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Preface: About Enterprise Deployment

This document is the central document in a set that provides you with the information you need to deploy Adobe® Creative Suite® products in an enterprise environment. The following figure shows the entire document set and how the documents are related.

- **Deployment and Provisioning Concepts** — This document defines Adobe product and enterprise deployment process terms used throughout the document set.

  **NOTE:** You may want to read the Concepts document first, before attempting to use the other documents in the set.

- **Enterprise Deployment Guide** — This is the document you are reading. It identifies the main characteristics of and assumptions about enterprise deployment and gives you the information you need to deploy Adobe Creative Suite products and updates using Adobe deployment packages. It explains how you can use ARD and SCCM to deploy Adobe deployment packages. It tells you how to set configuration options after an install.

- **CS5 Deployment Component Reference** — This document contains detailed information about the components that make up a Creative Suite product.

- **Enterprise Deployment Planning Sheets** — A collection of planning worksheets you can use to plan, record, and communicate your deployment decisions.
How are products deployed in an enterprise?

CSS deployment packages and their related product install folders can be copied to multiple computers in a single operation using compatible tools such as Apple Remote Desktop (ARD) and Microsoft System Center Configuration Manager (SCCM).

While enterprise situations vary widely in the number of machines involved, how those machine are connected and configured, how they are managed and accessed, and what their deployment framework is, there are some fundamental characteristics they have in common. The information in this document set assumes the following common characteristics:

1. **User Groups** — A given customer has more than one group of users. Each group uses a different set of software applications to accomplish their jobs. Someone in the company determines which users belong to which groups, and what applications each group needs.

2. **Software Purchases** — Someone in the company decides which products to buy to optimize product coverage across all groups and minimize cost to the company. Adobe Creative Suite products come in two forms: point products and suite products. This person decides which type of product to buy and how many seats of each are needed. All products are purchased with a volume license. Volume licenses for Adobe products are available directly from Adobe or from a reseller; serial numbers are downloaded from the Adobe licensing web site.

3. **Communication** — The people who identify the user groups and make the software purchasing decisions convey this information to the system administrators who install the software.

4. **System Administrator Responsibilities** — An administrator’s job is to take the install media for software purchased by the company and put the correct set of applications on each user’s machine. In order to do this, he must have the serial number for each product.

   In order for the administrator to do his job, he must know what user groups have been identified, which computers belong to each group, who is in each group, which set of applications each user group needs, and how many copies of which products the company has purchased. Based on this, he decides which serial number to use when installing an application for a user group.

5. **Media Type** — CS5 products come in two forms: product media (DVDs) and product ESDs (electronic software distribution). Product ESDs are the preferred form for use in enterprise deployments.

6. **Configuration** — In almost all cases, a network is needed to perform part or all of the deployment.

**Advantages of Adobe deployment packages**

Using deployment packages created with the Adobe CS5 Application Manager to install CS5 products gives you a number of advantages:

1. **Deployment packages enable silent installs** — An enterprise install is a silent, customized install.

   A silent install requires no input from end users on the systems on which it is executed. This means that all choices affecting what is installed and how it is installed are made before the install is performed. These choices are stored in the package.

   When creating a deployment package, you choose the applications and components you wish to install from the product you are packaging. When packaging products for delivery in Windows, you can choose 32-bit or 64-bit versions of the applications.
You can also easily choose install options that may not be available when users install applications directly. For example, you can direct the install program to ignore conflicting processes during installation. You can choose options that affect the behavior of the installed applications, such as suppressing the display of the EULA upon launch of the installed programs on end-user systems, and suppressing registration prompts, automatic updating activity and the Adobe Product Improvement program for the installed products.

2. **Package creation is easy with the Adobe CS5 Application Manager, Enterprise Edition** — The Application Manager has an easy-to-use GUI that makes it simple to create a deployment package that can both install and uninstall the applications you specify. The packages created by the Application Manager are in industry-standard formats (MSI in Windows, PKG in Mac OS) that are compatible with SCCM and ARD. You can also package multiple updates in the same formats.

3. **Your product serial number is verified before installation** — The Application Manager prompts you for the serial number of your product, and verifies that the number you enter is a valid volume licensing serial number. If a serial number is not valid, the Application Manager indicates that there is a problem and allows you to enter a different number. You cannot proceed with package creation until you either provide a valid serial number, or choose to install in trial mode. You are assured that the install that takes place when this package is executed will not fail because of serial number problems, and that the install program will never prompt the end user on a target system to supply a serial number during the install. If the product is in trial mode, the user is prompted for a serial number on launch.

4. **The system requirements for the Application Manager are modest** — The Application Manager can be run on systems with modest capacities. The Application Manager Guide, Enterprise Edition lists the system requirements necessary to run the CS5 Application Manager.

**NOTE:** The Adobe CS5 Application Manager, Enterprise Edition does not perform an install; it just creates a deployment package that records the install decisions you make ahead of time. The actual install is performed by the Adobe install program (set-up.exe in Windows, Install.app in Mac OS) located in the product install folder associated with the package. Set-up is invoked by an MSI/PKG in the package, that invokes a provisioning tool and configuration utility. These use the configuration information in the package to create necessary configuration files for set-up and invoke the executable with appropriate command line arguments to ensure a silent install.

**Adobe package limitations**

- Adobe deployment packages do not support snapshot installations.

- Adobe deployment packages cannot be used to deploy system or application configuration information other than what is explicitly described in this document. In particular, you cannot use one to deploy application-specific preference settings. The CS5 applications do not implement application preferences in a consistent manner across applications, nor do the implementations conform to existing platform standards.

- In general, you should not edit the package file (MSI or PKG) created by the Application Manager. The only exception is when you want the user to specify the installation location in Mac OS. In this case, you must modify the Info.plist file in the generated PKG as described in “Allowing user to specify installation location” on page 42.

- The packages you create with the Application Manager have no UI (MSI), or only a default UI (PKG). You should not attempt to install them directly (for example by double-clicking the MSI or PKG file). You must use a third-party tool such as ARD or SCCM to deploy them. See Chapter 4, “Deploying Adobe Packages with ARD,” and Chapter 5, “Deploying Adobe Packages with SCCM.”
You cannot use this tool to package Creative Suite 4 applications, Adobe AIR® applications, or Adobe Acrobat®.

In Windows, if you wish to install on both 32-bit and 64-bit systems, you must create both a 32-bit package and a 64-bit package.

The Application Manager does not support the Administrative install point.

The Application Manager does not support NFS or SMB.

You should not attempt to use a PKG package to install on a Windows system.

The enterprise deployment process

This figure shows a schematic view of the steps for deploying Adobe Creative Suite 5 software using deployment packages:

1. **Planning** — There are decisions to make before you create deployment packages and distribute them. The planning sheets, along with the information in this document, will help you get everything ready to go. The planning step affects all the other steps.
   - **Chapter 1, “Using the Adobe Application Manager for Enterprise Deployment”** introduces the tool you will use for creating packages, in order to give you some familiarity with the process.
   - **Chapter 2, “Planning for Deployment”** will help you with the planning process.

2. **Downloading the product install media** — The platform-specific download process results in a product install folder on your admin system or staging area that contains the product install program and everything it needs to install the product. See “Preparing the product install folder” on page 36. You decide where to put this folder during the planning process.

3. **Creating deployment packages** — Once the product install folder is on or available from your admin system, you can create the Adobe deployment package or packages necessary to install that product.

   When you have completed planning and created the product install folder, return to **Chapter 1** to walk through the actual package creation.

4. **Testing the packages** — Once the packages are created, you should test them on a test system to make sure everything executes without error. This test setup should mirror the one you use to deploy the packages to your target systems.
For details see “Testing packages” on page 37.

5. *Deploying the packages* — You can use a third party tool such as ARD or SCCM to deploy your packages if you so choose; Adobe has tested these tools with Adobe deployment packages. Other such tools may also be reasonably expected to work, although Adobe has not tested them.

For details, see:

- Chapter 3, “Preparing for Deployment”
- Chapter 4, “Deploying Adobe Packages with ARD”
- Chapter 5, “Deploying Adobe Packages with SCCM”

6. *Creating and deploying install-and-update or update-only packages* — You use a similar workflow to create and deploy packages that include updates for previously deployed Adobe products. You can download the updates directly from the Adobe website. For details, see “Creating an update-only package” on page 21.
Using the Adobe Application Manager for Enterprise Deployment

This chapter tells you how to create Adobe® Creative Suite® 5 deployment packages with the Adobe CS5 Application Manager, Enterprise Edition. In this document, Creative Suite 5 is abbreviated to “CS5” and the tool is called the “Application Manager.”

This chapter walks you through the task of creating the necessary deployment packages for an enterprise. It introduces you to the deployment process; before actually using the tool to create packages, you will need to plan exactly what you want to deploy and how you want to deliver it in your enterprise. The rest of this document describes the preparation and planning process in more detail.

When you have finished the planning process, you will want to come back to this chapter to begin the actual creation of your first package.

Deployment tools

The Adobe CS5 Application Manager, Enterprise Edition is an efficient, easy-to-use, and reliable application that packages an Adobe Creative Suite 5 product install folder as an MSI or PKG for deployment on multiple computers. It is available on both Windows and Mac OS platforms. Packages created by the Windows version can be deployed only in Windows; packages created by the Mac-OS version can be deployed only in Mac OS. If you plan to install CS5 software on both platforms, you need both versions of the Application Manager.


The Application Manager has been tested on Windows server 2003 and 2008 as well as Apple Mac OS X server. You can receive the tool in one of two forms: on DVD or via Electronic Software Download (ESD).

System requirements for the Application Manager

The system on which you run the Adobe CS5 Application Manager, Enterprise Edition must meet the following requirements.

<table>
<thead>
<tr>
<th>Windows</th>
<th>Mac OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor Speed: 1 GHz or faster</td>
<td>Multicore Intel processor</td>
</tr>
<tr>
<td>Operating System: Microsoft Windows XP with Service Pack 3 (32-bit) or Windows Vista Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 (Service Pack 2 recommended) 32-bit or 64-bit or Windows 7 (64-bit)</td>
<td>Mac OS X v10.5 to 10.6.x</td>
</tr>
<tr>
<td>Hard Disk Space: 100 MB space available for installation</td>
<td>125 MB available for installation</td>
</tr>
<tr>
<td>RAM: 512 MB</td>
<td>512 MB</td>
</tr>
<tr>
<td>Display: 1,024 x 768 (minimum) or 1,280 x 800 (recommended) with 16-bit video card.</td>
<td></td>
</tr>
<tr>
<td>Peripherals: DVD-ROM drive if you use product media to install CS5 products</td>
<td></td>
</tr>
</tbody>
</table>
Preparing for package creation

The instructions in this document assume:

- You have completed the planning described in Chapter 2, “Planning for Deployment,” and you have worksheet #2 for each package you are going to create in front of you.

- The Application Manager is installed on your administrative system. The default installation location for the CS5 Application Manager is:

  In Windows 32-bit: `<system drive>:\Program Files\Common Files\Adobe\Oobe\PDapp\Enterprise`
  
  In Windows 64-bit: `<system drive>:\Program Files (x86)\Common Files\Adobe\Oobe\PDapp\Enterprise`
  
  In Mac OS: `/Library/Application Support/Adobe/Oobe/PDapp/Enterprise`

- The product-install folder for the products you are going to package has been created, and is accessible from your administrative system, either copied to a local disk or mounted from another system, and you know the path to it.

  This folder must contain all of the files downloaded from the product install media (ESD or DVD), and must contain exactly one set of media files. If you are creating deployment packages for more than one purchased suite product or point product, you must create a separate product-install folder for each one. See “Preparing the product install folder” on page 36.

  If you are creating an update package, you must download the required updates from the Adobe website, and copy the contents into a folder. The copied files must be accessible from your administrative system.

Additional components available with Application Manager

When you install the Application Manger, the following components are also made available:

- Adobe Provisioning Toolkit Enterprise Edition, a command-line tool that helps you track and manage serialization of Adobe® Creative Suite® products that you have deployed in your enterprise

  For more information on using this tool, see Chapter 6, “Adobe Provisioning Toolkit Enterprise Edition.”

- Adobe Update Server Setup Tool, a platform-specific command-line tool that helps you configure your own update server for automatic update of Adobe® Creative Suite® products.

  For more information on using this tool, see Chapter 7, “Adobe Update Server Setup Tool.”

These components are available in the following directories
Adobe Update Server Setup Tool

In Windows 32-bit:
\<system drive>:\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\AUSST

In Windows 64-bit:
\<system drive>:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\AUSST

In Mac OS:
/Library/Application Support/Adobe/OOBE/PDApp /Enterprise/utilities/AUSST

Adobe Provisioning Toolkit Enterprise Edition

In Windows 32-bit:
\<system drive>:\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\APTEE

In Windows 64-bit:
\<system drive>:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\APTEE

In Mac OS:
/Library/Application Support/Adobe/OOBE/PDApp /Enterprise/utilities/APTEE

CS5 deployment packages

An Adobe CS5 deployment package provides an automated way of invoking a CS5 install program to perform an enterprise install – a silent, customized install. Each installation package can install a set of CS5 applications belonging to a single suite product. Deployment packages are always executed on the target systems.

You create packages with the Adobe CS5 Application Manager, Enterprise Edition. You can create installation packages, for the initial deployment of Creative Suite products. After initial deployment, you can choose to include updates to previously installed products in installation-and-update packages, or you can use the same tool to create update-only packages.

