can customize the activation process in a number of ways to fit their working environment. For more information, please see:
<http://www.adobe.com/elicensing/licensemanagement/alm>.

5.2 Accessing Acrobat 8 from a WTS client

To access Acrobat 8 from a WTS client:

1. Click Start, point to All Programs, point to Accessories, point to Communications, and then click Remote Desktop Connection.
2. In the Remote Desktop Connection dialog box, in the Computer text box, type the name of the server you want to access, or select a server name from the list.
3. Click Connect.

4. Log on to the server.
5. Open Acrobat 8 from the WTS server.

5.3 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 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 each menu item, 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.

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 Microsoft Office Word, Excel, or PowerPoint file, and then click Open.
4. Verify that the 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>.

6. Removing Acrobat 8 products

To remove Acrobat 8 products:

1. Click Start, click Settings, click Control Panel, and then click Add or Remove Programs.
2. Select Adobe Acrobat 8 in the list, and then click Change or Remove.
3. Restart the system to ensure that the appropriate files are removed.

7. Troubleshooting

7.1 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 operating system is the Terminal Services-based server? Which Service Pack (if any) has been applied to the operating system?
2. Which version of the operating system is 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?
3. 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?
4. 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?
5. 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?
6. Can you reproduce the problem when you test the problem on the server? If so, what steps reproduce the problem?
7. 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.

7.2 Known restrictions for WTS clients

- Issue #1101277: If the Enable Advanced Printing Features check box is selected in the Adobe PDF Printer, printing to the Adobe PDF Printer will fail. Please clear this check box. To do so, open Printers and Faxes in Control Panel. Then, right-click Adobe PDF Printer, and choose Properties. On the Advanced tab, clear the Enable Advanced Printing Features check box, and then click OK.
- Issue #1451407: The Acrobat 8 graphical interface renders poorly when displayed using 8-bit resolution on a WTS client.

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