When creating an installation package, one of the first things you do is point the Application Manager at the product install folder for the purchased suite product or point product you are packaging. The Application Manager scans this folder and presents you with a list of applications and components that can be installed, from which you make your choices. You can also set a number of options that affect the behavior of the install program, and of the installed applications when launched on an end-user system. All of these choices are recorded in the package.

When you save a newly created package, these files are written:

- A Build folder.
  - In Windows, this contains the MSI file used for installation on the client machine, a Setup folder containing complete deployment packages, and a ProvisioningTool folder with binaries for required tools.
  - In Mac OS, this contains Install and Uninstall PKG files used for installation on the client machine.
- An Exceptions folder. In Windows, this contains all the exception payloads; in Mac OS, it is empty. Exception payloads are those that must be installed separately; they can include:
  - Adobe Media Player
  - AdobeHelp
  - Adobe Flash Player 10 Plugin
Creating deployment packages

This section walks you through the creation of a single package. “Application Manager logs and error messages” on page 23 contains a list of Application Manager error messages, what they mean, and how to recover from the errors.

1. Invoke the Adobe CS5 Application Manager, Enterprise Edition.
   
   Start the Application Manager on your system.
   
   - In Windows, click the shortcut for the application in the Start menu, under Programs > Adobe > Adobe Application Manager Enterprise Edition.
   
   - In Mac OS, use the alias at /Applications/Adobe Application Manager Enterprise Edition.

   This brings up a the EULA; you must accept the license agreement to continue.

2. After you accept the license agreement, the first screen you see is the Welcome page. This, and following pages, require you to enter information recorded on planning sheet #2.
   
   - Notice the information icon near the bottom left; this appears on most pages. As you use the tool, you can click this icon at any time to access online documentation.
   
   - You will also see smaller information icons next to certain fields; click these to see additional information about those fields.
   
   - When you select the package type, the page updates to allow you to enter the basic information for that type of package. You will initially create Installation Packages; an installation package can also include updates to previously deployed products.

   Later, you might want to create update-only packages; see “Creating an update-only package” on page 21.
3. **Enter package information.** For an installation package:

- Enter the name and location to which you want to save the package you create. Enter the values from the **PACKAGE NAME** and **SAVE-TO LOCATION** fields on the planning sheet (see "Specifying packages" on page 30). You can click the Browse icon to locate the destination folder, or enter the absolute path.

- Enter the location of the product-install folder. This is the location to which you copied the installer files from the distribution DVD or ESD (see "Preparing the product install folder" on page 36). You can click the Browse icon to locate the product install folder for the product you are packaging, or enter the absolute path.

- In Windows, choose 32-bit or 64-bit processor support. You must make separate packages for 32-bit and 64-bit installations.

  **NOTE:** In Creative Suite 5, Adobe Premiere® Pro and After Effects® are 64-bit only; there are no 32-bit versions.

4. Click Next. The tool retrieves information from the installer, which takes some time. When it is finished, the Serial Number page appears:
5. **Enter serial number and language.**

Enter the serial number from the SERIAL NUMBER field on the planning sheet, or choose “Proceed without serializing” to create a package for trial-mode installation. See “Serial number” on page 30 for details of which serial number to use. It is possible to change a serial number after deployment using the Adobe Provisioning Toolkit Enterprise Edition; see “Managing serialization in deployed products” on page 31.

If you enter a serial number, the Application Manager verifies that it is a valid. If the serial number you supplied is valid, a green check appears to the right of the number field, along with the language for which it is valid.

If the serial number is not valid, you can re-enter it. You cannot proceed with package creation until you provide a valid serial number, or select “Proceed without serializing.”

6. Click Next to continue to the Installation Options page.
This page shows the possible point products and components that can be installed as part of the product in the product-install folder. During the planning process, you must decide which products and components to include in each deployment package; see “Product components” on page 33.

7. **Select products or components to include.**

   - All products are initially selected. You can deselect any products or components you do not wish to include.
   - If you chose not to enter a serial number, all products that you include are installed in trial mode.

If you create packages for multiple products, you will notice that this list varies depending on the product you are packaging. For example, if you are packaging Adobe InDesign® CS5, the only primary application choice will be InDesign. If you are packaging the Adobe CS5 Master Collection, every application included in that suite appears in the scroll list.

When multiple products are shown on the left, select a product to show its optional component on the right, where you can select the ones you want to include.

The Total Install field at the bottom shows the free space that will be required on the target machine to install the components you have currently selected. The size adjusts as you select and deselect items.

8. **Click Next to continue to the Configure Package page.**
9. **Select configuration options.**

On this screen, enter the following values from the planning sheet:

- **PRODUCT LAUNCH OPTIONS** — Set these options to match the choices on the planning sheet. See “Configuration: product launch options” on page 31.

- **DISABLE AIR COMPONENTS IN PACKAGE** — This option is available only for the Mac OS-based installations. Select this option if you do not want to install AIR, Adobe Community Help, and Adobe Media Player. This is required in certain scenarios, for example while performing an ssh-based installation or for avoiding manual entry of proxy credentials.

You should install AIR and Adobe Community Help separately on the client machines after the packages are deployed. For more information, see Installing AIR and Adobe Community Help Separately.

**NOTE:** Adobe Media Player is no longer available for download effective September 16, 2010.

- **CONFLICT HANDLING** — Choose whether to abort the installation if conflicting processes are running, or attempt to continue with the installation.

The end-user should be instructed to shut down all Adobe applications and processes, browsers, and applications such as Microsoft Office on the target machine in order to avoid conflicting process issues.

- **INSTALLATION LOCATION** — You can accept the default location, or choose to have the user specify a location during the installation. If a different path is specified on the planning worksheet, select “Deploy to: “ and enter that path. This must be an absolute path; you can use certain environment
variables, but you cannot use “~” to represent the home directory. See “Configuration: installation location options” on page 32.

- **ADOBE UPDATER OPTIONS**— You can choose how to handle the update process for deployed applications. You can choose to allow or suppress automatic update checking, or redirect automatic update checking to your own server. See “Configuration: updater options” on page 33.

10. **Add updates**

When you click Next, you have the opportunity to add updates to the package.

This page lists updates you want to include in your package. The list is empty until you add updates that you have downloaded; see “Preparing updates for packaging” on page 36.

- Click Add Update to bring up an Open dialog.
- Navigate to the location in which you stored the ZIP files (Windows platform) or the DMG files (Mac OS platform), and select the files you want to include in this package.
- You can click Delete to remove an update from the set to be included in the package.
- Continue adding and deleting updates until the set is correct.


The completion state of this lengthy process is estimated on the Build Progress page.
12. When the build completes successfully, the Summary page appears.
This page displays a summary of the products or components included in the build, and the serialization used for the suite or for each point product.

You can click the Build Log link at the bottom to see the detailed progress report, including any errors, or simply click DONE to close the Application Manager.

Creating an update-only package

The process for creating an update package is very similar to that of creating the original installation package.

1. When you select the package type, the page updates to allow you to enter the basic information for an update package.

2. **Enter package information:**
   - Enter a descriptive name for the update package.
   - Enter the location to which you want to save the update package you create. You can click the Browse icon to locate the destination folder, or enter the absolute path.

3. Click Next to continue to the Include Updates page.
This page lists updates you want to include in your package. The list is empty until you add updates that you have downloaded; see “Preparing updates for packaging” on page 36.

4. **Add updates**
   - Click Add Update to bring up an Open dialog.
   - Navigate to the location in which you stored the ZIP files or the DMG files, and select the files you want to include in this package.
   - You can click Delete to remove an update from the set to be included in the package.
   - Continue adding and deleting updates until the set is correct.

5. Click Build to build the new package.

6. When the build completes successfully, the Summary page appears.
   Your package includes only the updates you need; the Application Manager ignores any duplicate updates, or updates to a lower version than is currently installed.
   - If you selected the same update twice, only one copy is included in the package and displayed in the summary.
   - If a selected update is for a lower version than the one already installed, the update is listed in the summary with an informative note about why it was not included in the package.
Application Manager logs and error messages

When you install or run Adobe CS5 Application Manager, Enterprise Edition, it creates or writes to log files on the admin system, in your platform’s temporary-file location:

- In Windows, logs are in the %temp% location.
- In Mac OS, logs are in the folder ~/Library/Logs/.

<table>
<thead>
<tr>
<th>Log File</th>
<th>Purpose and Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDApp.log</td>
<td>Both the tool installation and the process of configuring a package with the tool write information to this file. Refer to it for any problem in either the tool installation or package-creation workflow.</td>
</tr>
<tr>
<td>AdobePB&lt;timestamp&gt;.log</td>
<td>When you have completed the package configuration, you launch the build engine that creates the deployment package. The build engine writes progress, warnings, and build errors to this file. If the build fails, look here for the reason.</td>
</tr>
</tbody>
</table>
## Error messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome Screen</td>
<td>The path name is not valid. Please provide a valid path.</td>
<td>You have used characters in the package name that are not supported in folder names in Windows or in Mac OS.</td>
</tr>
<tr>
<td></td>
<td>A folder named <code>&lt;foldername&gt;</code> already exists. Please provide a unique folder name.</td>
<td>The package save location already has a folder with the given name.</td>
</tr>
<tr>
<td></td>
<td>Path is too long. Please provide another path.</td>
<td>The path to the package save location exceeds the allowed number of characters.</td>
</tr>
<tr>
<td></td>
<td>You do not have sufficient privileges to write to this path.</td>
<td>The user does not have write access at the save location.</td>
</tr>
<tr>
<td></td>
<td>A valid installer could not be found.</td>
<td>The Application Manager did not find the files and executables for a valid CS5 product install folder at the path you entered for “Locate the installation media.”</td>
</tr>
<tr>
<td></td>
<td>The installer could not be parsed correctly.</td>
<td>The product install folder has something wrong with it.</td>
</tr>
<tr>
<td></td>
<td>You cannot package a non serialized component. Please provide a serialized product in the product install folder</td>
<td>Non-serializable media were provided.</td>
</tr>
<tr>
<td></td>
<td>You have selected the 32-bit package option. Please provide 32-bit media or select 64-bit package option.</td>
<td>You chose a 32-bit package, but the product install folder contains 64-bit installation media.</td>
</tr>
<tr>
<td>Serialization Screen</td>
<td>The serial number is not valid for this product.</td>
<td>You have typed the serial number incorrectly, or have the wrong serial number, or the serial number locale does not match the installation media.</td>
</tr>
<tr>
<td>Configuration Screen</td>
<td>Deploy location is required.</td>
<td>You have selected the “Deploy to” option, then clicked Next without entering a location.</td>
</tr>
<tr>
<td></td>
<td>Invalid file</td>
<td>You have selected the &quot;Redirect AAM Updater to internal server&quot; option, but provided invalid XML for the redirect.</td>
</tr>
</tbody>
</table>
### Using the Adobe Application Manager for Enterprise Deployment

#### Creating an update-only package

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Summary Screen</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your build encountered unrecoverable errors.</td>
<td>The build failed. Check the build log to find the reason.</td>
<td>Take appropriate action and try again. For example, if the cause is insufficient space, allocate more space.</td>
</tr>
<tr>
<td>This patch was not packaged as a higher version is already included in this package.</td>
<td>You have selected the wrong version or multiple versions of an update.</td>
<td>Select the highest available update version.</td>
</tr>
<tr>
<td><strong>Include Updates Screen</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DMG/ZIP unavailable.</td>
<td>The path specified for the ZIP or the DMG files is not accessible.</td>
<td>Verify that the location specified for the ZIP or the DMG update files is accessible. Select the updates again after they become available.</td>
</tr>
<tr>
<td>Valid DMG/ZIP files not found.</td>
<td>The update files that you have selected are not actually ZIP or DMG files (even though they might be named as such).</td>
<td>Ensure that the files are valid ZIP or DMG files.</td>
</tr>
</tbody>
</table>
| DMG mount failed. | Application Manager could not mount the DMG file. This could be because of the following reasons:  
  - The files might have been auto-mounted when the updates were downloaded.  
  - There could be a system error, incorrect permission, insufficient disc space, or any other error. | Ensure that the disc space is sufficient and the folders have the appropriate permissions. |
| Invalid DMG/ZIP. | This could be because of the following reasons:  
  - The required files were not found.  
  - The update files do not have the right content (for example the files might have become corrupt).  
  - There is an error is processing the ZIP or the DMG files. | Ensure that the correct update files have been downloaded and retry the steps. If required, restart the Application Manager. If this doesn’t work, download the files again. |
| ZIP extraction failure. | The ZIP files could not be extracted in the temporary folder because of a system error, permission issue or a miscellaneous error. | Ensure that the ZIP files can be correctly extracted in the temporary folder. |
2 Planning for Deployment

Before you use the Adobe CS5 Application Manager, Enterprise Edition (Application Manager) to make packages, you need to do a good deal of thinking and planning. This section gives you all the information you need to that planning. The *Guide to Adobe Application Manager Enterprise Edition* (called here *Application Manager Guide*) helps you through the process of creating packages with the Application Manager. You then come back to this document to do the final step of deployment — getting the package you have created into the right place so the target systems can invoke the package and install the product.

There are several steps to your planning process:

1. Identifying your user groups and their application needs.
2. Identifying the packages you need to create to install those applications for those users, and deciding how you will deploy the packages.
3. Specifying the packages themselves before you create them.

The sections in this chapter each address one of these planning steps.

### Identifying user groups & their needs

You will need one or more deployment packages for every unique user group in your enterprise. Your first planning step is to identify each user group that needs a particular application or set of applications to do their job. If you or someone else at your company has already purchased the Creative Suite 5 products, this step has undoubtedly already been done, but it may or may not be written down in a form useful to you at this stage in planning.

Use *Enterprise Deployment Planning Sheet #1: User Groups & Packages for CS5 Products* for this step. You will continue to use this planning sheet in the second planning step.

**NOTE:** Use a pencil to fill in this planning sheet, as some iterative planning will be taking place on it, and you may need to erase some things.

At this point, you want to fill out the first four columns:

- **GROUP NAME:** Identify each user group for which you have purchased (or will purchase) CS5 software. The labels you choose to identify your user groups are for your own use only; they are not included anywhere in the deployment package, so there are no restrictions on how you name them.

- **PRIMARY APPLICATIONS NEEDED:** For each user group, write down the list of CS5 applications people in that group need to do their jobs. The primary applications are listed in the first column of the application/suite matrix on page 27.

- **PLATFORMS:** Circle, underline, or otherwise highlight the platform(s) the users in the group work on.

- **PRODUCT:** List here the CS5 product(s) that have been purchased (or will be purchased) that provide the applications you have listed. This list will consist of point product and/or suite product names. Do not distinguish between Mac OS and Windows versions when you list the product names here. You will do that in a later step.
An example planning sheet is shown below.

<table>
<thead>
<tr>
<th>GROUP NAME</th>
<th>PRIMARY APPLICATIONS NEEDED</th>
<th>PLATFORMS</th>
<th>PRODUCT</th>
<th>PACKAGE COUNT</th>
<th>PACKAGE NAME(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writers</td>
<td>Adobe InDesign</td>
<td>Mac Win32 Win64</td>
<td>Design Premium</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photographers</td>
<td>Adobe Photoshop</td>
<td>Mac Win32 Win64</td>
<td>Design Premium</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Layout Folks</td>
<td>Photoshop, Adobe Illustrator, InDesign</td>
<td>Mac Win32 Win64</td>
<td>Design Premium</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web Makers</td>
<td>Adobe Dreamweaver, Adobe Flash, Adobe Fireworks</td>
<td>Mac Win32 Win64</td>
<td>Design Premium</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You may find the following table useful in filling out these four columns. It shows the CS5 suite products along the top, with the CS5 point products down the left side. Dots in the body of the table show which point product primary applications are included in which suite. If a user group needs every application in a particular suite, you can just write “All of <suite-name>“ in the APPLICATIONS NEEDED column on the planning sheet.

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Design Standard CS5</th>
<th>Design Premium CS5</th>
<th>Web Premium CS5</th>
<th>Master Collection CS5</th>
<th>Production Premium CS5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe After Effects CS5</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Contribute® CS5</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Dreamweaver® CS5</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Encore® CS5</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Fireworks® CS5</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Flash® Professional CS5</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Flash Catalyst™ CS5</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Flash Builder™ 4 Standard</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Illustrator® CS5</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe InDesign® CS5</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe OnLocation™ CS5</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Photoshop® CS5</td>
<td>●</td>
<td></td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Photoshop Extended CS5</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Premiere Pro CS5</td>
<td>●</td>
<td></td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Adobe Soundbooth® CS5</td>
<td></td>
<td></td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** The display name for Photoshop in the Application Manager is always just “Photoshop”. It is understood that the extended version of Photoshop exists in all versions of Creative Suite except for Design Standard CS5.
Making your package list

After you have a complete list of user groups and the applications each one needs to do their jobs, you are ready to determine how many packages you need to deploy those applications for those users. In order to determine your package count and what each one should contain, you need to understand a few concepts about Adobe product and package design.

How products correlate to packages

In order to determine how many deployment packages you need to create, and what each package deploys, you need to understand the relationship between a CS5 product and a package. When you purchase a CS5 product, you get the product either on DVDs (product media) or via an electronic download (product ESD). The product ESD is highly recommended for enterprise deployment, but you can use product media instead.

There is a one-to-one correspondence between a deployment package and a CS5 product. A package is designed to package a single product install folder, which includes the install program (\set-up.exe in Windows, Install.app in Mac OS) and all the application and component code, configuration information, and all the other information it needs to install the product. Additionally, each product comes with a single serial number; as an install program can take only one serial number, a package can deploy only a single product.

As a result of this one-to-one relationship, a deployment package has a link to one and only one product install folder. You cannot create a single package that includes multiple CS5 products. For example, you can buy Photoshop CS5 and Illustrator CS5 separately as point products, but you cannot create one deployment package to install both of them; you must create one package to install Photoshop and a different package to install Illustrator. If you purchase InCopy® CS5, you must make a package to install just InCopy. In fact, this is the only way to package InCopy CS5 because it is not included in any of the suite products.

A package can install multiple applications only if all of those applications are installed from a suite product. So, you can install both Photoshop and Illustrator from a single package only if you have purchased a suite product that contains both of those applications. If you create the package with a suite serial number, the package can include any of the applications from that suite.

You can create multiple deployment packages from a single CS5 product. For a suite product, different packages can deploy different subsets of the applications included in the suite. You can even create multiple packages that deploy the same single application, with different install options and application options. However, all of the packages created from a given product are all deployed using the same serial number and the same product install folder.

Identifying the package you need

Now that you have a user group/applications list and understand the restrictions on a given package, you are ready to identify all the packages you need to create. Continue working on planning sheet #1 that you started in the previous section.

1. For every row that specifies multiple products, add more rows so that each resulting row specifies only one product.

   - For each row that lists more than one product in the PRODUCT(S) column, you need to make one or more extra rows for that group. If there are two products listed, you need one extra row; if there are three products listed, you need two extra rows, etc. To split up your single row most efficiently, identify the product with the smallest subset of applications (for instance, a point
product, or a suite product with only one or two applications from it) and move that product and its corresponding applications from the original row to a new one. Then erase that product name and those applications from the original row.

- For each new row you add, enter the same user group name and the same platform choices from the original row.

At this point, our example worksheet would look like this:

<table>
<thead>
<tr>
<th>GROUP NAME</th>
<th>PRIMARY APPLICATIONS NEEDED</th>
<th>PLATFORMS</th>
<th>PRODUCT</th>
<th>PACKAGE COUNT</th>
<th>PACKAGE NAME(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writers</td>
<td>InDesign</td>
<td>Mac Win32</td>
<td>Design Premium</td>
<td>1</td>
<td>InDesignOnly</td>
</tr>
<tr>
<td>Photographers</td>
<td>Photoshop</td>
<td>Mac Win32</td>
<td>Design Premium</td>
<td>2</td>
<td>PhotoMac PhotoWin</td>
</tr>
<tr>
<td>Layout Folks</td>
<td>Photoshop, Illustrator, InDesign</td>
<td>Mac Win32</td>
<td>Design Premium</td>
<td>1</td>
<td>Layout</td>
</tr>
<tr>
<td>Web Makers</td>
<td>Dreamweaver, Flash, Fireworks</td>
<td>Mac Win32</td>
<td>Design Premium</td>
<td>2</td>
<td>WebMac WebWin</td>
</tr>
</tbody>
</table>

2. Calculate your package count.

For each row on your planning sheet, look in the PLATFORMS column. If you have chosen only one platform (bold in example above), your package count is 1. If you have chosen both platforms, your package count is 2. Record these numbers in the PACKAGE COUNT column.

3. Name each package.

You are now ready to name your packages. Choose a brief but descriptive name for each package on your list. If you have Mac OS and Windows versions of the same package, you may want to choose a common package name and append “Win” or “Mac” to the name. Whatever name you choose, it should allow you to easily identify that package with its intended user group and usage.

**NOTE:** Since this package name is used to name the folder on your system that will contain the package files, the same operating system constraints that apply to folder names also apply to the package names you choose.

At this point, our example worksheet would look like this:

<table>
<thead>
<tr>
<th>GROUP NAME</th>
<th>PRIMARY APPLICATIONS NEEDED</th>
<th>PLATFORMS</th>
<th>PRODUCT</th>
<th>PACKAGE COUNT</th>
<th>PACKAGE NAME(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writers</td>
<td>InDesign</td>
<td>Mac Win32</td>
<td>Design Premium</td>
<td>1</td>
<td>InDesignOnly</td>
</tr>
<tr>
<td>Photographers</td>
<td>Photoshop</td>
<td>Mac Win32</td>
<td>Design Premium</td>
<td>2</td>
<td>PhotoMac PhotoWin</td>
</tr>
<tr>
<td>Layout Folks</td>
<td>Photoshop, Illustrator, InDesign</td>
<td>Mac Win32</td>
<td>Design Premium</td>
<td>1</td>
<td>Layout</td>
</tr>
<tr>
<td>Web Makers</td>
<td>Dreamweaver, Flash, Fireworks</td>
<td>Mac Win32</td>
<td>Design Premium</td>
<td>2</td>
<td>WebMac WebWin</td>
</tr>
</tbody>
</table>
Specifying packages

You now have everything you need to specify each package on your package list. In this section you will use the worksheet called Enterprise Deployment Planning Sheet #2: CS5 Deployment Package Specification. Make one copy for each package on your package list. The rest of this section explains how to fill out each field in the worksheet.

Have your package list (worksheet #1) in front of you as you fill out these package specifications.

Configuration details

These fields collect the information you will need to enter or specify in the Application Manager in order to build a deployment package.

Package name

This is where you put the package name from your package list. It is the name that will be applied to the folder that the Application Manager creates when it saves your package.

CS5 product / platform purchased

Record the name of the product from the PRODUCT column on your package list.

User group name

Record the names of the user group or groups that will be served by this package. This is a bookkeeping detail for you; the Application Manager will not request this information.

Save-to location

This is the drive and path of the location at which you want the applications in this package to be installed. If the path does not exist, the installer will create it for you.

Product install folder

The Application Manager asks you for this at the beginning of the package creation process, in the field labeled “Locate the Product Install Folder.” It is the absolute path to the product install folder that you create for the product you are packaging, from the ESD or distribution media. See “Preparing the product install folder” on page 36.

OS support

If you wish to install applications on Windows platforms with 64-bit architecture, choose the "64-bit Package" option under "32- vs 64-bit Operating System Support.” This does not apply to packages intended to run in Mac OS.

Serial number

This is the serial number you received when you purchased your product. For a point-product installer, enter the serial number for that product. For a suite installer, enter the suite serial number. You must enter the serial number that matches the purchased installer media for that product. You cannot use a suite serial number to package a stand-alone point product, nor can you use a serial number for one suite.
product to serialize another suite product. For instance, you cannot use the Master Collection serial number to serialize Design Premium.

You can also choose the “Proceed without serializing” option, to create a package for trial-mode installation. In this case, the product is installed in trial mode for 30 days, and the end-user will be prompted to enter a serial number on launch of the deployed product.

Managing serialization in deployed products

There are circumstances where you might need to change the serial number in a deployed product from the one that you supplied for the deployment package, or provide a new serial number for a product that was deployed in trial mode. A set of command-line tools called the Adobe Provisioning Toolkit Enterprise Edition allows you to do this. For more information about the toolkit features and how to use it, see Chapter 6, “Using the Adobe Provisioning Toolkit Enterprise Edition.”

Installation language

The Application Manager sets this value for you, as determined by your serial number. You may want to make a note of it when you create your packages.

If you are creating a trial-mode installation package, you must choose the language.

Configuration: product launch options

There are some normal application behaviors that make sense in a single-user situation but not in an enterprise situation. The Application Manager provides options for you to suppress these behaviors in all the CS5 applications installed by a package. These options are set per package; different packages can have different combinations of settings for these options. After reading the descriptions of these options below, highlight your choices on the worksheet.

- **License agreement suppression**— Upon its first invocation after installation, a CS5 application displays a dialog requesting the user to accept the End User License Agreement (EULA). In a multi-seat situation, the company accepts this agreement for all end users when it purchases the product and the end users have no need to see it. If you wish to suppress the EULA screen in the applications, you can choose the "Disable End-user License Agreement (EULA)" option in the Application Manager GUI.

- **Product registration**— Upon its first invocation during launch, a CS5 application displays a dialog asking the user to provide an Adobe ID with which to register the product. If a user declines, the application prompts once again after a week. If you wish to prevent your users from individually registering their products, you can choose the “Disable product registration reminders” option in the Application Manager GUI.

  In Mac OS, default product registration behavior includes the installation of the Growl Preferences Pane. When you suppress registration, this platform-specific tool is not installed.

- **Product improvement program**— Adobe applications normally query the user for feedback on a regular basis, as part of an ongoing effort to ensure that products meet user needs. If you wish to prevent the applications from making this query, choose the “Disable Adobe Product Improvement Program” option in the Application Manager GUI.

Configuration: Conflict handling

The Adobe CS5 install program does not always function properly when it encounters certain user processes running during installation; if such conflicting processes are running, the install may partially or completely fail. Therefore, when the install program encounters processes likely to cause problems, it...
interactively gives the active user on the system the opportunity to either terminate those processes and continue the install, or to abort the install. The same is true for uninstalling. For a list of processes that can conflict with installation of Adobe products, see Appendix A, “Conflicting Processes.”

If you want to prevent the possibility of this interactive intervention from occurring, you can choose “Ignore conflicts and continue with installation” for the “Conflicting Processes” option in the Application Manager GUI when creating your packages. This is a per–package choice. If you select this option, this package will never result in any interactive notice to end users about conflicting processes that are encountered during installation.

WARNING: Choosing to ignore conflicts and continue with the installation does not affect the chances of the install succeeding without error on the target system if conflicting processes are encountered; it just means it would fail silently. Adobe recommends that all target systems be in a quiet state (no active users or applications) before deploying a package on them.

Configuration: installation location options

The Application Manager offers you three choices for the deployment location:

- **Deploy to default application directory**

  The default drive is the system drive; the default path is \Program Files in Windows and /Applications in Mac OS. If you do not want to install the applications in the default location, you can choose for the end user to specify a path during deployment, or you can provide a specific path.

- **Specify directory during deployment**

  **NOTE:** In Mac OS: If you want your end-users to specify the installation path during deployment of a Mac OS package, you will need to take an additional step of modifying the created package before deploying through ARD. See “Allowing user to specify installation location” on page 42.

- **Deploy to <specific location>**

  You must specify an absolute path (including drive). The installation location cannot be a network location, a mounted disk image, or the root directory of any volume. The Application Manager cannot validate the location, so specify it carefully.

  **NOTE:** In Windows, the maximum path length is 256 characters. The names of the files being installed are added to the path you specify. If you choose a path that is too long, some products may not install properly.

  You can use environment variables in the path. During installation, these are replaced with their values on the target system. If a variable is incorrectly specified or not found on the target system, the install fails.

  - In Windows, the names of environment variables appear between % symbols: \%VARNAMEx. The path cannot contain any other % characters. The variable name must not contain slash or backslash characters.

  - In Mac OS, the names of environment variables start with the $ symbol: $VARNAME. The variable name must not contain spaces or slash characters. Only a subset of environment variables are supported. You cannot use “~” to represent the home directory.
Planning for Deployment

Product components

**Configuration: updater options**

In an individual product installation, the Adobe Application Manager launches automatically every day at 2:00 am to check for updates to Adobe products. The user is not aware of this check unless a product update is found, at which time the application displays a balloon to inform the user that an update is available. This is not typically the behavior you want in an enterprise deployment.

The Adobe CS5 Application Manager, Enterprise Edition offers you three choices for update behavior:

- To prevent the user’s Application Manager from doing automatic update checking for the deployed products, choose the default option, "Distribute updates manually." In addition to suppressing the automatic update behavior, this disables the Update option from the Help menu in the applications; users will no longer be able to actively look for updates on their own.

  If you choose this option, you must download and deploy updates yourself; see “Creating an update-only package” on page 21 and “Preparing updates for packaging” on page 36.

- The option “Check for updates through AAM” enables automatic update checking through the Adobe Application Manager, which is the default for products installed individually. If the user’s system was previously set to suppress updates, deploying a package with this option set re-enables automatic update checking.

- You can choose to redirect the automatic update process to check for updates with your own update server, rather than the Adobe update server.

  For this option, you must host updates on an internal server, and redirect the Adobe Application Manager to look there for updates. You do this by providing the path to an XML configuration file that contains information about the hosted server. For more information about generating this XML file, see the [Enterprise Deployment page on DevNet](https://www.adobe.com/devnet/enterprise/).

**Product components**

The component identification fields in the worksheet are needed when running the Application Manager, but they are also useful for another reason. Application and component names are stored in the package in an encoded format, so you cannot look at the package files and determine which applications or optional components it installs or uninstalls. The worksheet is the only place where you can preserve that information.

**Primary applications**

Under this heading, list all the primary CS5 applications you listed on your package list for this package. If you are packaging a point product, there will be just one thing on your list. If you are packaging a suite product, you may have multiple applications on your list.

**Optional shared components**

List the optional shared components you want to include in this package, if any, in these fields of the worksheet. This list will be short, as most of the shared are either required or not available for a given application. Consult the CS5 Deployment Component Reference and decide if you want to include any of these optional choices in this package.

There is no need to list components that are required for any of the applications you are including; they are included automatically, and do not appear as choices in the Application Manager.
System requirements

You should check the system requirements for the applications you chose to include in this package. If you attempt to deploy a package on a target machine that does not have sufficient system capability for the applications to be installed, the install will fail.

If you plan to install multiple applications on a system, as part of one or more packages, the greatest of their minimum system requirements will apply.

If your users plan to run multiple applications at the same time, more system RAM is recommended, but is not required at install time.

- For system requirements for individual point products, go to http://www.adobe.com/products/. On the left side of this page, select the icon for the product you want and click Learn more. On the product-specific page that comes up, click System requirements in the upper right area of the page.

- For system requirements for suite products, see http://www.adobe.com/products/creativesuite/. Choose the suite product from the dropdown menu; on the suite product page, click System requirements in the upper right area of the page.

Target systems

As a convenience and a record of work, the second page of the worksheet provides a place for you to record the names of the systems on which you plan to deploy this package. The Application Manager does not require this information. If you have another method of keeping track of the target systems, you don’t need to record them here.

Example planning sheet

This is an example of a filled-out package planning sheet (#2) for the Layout package identified in the example planning sheet (#1) in “Identifying the package you need” on page 28.

- The serial number is, of course, just a placeholder. Also, the actual planning sheet contains more lines at the bottom; they were removed here to save space in the document.

- The PRODUCT INSTALL FOLDER path is the location of the product install folder that you create after downloading the product ESD, or copying from the distribution media. See “Preparing the product install folder” on page 36.

- In this case, the default configuration options have been used; they are shown in bold on the planning sheet, and are left that way here. If you choose different options, you might circle them or mark them with a highlighter.

<table>
<thead>
<tr>
<th>ENTERPRISE DEPLOYMENT PLANNING SHEET #2: CS5 PACKAGE SPECIFICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACKAGE NAME</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>SAVE-TO LOCATION</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>PRODUCT INSTALL FOLDER</td>
</tr>
</tbody>
</table>
Choosing shared components

Some shared components are available with one or more of the CS5 products. The list of components displayed by the Application Manager depends entirely on the product being packaged. Most of the shared components are optional; some are required for certain CS5 applications, and optional for others.

- When you have selected an application to be included in your deployment package, the optional shared components for that application are shown. You must decide whether to include shared components that are optional for the primary applications you have included.

- Shared components that are required for an application you have chosen do not appear in the Application Manager GUI.

The shared components are listed and described in the CS5 Deployment Component Reference, along with information about which applications require them, or include them as options.
Preparing for Deployment

This section summarizes the stages of deployment:

- Preparing the product install folder
- Creating packages
- Testing packages

Preparing the product install folder

Before you run the Adobe CS5 Application Manager, Enterprise Edition to create packages, you must create a product install folder for each product you plan to package in the location you give to the Application Manager.

1. **Determine where the product install folder or folders should be placed.**
2. **Create a single product install folder for each product you plan to package.**

   The product install folder contains all of the downloaded installation files and resources that you will use to create packages with the Application Manager. Record the absolute path on planning sheet #2 in the **PRODUCT INSTALL FOLDER** field.

3. **Copy the contents of the distribution media for each product to its product install folder.**
   - If you are using a product ESD, mount (in Mac OS) or extract (in Windows) the product ESD. Copy the contents of the Creative Suite ESD image to the product install folder.
     
     **NOTE:** Do not copy any other ESD images, such as the Acrobat ESD or Contents. Some products have additional components (“functional content”) that are not part of the Suite ESD, but must be downloaded to a separate product install folder and packaged separately from the Suite package.
   - If you are using product media, copy the entire content of all DVDs to the product install folder.

Copying from multiple DVDs

To copy the contents of multiple DVDs to your product install folder:

1. Mount or insert Disk 1, and copy the contents to your product install folder. For example, \<AbsolutePath>/MCSuiteBuild/Adobe CS5 Master Collection/.

2. Mount or insert Disk 2, and copy the contents of the **payloads/** folder to the **payloads/** folder in your product install folder. For example, \<AbsolutePath>/MCSuiteBuild/Adobe CS5 Master Collection/payloads/.

   When asked if you want to overwrite files and folders, click "Yes to all”.

Preparing updates for packaging

In order to create an update package for previously deployed products, you must first download the updates from one of the Adobe websites:
Preparing for Deployment

- The Adobe Product Updates page:
  http://www.adobe.com/downloads/updates/
- Adobe Creative Suite Updates blog, which allows tracking of Creative Suite updates through RSS or Atom readers:
  http://blogs.adobe.com/csupdates/

Updates are available as platform-specific ZIP or DMG files.
- Copy the ZIP or DMG file for each update to the local disk of the administrative system, or to an accessible network location.

The location in which you copy the files is the location you will navigate to when you add updates to your update package in the Application Manager (see “Creating an update-only package” on page 21).

Creating packages

In order to create packages, you should:
- Read Chapter 1, “Using the Adobe Application Manager for Enterprise Deployment,” which walks you through invoking and using the Application Manager.
- Know where the Application Manager is installed on the administrative machine.
- Complete planning sheet #2 for each package you plan to create. If someone other than yourself planned the packages, you need to get these planning sheets from the planner at this time.

When all of the planning is completed, invoke the Application Manager and create all of your packages, using the configuration choices on planning sheet #2 for each package.

When you are finished creating the packages, you should test them before deployment.

Testing packages

You will want to test the packages you have created before deploying them widely. It is recommended that you deploy using the platform-specific standard tool, Microsoft System Center Configuration Manager 2007 (SCCM) and Apple Remote Desktop (ARD).
- If you are deploying with ARD, go to Chapter 4 for instructions.
- If you are deploying with SCCM, go to Chapter 5 for instructions.

To test your package, install on a test system using these steps:

1. **Set up your test system so that it is configured just like a target system.**
   Test your package on a system that meets the performance and system requirements for the applications you will install from these packages. This machine should have similar system capacity as the target systems on which you will deploy your packages.
   - Make sure the product install folder the deployment package references is located correctly.
   - Make the package available in the same way that it will be deployed to the target systems.

2. **Invoke the installer on the test system.**
If you have not created an SCCM or ARD installer, you can invoke the MSI or PKG package directly from
the command line, using this command:

**IN WINDOWS:** msiexec.exe /i <pkg_name>.msi /quiet

**IN MAC OS:** sudo installer -pkg <install_pkg_name> -target /
- Do not double-click the MSI or PKG file.

3. **Check the log files.**

The installer program creates a log file in which it records the steps it has taken along with the
returned exit code. If this log file already exists, the program appends the latest results to it. See
“Installation logs” on page 38 and “Error messages” on page 40.

4. **For an install package, test the newly installed applications.**
- Check in the installation location to see that the applications were installed.
- Invoke each application.

**NOTE:** In a serialized suite product, in addition to those point products that you specifically selected as
Product Options, some other products (such as Soundbooth or After Effects) might also be installed.

5. **(Optional) For an install package, run the package uninstaller program on the test system.**

If you have not created a platform-specific uninstaller, you can do this with the MSI/PKG package:
- In Windows, use the MSI uninstall command:
  msiexec /uninstall <pkg_name>.msi /quiet
- In Mac OS: sudo installer -pkg <uninstall_pkg_name> -target /

When the uninstall is finished, check the install location to see that the applications were removed.

**NOTE:** Uninstall packages are not created for update packages

### Installation logs

When you install the created package, the platform installer (SCCM or ARD) writes log files, as described in
the documentation for those tools.

The package that you created with the Adobe CS5 Application Manager, Enterprise Edition installs a client
version of the Application Manager on the client machine, which manages the installation process. When
you perform an installation using the deployment package, the Application Manager and other processes
that it initiates write these log files to the client machine:

<table>
<thead>
<tr>
<th>Log file name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>For an installation package: &lt;product_name&gt;&lt;time_stamp&gt;.log</td>
<td>&lt;Adobe Common Files&gt;\installer\</td>
</tr>
<tr>
<td>For an update package: &lt;patch_name&gt;&lt;version&gt;&lt;time_stamp&gt;.log</td>
<td>/Library/Logs/Adobe/Installers/</td>
</tr>
</tbody>
</table>

Location in Windows: <Adobe Common Files>\installer\ Location in Mac OS: /Library/Logs/Adobe/Installers/ |
During a silent deployment, the deployment engine that installs the components generates a zipped log file with information about the progress and result of installation. Look in this file for any error or success messages reported during installation of your deployment packages.

The file is named for the package being installed, and zipped in a platform-specific format. For example, in Windows, the zipped file might be:

```
Creative Suite 5 Master Collection 5.0 04-26-2010.log.gz
```

This log file is generated by the licensing component of the Application Manager, and contains information specifically related to serialization, trial mode, activation and deactivation.

The Adobe Provisioning Tookit Enterprise Edition writes status information to this log when you use it to manage serialization of deployed products. See Chapter 6, “Adobe Provisioning Toolkit Enterprise Edition.”

<table>
<thead>
<tr>
<th>Log file name</th>
<th>Location in Windows:</th>
<th>Location in Mac OS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>oobelib.log</td>
<td>%temp%</td>
<td>/tmp/</td>
</tr>
<tr>
<td>PDApp.log</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Application Manager creates or appends to this log file:

- When Application Manager is installed on the client machine; specifically during bootstrapping.
- When the user launches products and uses activation, trial, registration, licensing, updating, or service provisioning.
Preparing for Deployment

Error messages

These are the error codes that the deployment manager component can write to the PDApp.log file:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Application installed successfully</td>
<td>17</td>
<td>EULA acceptance failed</td>
</tr>
<tr>
<td>1</td>
<td>Unable to parse command line</td>
<td>18</td>
<td>Bootstrapping for Adobe Application Manager failed. See bootstrapper errors below.</td>
</tr>
<tr>
<td>2</td>
<td>Unknown user interface mode specified</td>
<td>19</td>
<td>Conflicting processes running</td>
</tr>
<tr>
<td>3</td>
<td>Unable to initialize ExtendScript</td>
<td>20</td>
<td>Install source path not specified or does not exist</td>
</tr>
<tr>
<td>4</td>
<td>User interface workflow failed</td>
<td>21</td>
<td>Version of payload not supported by version of RIBS</td>
</tr>
<tr>
<td>5</td>
<td>Unable to initialize user interface workflow</td>
<td>22</td>
<td>Install directory check failed</td>
</tr>
<tr>
<td>6</td>
<td>Silent workflow completed with errors</td>
<td>23</td>
<td>System requirements check failed</td>
</tr>
<tr>
<td>7</td>
<td>Unable to complete the silent workflow</td>
<td>24</td>
<td>Exit due to user-canceled workflow</td>
</tr>
<tr>
<td>8</td>
<td>Exit and restart needed</td>
<td>25</td>
<td>Binary pathnames exceeding operating system’s MAX PATH limit</td>
</tr>
<tr>
<td>9</td>
<td>Unsupported operating system version</td>
<td>26</td>
<td>Media swap required in silent mode</td>
</tr>
<tr>
<td>10</td>
<td>Unsupported file system</td>
<td>27</td>
<td>Keyed files detected in target</td>
</tr>
<tr>
<td>11</td>
<td>Another instance running</td>
<td>28</td>
<td>Base product is not installed</td>
</tr>
<tr>
<td>12</td>
<td>CAPS database integrity error</td>
<td>29</td>
<td>Base product has been moved</td>
</tr>
<tr>
<td>13</td>
<td>Media optimization failed</td>
<td>30</td>
<td>Insufficient disk space to install the payload (completed with errors)</td>
</tr>
<tr>
<td>14</td>
<td>Failed due to insufficient privileges</td>
<td>31</td>
<td>Insufficient disk space to install the payload (failed)</td>
</tr>
<tr>
<td>15</td>
<td>Media DB sync failed</td>
<td>32</td>
<td>Patch is already applied</td>
</tr>
<tr>
<td>16</td>
<td>Failed to load the deployment file</td>
<td>9999</td>
<td>Catastrophic error</td>
</tr>
</tbody>
</table>

These are the error codes that the bootstrapper component can write to the PDApp.log file:

<table>
<thead>
<tr>
<th>BS_STATUS_SUCCESS</th>
<th>0</th>
<th>Bootstrapper ran successfully</th>
</tr>
</thead>
<tbody>
<tr>
<td>BS_STATUS_ERROR_SELF_UPDATE</td>
<td>1</td>
<td>Any error in self-update mode</td>
</tr>
<tr>
<td>BS_STATUS_ERROR_INIT_OBJ</td>
<td>-1</td>
<td>Initializing bootstrapper object fails</td>
</tr>
<tr>
<td>BS_STATUS_ERROR_MULT_INST</td>
<td>-2</td>
<td>More than one instance is running</td>
</tr>
<tr>
<td>BS_STATUS_ERROR_SYSTEM_CHECK</td>
<td>-3</td>
<td>Any of the OS checks fail</td>
</tr>
<tr>
<td>BS_STATUS_ERROR_REGISTER_CALLBACK</td>
<td>-4</td>
<td>Registering callback fails</td>
</tr>
<tr>
<td>BS_STATUS_ERROR_INSTALL_PACKAGE</td>
<td>-5</td>
<td>Installing packages fails</td>
</tr>
<tr>
<td>BS_STATUS_ERROR_COPY_FILE</td>
<td>-6</td>
<td>Copying file fails after installation</td>
</tr>
<tr>
<td>Error Code</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------------------------------------</td>
<td>-------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_LAUNCH_APP</td>
<td>Application launch fails</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_INVALID_COMMAND_LINE</td>
<td>Invalid command line arguments provided</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_FILE_MISSING</td>
<td>Deployment or manifest file is missing</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_NO_ADMIN_PRIVILEGE</td>
<td>Admin privilege is required and is not there</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_PARSE_MANIFEST</td>
<td>Problem parsing manifest</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_PIM</td>
<td>Error in PIM library usage</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_SYSTEM_CHECK_SOFT_STOP</td>
<td>Any of the soft system checks fail</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_INSTALLATION_CANCELLED</td>
<td>Installation is cancelled</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_LAUNCHPATH_LONG</td>
<td>Launch path is more than 200 characters</td>
<td></td>
</tr>
<tr>
<td>BS_STATUS_ERROR_OTHER</td>
<td>Any other error</td>
<td></td>
</tr>
</tbody>
</table>
When preparing a package for deployment in Mac OS, the package should be created and stored in Mac OS. It is possible for the references in a Mac OS package to become corrupted if copied and stored in Windows.

Preparation

Before you begin to deploy the Adobe deployment package, make sure the following conditions are met:

1. Remote Management is enabled on all target systems.
   
   You can enable this from the System Preferences pane; click Sharing. In the resulting window, select Remote Management in the left pane and select the sharing features you want to enable. Check the ARD documentation for recommendations; for example, “Copy Items” and “Delete and Replace Items” should be selected for deploying packages.

2. The Adobe package you plan to deploy is on or accessible from your administrative machine.

3. You have already defined an ARD group that includes all the target systems to which you want to deploy the Adobe package.

4. You have sufficient free memory to deploy on all target systems. This includes space to copy the deployment package to the target system, in addition to the installed size of the deployed products.

Allowing user to specify installation location

If you selected “Specify directory during deployment” when configuring an installation deployment package, you must modify the created package before deploying it through ARD. (See “Configuration: installation location options” on page 32.)

Make the following change in the created PKG install package:

1. Open the Contents/Info.plist file in the PKG install package.

2. Modify the value of the IFPkgFlagDefaultLocation tag to be the absolute target folder path. For example:

   /Volumes/<Volume_name>/<Folder_name>

   or if deploying to the root volume:

   /<Folder_name>

   If you plan to Deploy using Copy Items and Send Unix Command, specify the folder name; you will pass the Volume name with the installer command

When you have made this modification, you can proceed to deploy the package using ARD, as described below.
Deploying Adobe Packages with ARD

Allowing user to specify installation location

Package deployment

1. Start ARD on your admin system.

2. Select the target machines.
   In the left pane of the ARD main window, select the desired computer list, and verify the target machines in the right pane.

3. Set up install packages
   - Select the 'Install Packages' option of ARD and add the install package to be deployed.
   - Choose whether to restart, whether you want to run this task from this application or task server, and other options as desired. If you choose "Run this task from: Task server on this computer", the task server will push the task to any systems that were not online when task was initiated.
   - If you wish, you can schedule the installation task for a later time. To do this, click Schedule in the lower left corner of the Install Packages window; then, in the Schedule Task window, enter the time and date at which you want to install the package.

4. Install to the target systems.
   - If you have not scheduled the task for a later time, check the availability of all target machines listed in the Name area at the bottom of the Install Packages window. When you click Install, installation immediately begins on all listed targets.
   - If you have scheduled the task for a later time, click Install. Before the time at which the task is scheduled to begin, make sure that all target machines listed in the Name area of the Install Packages window are in a quiet state with no active users, but are active to receive the command.

When the Install Packages task is executed, its status is shown in the ARD window. When the process completes, the status is updated accordingly.

**WARNING:** Do not stop install/uninstall tasks through ARD. If you attempt to do so, the operation may continue even if the ARD window indicates that it has stopped.

Because of the package structure created by the Adobe CS5 Application Manager, Enterprise Edition, the progress bar displayed while deploying through ARD is not helpful. It either shows 0% when complete (in Mac OS 10.5) or remains at about 95% for most of the time (in Mac OS 10.6).

5. Configure Adobe Help.
   - Select the "Send Unix Command" option of ARD.
   - Select "Run command as: User". Enter "root" in the user field.
   - Create a symbolic link for Adobe Help:

```
ln -s /Applications/Adobe/Adobe\ Help.app /Applications/Adobe\ Help.app
```

Update packages

- Update packages are created with a name in the form `<pkg_name>_Update.pkg`.
- Update packages cannot be uninstalled.
Troubleshooting

Package deployment through ARD can fail if the user state changes during deployment; that is, if a user logs in or out, or you switch users. If you use the task server, the task may start deploying the same package immediately after the state change, which may fail. This is standard ARD behavior. If it occurs, simply redeploy.

Deploy using Copy Items and Send Unix Command

As an alternative to using the “Install Packages” option, you can use the “Copy Items” task to copy the package task to the target system and then run “Send Unix Command” to run the installer and deploy the copied package.

NOTE: If you have chosen for the end-user to specify the install directory, you must modify the created package before deployment; see “Allowing user to specify installation location” on page 42.

1. Start ARD on your admin system.
2. Select the target machines.
   In the left pane of the ARD main window, select the desired computer list, and verify the target machines in the right pane.
3. Set up install packages
   • Select the 'Copy Items' option of ARD and add the install package to be deployed.
   • Select the destination to which you want to copy the package on the target machines.
4. Install to the target systems.
   • Select the "Send Unix Command" option of ARD.
   • Select "Run command as: User". Enter "root" in the user field.
   • Pass the volume name with the installer command:
     sudo installer -pkg <pkg path> -target <Volume_location>
     **NOTE:** If you want the target to the be the boot drive, specify / after -target
5. Configure Adobe Help.
   • Select the "Send Unix Command" option of ARD.
   • Select "Run command as: User". Enter "root" in the user field.
   • Create a symbolic link for Adobe Help:
     ln -s /Applications/Adobe/Adobe\ Help.app /Applications/Adobe\ Help.app

Uninstalling Adobe CS5 software with a deployment package

**NOTE:** Uninstall packages are not created for update packages.

The installation deployment package contains a file named `<package_name>_Uninstall.pkg`, which you use to uninstall the software that you installed with the corresponding install file, `<package_name>_Install.pkg`. The steps are similar to those you followed to install the software.
1. **Select the target systems.**
   In the left pane of the main ARD window, select the group that contains the target systems on which you installed CSS software using a deployment package.

2. **Run the Install Packages task for the uninstall package on the target systems.**
   - Select the 'Install Packages' option of ARD and add the uninstall package (or drag it to the packages pane).
   - Click **Install**.

3. When the task is executed, its status is shown in the ARD window. When the process completes, the status is updated accordingly.

   **WARNING:** Do not stop install/uninstall tasks through ARD. If you attempt to do so, the operation may continue even if the ARD window indicates that it has stopped.

   The uninstall operation does not remove any user preferences for Adobe applications.

**Uninstall using Copy Items and Send Unix Command**

If you deployed using this method, use the same method to uninstall, copying and invoking the uninstall package instead of the install package:

1. **Select the target machines.**
   In the left pane of the ARD main window, select the desired computer list, and verify the target machines in the right pane.

2. **Set up uninstall packages**
   - Select the 'Copy Items' option of ARD and add the uninstall package to be deployed.
   - Select the destination to which you want to copy the package on the target machines.

3. **Uninstall on the target systems.**
   - Select the 'Send Unix Command' option of ARD.
   - Pass the volume name with the installer command:

     ```
     sudo installer -pkg <uninstall pkg path> -target <Volume_location>
     ```
Deploying Adobe Packages with SCCM

This chapter guides you through the process of creating an SCCM 2007 package to deploy an Adobe CS5 deployment package. Since both Adobe and Microsoft use the term “package” and since there are currently two versions of the Microsoft software in use, we use the following naming conventions for clarity in this chapter:

- When referring to a package created with SCCM 2007, we say “SCCM package” unless the context is very clear, when we may say just “package”.
- When referring to a package created by the Adobe Application Manager, Enterprise Edition we say “Adobe deployment package” or “Adobe package”. We never use the term “package” alone to mean an Adobe package.

Preparation

SCCM was designed for a great variety of network configurations. The best choice of deployment configuration for the Adobe package and its product install folder is the “TS” option, where the Adobe package and its product install folder are placed together on the same distribution server or servers.

When you create a package for deployment in Windows, the Adobe CS5 Application Manager, Enterprise Edition creates two folders in your specified “Save to” location, Exceptions\ and Build\.

- The Exceptions\ folder contains folders with installers of various kinds (EXE, AIR, MSI) that cannot be deployed using the main MSI installer (because it cannot contain an embedded installer). You must create separate SCCM installers for each of these, using instructions in the ExceptionInfo.txt file at the top level of the Exceptions\ folder.

  The folder can be empty if your package has no dependencies on other installers.

- The Build\ folder contains an MSI file whose filename uses the Package Name that you specified, and two subfolders, Setup\ and ProvisioningTool\. The subfolders are required to run the MSI file and install the product successfully.
NOTE: The packages created by the Adobe CS5 Application Manager, Enterprise Edition silently use the Adobe installer subsystem, which in turn uses the native Windows installer, MSI. Therefore, you cannot wrap an Adobe install package inside of a Windows package for use with MSI because Windows prohibits such a recursive use of MSI.

Creating an SCCM package

Create a new SCCM package

1. Open the New Package wizard.
   - Open the SCCM console.
   - Navigate to Computer Management > Software Distribution > Packages.
   - Right-click on Packages, choose New, then click Package.

In the New Package Wizard, do the following:

2. Name the new SCCM package.
   - On the General tab:
     - Enter the name of the new SCCM package in the Name field. This field is required.
     - You may also enter values for the optional Version, Manufacturer, Language, and Comment fields.
     - Click Next.

3. Specify the data source for the SCCM package.
   - On the Data Source tab:
     - Select This Package Contains Source Files.
     - Click Set to the right of the Source Directory field. In the Set Source Directory dialog, select the type of path you want to use (UNC or local) and browse for or type in the path to the Build\ folder that contains the <package_name>.msi file and supporting folders. Click OK.
     - Back on the Data Source tab, the path you just selected will show in the Source Directory field. Below that field, select “Always obtain files from the source directory”. Set the other choices as appropriate, then click Next.

4. Specify where the SCCM package will be stored on distribution points.
   - On the Data Access tab, select “Access the distribution folder through common ConfigMgr package share”, then click Next.

5. Specify distribution settings.
   - On the Distribution Settings tab, choose a sending priority. Select the Preferred Sender, if desired. Select other settings as appropriate, then click Next.
   - On the Reporting tab, select settings as appropriate, then click Next.
   - On the Security tab, select settings as appropriate, then click Next.
6. **View the new SCCM package summary.**

   Review all the settings for the new SCCM package. If you need to change anything, use the Previous buttons to do so and then the Next buttons to get back to this screen.

   Click Next. The Confirmation tab is displayed.

   Click Close to terminate package creation.

**Create install and uninstall programs for the SCCM package**

The Adobe CS5 Application Manager, Enterprise Edition generates a single MSI file in Build\ folder, which you use for both installation and uninstallation of the product or suite. (Uninstall is not available for update packages, only for installation packages.)

If you choose, you can create two separate SCCM programs for an installation package, one for installation and another for uninstallation. Name these programs to make it obvious to the users on the target systems who choose them what the commands will do.

**NOTE:** *The uninstall operation does not remove any user preferences for Adobe applications.*

The instructions in this section help you create a single command. You will have to perform these steps for each command you need to add to the SCCM package.

1. **Open the New Program wizard.**

   - From the SCCM console, navigate to Computer Management > Software Distribution > Packages.
   - Select the SCCM package you just created.
   - Under it, select Programs > New > Program.

In the New Program wizard, do the following:

2. **Specify the command line for the program.**

   On the General tab:

   - Enter a descriptive name (such as `install_PS_1` or `uninstall_PS_1`) the Name field, and an explanatory comment that describes what the program does.
   - Click Browse. In the Open File dialog, choose the file type “All Files (*.*)”, then browse to and select the MSI file. The details of this step vary for each command you create. For the install package, browse to your `<package_name>.msi` file.
   - Upon returning to the New Program wizard, append appropriate flags or options to the command after the filename in the Command Line text box.

   You should always use the “/quiet” flag. For example:

   ```
   msiexec.exe /i PS_1.msi /quiet
   ```

   If you are creating 64-bit packages, use the `REBOOT=ReallySuppress` option to suppress a forced restart:

   ```
   msiexec.exe /i PS_1.msi /quiet REBOOT=ReallySuppress
   ```

   For the uninstall package, append “/uninstall /quiet” to the command. For example:
Deploying Adobe Packages with SCCM

Select distribution points for the SCCM package

msiexec.exe /uninstall PS_1.msi /quiet

If you wish, you can specify a destination directory using the special flag ADOBEINSTALLDIR. For example:

msiexec.exe /i PS_1.msi ADOBEINSTALLDIR="C:Program Files\Custom Adobe Packages\" /quiet

3. On the Environment tab:
   - In the Program Can Run field, select “Whether or not a user is logged in”.
   - In the Run mode section, select “Run with administrative rights”.
   - Be sure that “Allow users to interact with this program” is turned OFF.

   **NOTE:** If you do not choose to run with administrative rights, the Application Manager writes its log file to a different location. See “Installation logs” on page 38.

4. Set fields on the Advanced, Windows Installer, and MOM Maintenance tabs as appropriate and click Next.

5. Review the information on the summary screen. If you need to change anything, go back and do it now. Then, from this screen, click Next. The Wizard Completed screen will appear. Click Close to terminate program creation.

Creating installers and uninstallers for Exceptions components

To create install and uninstall programs for the MSI, EXE, or AIR installers that are present in the Exceptions\ folder, use the commands described in the ExceptionInfo.txt file at the top level of the Exceptions\ folder.

For example, to create an SCCM install package for an MSI installer such as Adobe Flash Player 10, use this command:

msiexec.exe /i AdobeFlashPlayer10_plRel_mul.msi /qn

To create the uninstaller, use /uninstall instead of /i:

msiexec.exe /uninstall AdobeFlashPlayer10_plRel_mul.msi /qn

**WARNING:** For AIR-based installers, you can create a silent installer the same way, using the command listed in the ExceptionInfo.txt file. For these components, however, you cannot create a silent uninstaller. When uninstalling, you may need to uninstall these AIR applications manually:

Adobe AIR
Adobe Help
Adobe Media Player

Select distribution points for the SCCM package

1. **Open the New Distribution Points wizard.**
   - In the SCCM console, navigate to Computer Management > Software Distribution > Packages.
   - Select the SCCM package you just created.
   - Under it, select Distribution Points > New Distribution Points. This displays an introductory screen. Click Next.
Deploying Adobe Packages with SCCM

In the New Distribution Points wizard, do the following:

2. **Select the distribution points to which you want to copy the SCCM package.**

   It is assumed that at this point the distribution points you want to use for this SCCM package have already been created. You can select one or more distribution points for this package.

3. **View the Wizard Completed screen and click Close.**

Advertise the SCCM package programs

You need to follow the directions in this section once for each SCCM package program you wish to advertise. These directions assume that a collection already exists that includes the target systems on which you wish to advertise the SCCM package programs.

1. **Open the Distribute Software to Collection wizard.**
   - In the SCCM console, navigate to Computer Management > Collections.
   - Locate the collection you wish to use to advertise this SCCM package.
   - Right-click on the collection name and choose Distribute > Software.

In the Distribute Software to Collection wizard, do the following:

2. **Choose the SCCM package to advertise.**

   On the Package tab:
   - Turn on Select an existing package.
   - Click the Browse button next to the text field. In the Select a Package dialog, locate the desired SCCM package and select it. Then click OK. Your selection will appear in the text field on the Package tab.
   - Click Next.

3. **Make sure you have chosen the desired distribution points to which you want to copy the SCCM package.**

   On the Distribution Points tab, select the distribution point(s) you want to use to distribute this SCCM package. Then click Next.

4. **Select the SCCM package program to advertise.**

   On the Select Program tab:
   - The SCCM package name and its programs are displayed. In the Programs: area, select the program you wish to advertise.
   - Click Next.

5. **Set advertisement characteristics.**

   On the Advertisement Name tab:
   - Enter a name for the advertisement in the Name field.
   - Optionally, enter a comment that describes the advertisement in the Comment field.
   - Click Next.
On the Advertisement Subcollection tab:

- The name of the collection you chose for this advertisement is displayed in the Collection field. Choose whether or not you want this advertisement to be sent to any subcollections of this collection. The results of your choice are displayed in the field at the bottom of the tab.

- Click Next.

On the Advertisement Schedule tab:

- Set the date and time at which you want the advertisement to occur.

- Specify whether or not the advertisement should expire. If you want it to expire, set the expiration date and time.

- Make any other settings as necessary and click Next.

On the Assign Program tab:

- Choose whether or not you want running this program to be mandatory. If you do, specify the date and time at which you wish to force its execution. Notice that the advertisement date from the previous tab is displayed here for your convenience.

- Set an expiration date if you want.

- Choose other options as desired.

- Click Next.

6. View the summary screen for the advertisement.

Review the information on the summary screen. If you need to change anything, go back and do it now. Then, from this screen, click Next. The Wizard Completed screen will appear. Click Close to terminate advertisement creation.

When the SCCM package is advertised, a notification is displayed on the Windows toolbar of the target machines indicating that a program is scheduled to run.
The Adobe Provisioning Toolkit Enterprise Edition is a command-line tool for supported platforms that helps you track and manage serialization of Adobe® Creative Suite® products that you have deployed using the Adobe CS5 Application Manager, Enterprise Edition.

This toolkit is available for download from the Enterprise Deployment page on DevNet: http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html

The toolkit supplies commands that enable you to conveniently serialize or reserialize an installed product. You might need to do this in various cases:

- Single-serial-number deployment does not match varied product use

Adobe CS5 Application Manager, Enterprise Edition requires that you serialize your deployment package with a single serial number; the license that you use for this may not match the actual product use within your organization. For example, suppose a company has 200 Photoshop® users, 200 InDesign® users, 200 Illustrator® users and 200 who use multiple Design Suite Premium products. It may make perfect sense to install the complete set of suite payloads to all 800 machines, but it is not acceptable to buy 800 suite licenses.

In this case, you can use the Adobe Provisioning Toolkit Enterprise Edition to re-serialize machines after deployment for exactly the desired products, removing the single media-specific serialization used in the deployment.

- Term license agreements

If you have a term site-license agreement, your serial numbers expire at the end of the term. You must reserialize all machines to which products are deployed when you renew your agreement, to reflect the new expiration date.

- Student licensing

A specific form of term site-license agreement used in the education market allows the volume licensee to grant or resell (expiring) retail licenses to their students. Because most of these institutions renew these resale licenses on a per-year basis, and because many of their students leave each year, the institution must re-serialize each student’s machine with a unique replacement serial number. This replacement process needs to verify that the replacement serial number is only applied when its matching original is present on the machine, so that a student who is no longer eligible for the program cannot apply someone else’s new serial number.
Using the Adobe Provisioning Toolkit Enterprise Edition

The toolkit itself is a platform-specific executable file, adobe_prtk.exe in Windows or adobe_prtk in Mac OS.

The toolkit contains a command, ReplaceSN, that you can use to serialize, unserialize, or reserialize previously deployed products. Bring up a DOS command shell in Windows or a Terminal in Mac OS, go to the folder where you have downloaded the executable, and invoke the command as follows:

```
adobe_prtk --tool=ReplaceSN --serialize=LEID --serial=SN
adobe_prtk --tool=ReplaceSN --unserialize=LEID [ --locale=locale ]
adobe_prtk --tool=ReplaceSN --reserialize=LEID --replacement=pseudoSN
adobe_prtk --tool=MakeReplacementSN --old=oldSN --new=newSN
```

Tool syntax

ReplaceSN

Replaces serial numbers for products installed on the current computer. The different forms can be combined so as to perform multiple actions with a single invocation.

**serialize option**

```
adobe_prtk --tool=ReplaceSN --serialize=LEID --serial=SN
```

**Arguments:**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>--serialize</td>
<td>The product’s licensing identifier (see “Product identification” on page 55).</td>
</tr>
<tr>
<td>LEID</td>
<td></td>
</tr>
<tr>
<td>--serial</td>
<td>The new serial number.</td>
</tr>
<tr>
<td>SN</td>
<td></td>
</tr>
</tbody>
</table>

Applies the given serial number to the given product. If the product has only been pre-serialized, applies the new number as a replacement pre-serialization; otherwise, validates the serial number and applies it to the correct locale, replacing any existing serial for that locale.

**unserialize option**

```
adobe_prtk --tool=ReplaceSN --unserialize=LEID [ --locale=locale ]
```

**Arguments:**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>--unserialize</td>
<td>The product’s licensing identifier.</td>
</tr>
<tr>
<td>LEID</td>
<td></td>
</tr>
<tr>
<td>--locale</td>
<td>Optional, a locale code.</td>
</tr>
<tr>
<td>locale</td>
<td></td>
</tr>
</tbody>
</table>

Removes all existing non-trial serializations applied to the given product, including any pre-serialization. If locale is specified, removes the serialization only for that locale.
reserialize option

```
adobe_prtk --tool=ReplaceSN --reserialize=LEID --replacement=newSN
```

**ARGUMENTS:**

- **--reserialize LEID**  
  The product’s licensing identifier (see “Product identification” on page 55).
- **--replacement pseudoSN**  
  An encoded replacement serial number created with the MakeReplacementSN command.

Examine all serializations for the specified product (including pre-serializations) to find one whose existing serial number can correctly decrypt the replacement serial number; replaces the serial number for that product.

MakeReplacementSN

This helper function creates an encoded version of a new serial number that can be decoded using the old serial number. Run this function on the administrative system, and save the result to use with the reserialize option for the ReplaceSN command on client machines.

```
adobe_prtk --tool=MakeReplacementSN --old=oldSN --new=newSN
```

**ARGUMENTS:**

- **--old oldSN**  
  The serial number being replaced.
- **--new newSN**  
  The new serial number.

**RETURN:** A pseudo-serial number, which is a simply-encoded version of the new serial number to pass to the reserialize option for the ReplaceSN command.

Logging

The tools write information about the progress and result of each command to the licensing log:

```
oobelib.log  Location in Windows: %temp%
        Location in Mac OS: /tmp/
```

These are the error codes that can be reported if serialization is unsuccessful:

1. Arguments passed in command line are invalid.
2. Serial number entered is not a valid Adobe serial number.
3. Serial number is not well formed.
4. Locale of serial number is not installed for the target product.
5. Serial number entered is not for the current operating system.
6. Product whose LEID is entered is not installed on the target computer.
7. User does not have write permissions to the cache database.
Product identification

A serialized product, as installed from a deployment package you create with Adobe CS5 Application Manager, Enterprise Edition, is uniquely identified by a licensing identifier (LEID). For example, if the product name is *Photoshop CS5 Extended*, and it is installed in Mac OS, the LEID is *Photoshop-CS5-Mac-GM*.

Use the LEID to identify the installed products whose serial numbers you want to query or change.

<table>
<thead>
<tr>
<th>MAC OS LEIDs</th>
<th>WINDOWS LEIDs</th>
</tr>
</thead>
<tbody>
<tr>
<td>AdobeMediaEncoder-CS5-Mac-GM</td>
<td>AdobeMediaEncoder-CS5-Win-GM</td>
</tr>
<tr>
<td>AfterEffects-CS5-Mac-GM</td>
<td>AfterEffects-CS5-Win-GM</td>
</tr>
<tr>
<td>Bridge-CS5-Mac-GM</td>
<td>Bridge-CS5-Win-GM</td>
</tr>
<tr>
<td>Contribute-CS5-Mac-GM</td>
<td>Contribute-CS5-Win-GM</td>
</tr>
<tr>
<td>DeviceCentral-CS5-Mac-GM</td>
<td>DeviceCentral-CS5-Win-GM</td>
</tr>
<tr>
<td>Dreamweaver-CS5-Mac-GM</td>
<td>Dreamweaver-CS5-Win-GM</td>
</tr>
<tr>
<td>EncoreApp-CS5-Mac-GM</td>
<td>EncoreApp-CS5-Win-GM</td>
</tr>
<tr>
<td>Fireworks-CS5-Mac-GM</td>
<td>Fireworks-CS5-Win-GM</td>
</tr>
<tr>
<td>FlashBuilder-CS5-Mac-GM</td>
<td>FlashBuilder-CS5-Win-GM</td>
</tr>
<tr>
<td>FlashBuilderPlugin-CS5-Mac-GM</td>
<td>FlashBuilderPlugin-CS5-Win-GM</td>
</tr>
<tr>
<td>FlashCatalyst-CS5-Mac-GM</td>
<td>FlashCatalyst-CS5-Win-GM</td>
</tr>
<tr>
<td>FlashPro-CS5-Mac-GM</td>
<td>FlashPro-CS5-Win-GM</td>
</tr>
<tr>
<td>Illustrator-CS5-Mac-GM</td>
<td>Illustrator-CS5-Win-GM</td>
</tr>
<tr>
<td>InCopy-CS5-Mac-GM</td>
<td>InCopy-CS5-Win-GM</td>
</tr>
<tr>
<td>InDesign-CS5-Mac-GM</td>
<td>InDesign-CS5-Win-GM</td>
</tr>
<tr>
<td>InDesignDev-CS5-Mac-GM</td>
<td>InDesignDev-CS5-Win-GM</td>
</tr>
<tr>
<td>InDesignServer-CS5-Mac-GM</td>
<td>InDesignServer-CS5-Win-GM</td>
</tr>
<tr>
<td>OnLocationApp-CS5-Mac-GM</td>
<td>OnLocationApp-CS5-Win-GM</td>
</tr>
<tr>
<td>Photoshop-CS5-Mac-GM</td>
<td>Photoshop-CS5-Win-GM</td>
</tr>
<tr>
<td>PremiereProSuite-CS5-Mac-GM</td>
<td>PremiereProSuite-CS5-Win-GM</td>
</tr>
</tbody>
</table>
Serialization Examples

1. Suppose you want to deploy all of the applications from the Design Premium suite for some users, and just Photoshop for others. You might build two packages:

   - **Package 1**: Design Premium full suite. When you build this package, you specify the Design Premium suite serial number and select all of the applications for installation. This means that a standard deployment of the package installs and serializes the suite, so that the target machine is completely ready to use. The resulting payloads/ folder in the target deployment location contains all of the application payloads.

   - **Package 2**: Photoshop only. When you build this package, you choose a trial install (that is, no serialization), and select only Photoshop (and any optional recommended payloads) for installation. Stage the resulting package in the same folder as a copy of the ReplaceSN tool.

   In Windows, when you build the SCCM program to do the deployment of package 2, you specify a standard msiexec Command line to invoke the Photoshop MSI, which deploys the trial copy of Photoshop. You then add a second command line:

   ```
   adobe_prtk --tool=ReplaceSN --serialize=Photoshop-CS5-Win-GM --serial=<PS-sn>
   ```

   This second command licenses the trial copy using the supplied Photoshop serial number.

2. Suppose you want to deploy the video applications from the Master Collection. You build one package, specifying the Master Collection suite serial number (in order to install protected content), and selecting the desired products (Photoshop, Adobe Premiere® Pro, and After Effects®).

   In Windows, when you build the SCCM program to do the deployment of this package, it contains five lines. The first is the standard msiexec invocation, followed by:

   ```
   adobe_prtk --tool=ReplaceSN --unserialize=MasterCollection-CS5-Win-GM
   ```

   This removes the Master Collection suite serial number that you used to build the package.

   ```
   adobe_prtk --tool=ReplaceSN --serialize=Photoshop-CS5-Win-GM --serial=<PS-sn>
   adobe_prtk --tool=ReplaceSN --serialize=Premiere-CS5-Win-GM --serial=<Premiere-sn>
   adobe_prtk --tool=ReplaceSN --serialize=AfterEffects-CS5-Win-GM --serial=<AE-sn>
   ```

   These commands then serialize the three applications that you are actually deploying.

<table>
<thead>
<tr>
<th>MAC OS LEIDs</th>
<th>WINDOWS LEIDs</th>
</tr>
</thead>
<tbody>
<tr>
<td>PremiereProApp-CS5-Mac-GM</td>
<td>PremiereProApp-CS5-Win-GM</td>
</tr>
<tr>
<td>Soundbooth-CS5-Mac-GM</td>
<td>Soundbooth-CS5-Win-GM</td>
</tr>
<tr>
<td>MasterCollection-CS5-Mac-GM</td>
<td>MasterCollection-CS5-Win-GM</td>
</tr>
<tr>
<td>DesignSuiteStandard-CS5-Mac-GM</td>
<td>DesignSuiteStandard-CS5-Win-GM</td>
</tr>
<tr>
<td>DesignSuitePremium-CS5-Mac-GM</td>
<td>DesignSuitePremium-CS5-Win-GM</td>
</tr>
<tr>
<td>WebSuitePremium-CS5-Mac-GM</td>
<td>WebSuitePremium-CS5-Win-GM</td>
</tr>
<tr>
<td>VideoSuitePremium-CS5-Mac-GM</td>
<td>VideoSuitePremium-CS5-Win-GM</td>
</tr>
</tbody>
</table>

MAC OS LEIDs | WINDOWS LEIDs
---|---
PremiereProApp-CS5-Mac-GM | PremiereProApp-CS5-Win-GM
Soundbooth-CS5-Mac-GM | Soundbooth-CS5-Win-GM
MasterCollection-CS5-Mac-GM | MasterCollection-CS5-Win-GM
DesignSuiteStandard-CS5-Mac-GM | DesignSuiteStandard-CS5-Win-GM
DesignSuitePremium-CS5-Mac-GM | DesignSuitePremium-CS5-Win-GM
WebSuitePremium-CS5-Mac-GM | WebSuitePremium-CS5-Win-GM
VideoSuitePremium-CS5-Mac-GM | VideoSuitePremium-CS5-Win-GM

PremiereProApp-CS5-Mac-GM PremiereProApp-CS5-Win-GM
Soundbooth-CS5-Mac-GM Soundbooth-CS5-Win-GM
MasterCollection-CS5-Mac-GM MasterCollection-CS5-Win-GM
DesignSuiteStandard-CS5-Mac-GM DesignSuiteStandard-CS5-Win-GM
DesignSuitePremium-CS5-Mac-GM DesignSuitePremium-CS5-Win-GM
WebSuitePremium-CS5-Mac-GM WebSuitePremium-CS5-Win-GM
VideoSuitePremium-CS5-Mac-GM VideoSuitePremium-CS5-Win-GM
Overview

The Adobe Update Server Setup Tool is a platform-specific command-line tool that helps you configure your own update server for automatic update of Adobe® Creative Suite® products that you have deployed in your enterprise.

In an individual product installation, the Adobe Application Manager launches automatically every day at 2:00 am to check with the Adobe Update Server for updates to Adobe products. The user is not aware of this check unless a product update is found, at which time the application displays a balloon to inform the user that an update is available, allowing the user to download and install it. Users can also use the Help > Updates menu command to explicitly invoke the Adobe Application Manager to check for product updates, and, if one is found, download and install it.

If you have Adobe products deployed in an enterprise environment, and you prefer to host your own update server, you can redirect the Adobe Application Manager to your own server, rather than the Adobe Update Server. When you do this, the Adobe Application Manager checks for updates on your server, and when instructed, downloads the updates for your server. This tool and this document are intended for the enterprise IT administrator who must set up and maintain the in-house update server, when you have decided to use this method.

Setting up an in-house update server

You can set up your in-house update service on any HTTP server (such as Apache) that can host and serve static file contents. You must copy updates from the Adobe update server on a regular basis and post them to your in-house server, using the same folder structure that the Adobe update server uses.

The Adobe Update Server Setup Tool supplies commands that enable you to set up and maintain an update server from which the Adobe Application Manager on client machines can see and download updates for your own deployed Adobe products. This document also describes how to configure the Adobe Application Manager to use your server for its automatic update process.

Using the Adobe Update Server Setup Tool

Use the tool to perform these three different functions:

1. Perform the initial server setup (one time only).

2. Generate and distribute configuration files that redirect the users’ Adobe Application Manager to your in-house update server (one time only).

3. Synchronize your in-house update server with the Adobe update server as needed.
Tool syntax

The Adobe Update Server Setup Tool is an executable file that you invoke in a command shell or terminal for your supported platform:

- **In Windows**, `AdobeUpdateServerSetupToolCS5.exe`
- **In Mac OS**, `AdobeUpdateServerSetupToolCS5.app`

The tool provides these options (shown separately here, but specified on a single command line):

```
AdobeUpdateServerSetupToolCS5
   --root=<update_folder>
   [--genclientconf=<output_path> --url=<target_location>]
   [--overrides=<path>]
```

**OPTIONS AND PARAMETERS:**

- **--root=<update_folder>** Required. The location for updates in the file system of your in-house update server. Used for both initial setup (see "Initial server setup") and synchronization with the Adobe update server (see "Synchronizing with the Adobe update server" on page 60).

Your root update folder is the file-system location on your in-house update server that is the destination for updates that you download from the Adobe update server.

This location must map to a valid HTTP URL. For example, suppose:

- The root update folder on your HTTP server is at the file-system location `/serverroot/updates/`
- The server’s URL is `http://serverabc.example.com:80`
- You set up your in-house update server at `http://serverabc.example.com:80/Adobe/CS5`

In this case (which we will use as an example throughout this document), you will specify the root folder location as:

```
--root="/serverroot/updates/Adobe/CS5"
```
Initial server setup

To set up your in-house update server for the first time, you will use the Adobe Update Server Setup Tool to create an update directory structure at the root folder location you have selected. If any files or folders exist at that location, this command removes them. It then creates the folder structure that matches that of the Adobe update server, and performs the initial synchronization that downloads all available updates from the Adobe update server to your in-house server.

1. Invoke the tool in a command shell or terminal, specifying your root update folder. For example:

   AdobeUpdateServerSetupToolCS5 --root="/serverroot/updates/Adobe/CS5"

   The command lists these options in the shell or terminal:

   1. Fresh directory structure set up and update sync
   2. Incremental update sync from Adobe server
   3. Forced update sync from Adobe server
   4. Exit

   Please enter your choice:

2. Enter "1" to select the first option.

3. If the setup succeeds, you only need to do this once. If the command is unsuccessful, it reports any errors on the command line, along with the probable cause and proposed resolution. Make any necessary corrections and try the command again.

As soon as you have completed this initial setup, your in-house update server is ready to update client machines.
Synchronizing with the Adobe update server

After you initial setup, you will need to regularly synchronize your in-house update server with the Adobe update server, to make sure you have all the latest updates. You do this with the same command, but select a different option from the menu:

```
AdobeUpdateServerSetupToolCS5 --root="/serverroot/updates/Adobe/CS5"
```

The command lists these options in the shell or terminal:

1. Fresh directory structure set up and update sync
2. Incremental update sync from Adobe server
3. Forced update sync from Adobe server
4. Exit

Please enter your choice:

You can choose an **incremental** or **forced** synchronization:

**INCREMENTAL:** If there are new updates posted on the Adobe update server since your last synchronization, choosing option 2 pulls only the new updates to the local server. If there are no new updates available, the command does nothing.

**FORCED:** Choosing option 3 causes the tool to download all available updates from Adobe update server. Any previously downloaded updates are downloaded again from Adobe update server and overwritten on the local update server.

In either case, the result is that you in-house update server is up-to-date, and ready to update client machines.

Configuring Adobe Application Manager on user machines

The Adobe Application Manager, by default, checks for updates on the Adobe update server. When you host your own update server, you must configure the Adobe Application Manager on each user’s machine to check for updates on your own server instead. To do this, you must create an XML configuration file (`AdobeUpdater.overrides`) and deploy it on the users’ machines.

The configuration file provides the domain, URL and port information for your in-house update server; the URL is different for Windows and Mac OS platforms. The following shows the format of the `AdobeUpdater.Overrides` file, using our example server information:

**In Windows:**

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<Overrides>

<Application appID="webfeed">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS5/webfeed/oobe/aam10/win/</URL>
    <Port>1234</Port>
</Application>
</Overrides>
```
<Application appID="updates">
  <Domain>http://serverabc.example.com</Domain>
  <URL>/Adobe/CS5/updates/oobe/aam10/win/</URL>
  <Port>1234</Port>
</Application>

<Overrides>
  • In Mac OS, the URL specifies the mac/ subfolder instead of the win/ subfolder:
    ...
    <URL>/Adobe/CS5/webfeed/oobe/aam10/mac/</URL>
    ...
    <URL>/Adobe/CS5/updates/oobe/aam10/mac/</URL>
    ...
</Overrides>

Generating client configuration files

You can simply create the client configuration files in a text editor, or you can use the tool to generate them automatically. You can only do this after you have set up your server and synchronized it with the Adobe update server.

To generate the configuration files, enter this command in a command shell or terminal (using your own server information):

AdobeUpdateServerSetupToolCS5
  --genclientconf="/serverroot/config/AdobeCS5UpdaterClient"
  --root="/serverroot/updates/Adobe/CS5"
  --url="http://serverabc.example.com:1234/Adobe/CS5"

This command creates two client configuration files (one for Windows platforms, and one for Mac OS platforms), and writes them into platform-specific folders under the path given in --genclientconf. In this example, the new files would be:

/serverroot/config/AdobeCS5UpdaterClient/win/AdobeUpdater.Overrides
/serverroot/config/AdobeCS5UpdaterClient/mac/AdobeUpdater.Overrides

Deploying client configuration files

To deploy the client configuration file for the Adobe Application Manager Updater on each client machine, you must write the correct platform version of the file to the following platform-specific location:

• In Windows XP
  \Documents and Settings\All Users\Application
  Data\Adobe\AAMUpdater\1.0\AdobeUpdater.Overrides

• In Windows 7/Vista
  \ProgramData\Adobe\AAMUpdater\1.0\AdobeUpdater.Overrides

• In Mac OS X
  /Library/Application Support/Adobe/AAMUpdater/1.0/AdobeUpdater.Overrides
Enterprise deployments

If you use the Adobe CS5 Application Manager, Enterprise Edition to package and deploy Adobe products for your enterprise, and you have also chosen to set up your own update server, you can configure the Adobe Application Manager on the client machines automatically as part of your package deployment.

To do this, when you are creating the deployment package, choose the option “Redirect AAM Updater to internal server” under Adobe Updater Options on the Configure Package screen, and specify the path to the correct AdobeUpdater.Overrides file for the platform.

When the package is deployed, it automatically places the overrides file in the correct platform-specific location on each user’s machine.

For more information about this tool, see the Adobe Creative Suite 5 Enterprise Deployment Guide.

Migrating from one in-house update server to the other

Occasionally, you might find it necessary to migrate from one server that is already set up as your in-house update server to a different server.

In this case, you should not need to repeat the download of all the update data that had already been downloaded to the original server. To save network bandwidth and download time, the Adobe Update Server Setup Tool provides an override facility to copy the data from your original server to your new server.

For example, suppose the original in-house HTTP server was set up according to our example:

- Server root hosted at file system location "/serverroot/updates/"
- URL is http://serverabc.example.com:80
- Update server set up at http://serverabc.example.com:80/Adobe/CS5

Suppose you want to switch to a new in-house HTTP server with:

- Server root hosted at file system location "/newserverroot/newupdates/",
- URL is http://newserverabc.example.com:80
- Update server set up at http://newserverabc.example.com:80/Adobe/CS5

In the initial setup and synchronization commands, you will now specify the root folder location as:

```
--root="/newserverroot/newupdates/Adobe/CS5"
```

For initial setup of the new server, you must supply the --overrides option, providing the path to an XML file that identifies the previous in-house update server. This could be, for example, a file named UpdateServerMigration.xml placed at /newserverroot/newupdates/migrationfiles/.

Although this file is similar to the Adobe Application Manager updater configuration file, it is not identical. In addition to having a different name and being used in a different context, it is not platform-specific; the URLs do not have the /win or /mac subfolder at the end.
For our example, the `UpdateServerMigration.xml` file should look like this:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<Overrides>

  <Application appID="webfeed">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS5/webfeed/oobe/aam10/</URL>
    <Port>80</Port>
  </Application>

  <Application appID="updates">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS5/updates/oobe/aam10/</URL>
    <Port>80</Port>
  </Application>

</Overrides>
```

**Setup and synchronization**

To perform the initial setup of this new server, you would invoke this command:

```
AdobeUpdateServerSetupToolCS5 --root="/newserverroot/newupdates/Adobe/CS5"
--overrides="/newserverroot/newupdates/migrationfiles/UpdateServerMigration.xml"
```

You will select option 1 from the menu. The tool will automatically migrate the data to the new server, which will then be ready to use. All subsequent synchronization operations will use the new root value, but will be otherwise identical. That is, invoke this command:

```
AdobeUpdateServerSetupToolCS5 --root="/newserverroot/newupdates/Adobe/CS5"
```

When the menu is offered, choose option 2 (incremental) or option 3 (forced) synchronization.

**Updating client machines**

To ensure that user machines begin updating from the new in-house update server, you must deploy a new version of the `AdobeUpdateroverrides` file containing the information for the new server. See “Configuring Adobe Application Manager on user machines” on page 60.

**Troubleshooting**

Here are some common troubleshooting steps to follow if you face problems in deploying updates through Adobe Update Server Setup Tool.

**Ensure that the web server is set up correctly**

If the web server that is used to distribute the updates is not set up correctly, updates might get downloaded from the Adobe update server (Adobe Update Server Setup Tool does that automatically), but will not be distributed to the clients.
As a simple test to check that the web server is running correctly, check that the **updaterfeed.xml** file on the update server can be accessed from browsers on the client machines. Essentially, you need to ensure that the web server is working, independent of the Adobe Update Server Setup Tool.

The **updaterfeed.xml** file is located at the following path, determined by the parameters in the **overrides** file:

```
http://<Domain>:<Port>/<URL>/updaterfeed.xml
```

For example, let us assume that the override file has the following entries

```
<Overrides>
    <Application appID="webfeed">
        <Domain>http://serverabc.example.com</Domain>
        <URL>/Adobe/CS5/webfeed/oobe/aam10/win/</URL>
        <Port>1234</Port>
    </Application>

    <Application appID="updates">
        <Domain>http://serverabc.example.com</Domain>
        <URL>/Adobe/CS5/updates/oobe/aam10/win/</URL>
        <Port>1234</Port>
    </Application>
</Overrides>
```

In this case, the location of the **updaterfeed.xml** file will be as follows:

```
http://serverabc.example.com:1234/Adobe/CS5/webfeed/oobe/aam10/win/updaterfeed.xml
```

**Check network connectivity**

Ensure that there are not problems related to network connectivity and that the in-house server can connect to the Adobe update server. For example, check that you can access the default welcome page of the in-house server.
Ensure that there are no unwanted spaces in commands

When you run the `AdobeUpdateServerSetupToolCS5` command, ensure that there are no spaces in the following cases:

- Between parameters and the `=` sign
- Between the `=` sign and arguments

For example, the following command has an incorrect extra space between `--root` and the `=` sign

```bash
--root ="/serverroot/updates/Adobe/CS5"
```

Extra space that should be removed

- Anywhere in a path.

For example, the following command has an extra space between the quotation mark ("), and the forward slash (/)

```bash
--root=" /serverroot/updates/Adobe/CS5"
```

Extra space that should be removed

Specify full URLs with protocol and port number

The URLs for the server should include the protocol (such as `http://`). If the port number is different from the default value of 80, the port number should also be specified.

For example, the following section in the `AdobeUpdater.Overrides` file is incorrect because it does not specify the `http://` protocol:

```xml
<Domain>serverabc.example.com</Domain>

<URL>/Adobe/CS5/webfeed/oobe/aam10/win/</URL>

<Port>1234</Port>
```

Note that in this example, the port number (1234) has been specified, which is required if the port number does not have the default value of 80.

Ensure that the location for storing the updates has write permission

Ensure that the location on the server where the updates are to be stored has the correct write permission. Otherwise, updates might not be synced/downloaded on the in-house server. The server setup process is not complete unless all updates are synced/downloaded on the in-house server.
Ensure that the client configuration files are generated correctly on the in-house server

The client configuration files are generated at a location determined by the -genclientconf parameter of the AdobeUpdateServerSetupToolCS5 command as explained in the section “Generating client configuration files” of this document. Two files are generated, one each for Windows and Mac-OS clients. Check that the files are available in the respective locations on the in-house server.

Ensure that the client configuration files are deployed correctly on the client machines

After the client configuration files are generated on the in-house server, they are deployed on each client machine. The files are different for the Windows and the Mac-OS platforms.

The location for the file on each client machine is platform-specific. Ensure that the configuration files are deployed on the client machines at the locations as explained in the section “Deploying client configuration files” of this document.

Use the force sync option if multiple updates are visible on client machines

In exceptional cases, multiple updates of the same package might get stored on the in-house server if the option of incremental update sync is specified. These will then be deployed to the client machines, and the users will see multiple copies of the packages on their machines. If this happens, perform the force update sync (one time) by running the following command and specifying the option 3 when prompted.

AdobeUpdateServerSetupToolCS5 --root="/<update_folder>"

This ensures that the correct single copy of the packages get downloaded to your in-house server, from where they are deployed to the client machines.

Use the force sync option if other troubleshooting steps fail

If you are using the incremental sync option and continue to get errors even after trying all the previous steps, perform force update sync (one time) by running the following command and specifying the option 3 when prompted:

AdobeUpdateServerSetupToolCS5 --root="/<update_folder>"

This will ensure that all updates from the Adobe update server are downloaded to your in-house server.

Perform a fresh install as a last resort

If all other troubleshooting steps fail, as a last resort perform a fresh install by running the following command and specifying the option 1 when prompted:

AdobeUpdateServerSetupToolCS5 --root="/<update_folder>"

**NOTE:** When you perform a fresh install, the update folder and all its subfolders on your in-house server will be first deleted and then recreated with the updates from the Adobe update server. If you had created any additional files or folders in the update folder, they will be deleted. You should, therefore, back up any such files or folders before performing a fresh install.
# Conflicting Processes

This appendix lists processes that can conflict with the installation of Adobe products, if they are running at the time of installation. In the process names, * is a wildcard that matches any number of characters.

<table>
<thead>
<tr>
<th>MAC OS</th>
<th>WINDOWS</th>
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<tbody>
<tr>
<td>adobe captivate</td>
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<td>adobe fireworks cs5</td>
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<td>adobe incopy cs5</td>
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Installing AIR and Adobe Community Help Separately

NOTE: The information in this appendix applies only to the Mac-OS platform.

If you selected the DISABLE AIR COMPONENTS IN PACKAGE option in the Configure Package screen, AIR and Adobe Community Help are not installed. For more information, see “Select configuration options.”

Once the packages are deployed on the client machines, you should install these components separately as explained here.

Prerequisites

NOTE: This document assumes your organization has accepted and received the Adobe AIR Distribution License agreement. If not, please visit:

http://www.adobe.com/products/air/runtime_distribution1.html

1. Download the AdobeAIR.dmg file from http://get.adobe.com/air/


   NOTE: On the installation page, do not perform Step 1. That is, do not select any product. Go directly to Step 2—Install Now.

3. In the Application Install dialog box, click Save and then save the AdobeHelp.air file to a folder.

4. Share the AdobeHelp.air file (which you saved in step 3) through a mounted afp volume.

5. Connect to the target machine through SSH or using a local automation process, and mount the DMG files from a network store, that is through afp.

6. Ensure that the target machine is idle at the login window.

Installing AIR and Adobe Community Help

1. Mount the shared location containing the AdobeAIR.dmg and AdobeHelp.air files that you downloaded as described in Prerequisites.

   mount_afp afp://<user:password>@<ip>/<SharedLocation> /Volumes/<temporarily mounted volume name>

2. Mount the AdobeAIR.dmg file from the shared location.

   hdiutil mount /Volumes/<temporarily mounted volume name>/AdobeAIR.dmg

3. Install the AIR runtime package.

   NOTE: If an earlier version is detected, the updated version will be installed.

   launchctl bsexec `ps auxwx | grep [l]oginwindow | awk '{ print $2 }'` /Volumes/Adobe\ AIR/Adobe\ AIR\ Installer.app/Contents/MacOS/Adobe\ AIR\ Installer -silent

4. Un-mount the AIR installer
5. Uninstall the CHC AIR application. This step is required only if an earlier version exists on your computer.

   launchctl bsexec `ps auwwx | grep [l]oginwindow | awk '{ print $2 }'` /Applications/Utilities/Adobe\ AIR\ Application \ Installer.app/Contents/MacOS/Adobe\ AIR\ Application\ Installer -uninstall -silent /Applications/Adobe/Adobe\ Help.app

6. Install the updated Adobe Help AIR application.

   launchctl bsexec `ps auwwx | grep [l]oginwindow | awk '{ print $2 }'` /Applications/Utilities/Adobe\ AIR\ Application \ Installer.app/Contents/MacOS/Adobe\ AIR\ Application\ Installer -silent -eulaAccepted -location /Applications/Adobe /Volumes/<temporarily mounted volume name>/AdobeHelp.air

7. Create a symbolic link for Adobe Help. This is required to configure Adobe Help correctly.

   ln -s /Applications/Adobe/Adobe\ Help.app /Applications/Adobe/Adobe\ Help.app

8. Unmount the shared location

   umount -f /Volumes/<temporarily mounted volume name>

Related Links

- AIR Administrator's Guide Overview

- Preventing automatic updates to Adobe AIR
Adobe continues to partner with industry's third-party deployment vendors. These vendors have provided their customer base with documentation on the method of using their tools to deploy Adobe® Creative Suite® 5 in conjunction with packages created by Adobe CS5 Application Manager, Enterprise Edition.

This article provides links to documentation from third-party deployment vendors.

In addition to the deployment vendors, the Munki project has a dedicated page for deployment of Adobe® Creative Suite® 5 using Adobe Application Manager Enterprise Edition.

We are working with additional deployment vendors on comparable documentation and will be announcing them in the future on the Adobe Installation and Licensing blog:

http://blogs.adobe.com/oobe/

### Absolute Manage

- Deploying Adobe Creative Suite 5
  
  http://www.absolute.com/Shared/Datasheets/Abt-AdobeCS5-Info-E.sflb.ashx

### Filewave

- Building a CS5 FileSet for Mac OSX
- Building a CS5 FileSet for Windows

  http://www.filewave.com/resources/product-brochures/

### JAMF Casper

- Simplifying Adobe Creative Suite 5 Administration with the Casper Suite


### Munki

  http://code.google.com/p/munki/wiki/MunkiAndAdobeCS5