Enterprise Guide to Reader Mobile
Introduction

This document is specifically designed for administrators and other enterprise IT professionals.

1.1 Overview

1.1.1 Best practices

- Start with the latest installer or use your archived installer if you need to deploy the same version that is already deployed.
- Accept the Reader Distribution Agreement.

1.1.2 Versioning policy

Adobe uses version numbers to clearly communicate to IT professionals the deployment model for a given release. The product is generally on a quarterly release schedule.

Acrobat and Reader version numbers contain 3 integers and two dots:

- The first integer identifies the major release; for example, 10.0.0 (sometimes 10.0 or 10 for short).
- The second integer is incremented for quarterly updates; for example, 10.1.0.
- The third integer is incremented for all other out of cycle updates; for example, 10.2.1, etc.

1.1.3 Changes across releases

<table>
<thead>
<tr>
<th>Version</th>
<th>New features</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.3</td>
<td><strong>Add Text Tool</strong>: Add text to your PDFs with the Add Text Tool, our latest addition to the commenting tools. This is our most requested commenting feature!</td>
</tr>
<tr>
<td>July 13, 2012</td>
<td><strong>Forms Interactivity</strong>: Reader now supports basic form features such as field validation, calculation, and formatting. Forms work much like they do on the desktop Adobe Reader and just as the author intended.</td>
</tr>
<tr>
<td></td>
<td><strong>File Organization</strong>: Organize and manage all of your documents in Reader's new file organizer UI. You can create folders as well as copy, move, rename, and delete files while you’re away from your desk.</td>
</tr>
<tr>
<td></td>
<td><strong>Analytics</strong>: You can help us make Reader and your favorite features better by agreeing to share data with Adobe on how you use Reader. The data is always anonymous, and we never share it with anybody as described in our Policy.</td>
</tr>
<tr>
<td></td>
<td><strong>Intel and Armv7 support</strong> (Android only): We now have customized support for Armv7 and Intel based Android devices, so all of our users will have the best performance possible on the latest hardware.</td>
</tr>
<tr>
<td></td>
<td><strong>iOS Dictionary Support</strong> (iOS only): Reader now supports this great iOS feature. Just select some text, choose the “Define” option from the context menu, and you’ll instantly understand the meaning of what you are reading.</td>
</tr>
</tbody>
</table>
1.1.4 End of life policy

Adobe only supports the latest release. Each update replaces the previous version since it is always more secure and more functional.

1.1.5 Language support

Available languages include those listed in the table below. Language support is as follows:

- Android and iOS support the identical 17 languages.
- There is only one installer which supports all languages.
- The language is determined by the device OS.
- If the OS language is not supported by Reader, Reader defaults to English.

<table>
<thead>
<tr>
<th>Tier</th>
<th>Windows and Macintosh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>English, French, German, Japanese</td>
</tr>
<tr>
<td>Tier 2</td>
<td>Italian, Spanish, Dutch, Brazilian Portuguese, Swedish, Danish</td>
</tr>
<tr>
<td>Tier 3</td>
<td>Chinese Traditional, Chinese Simplified, Korean</td>
</tr>
<tr>
<td>Tier 4</td>
<td>Russian, Turkish, Czech, Polish</td>
</tr>
</tbody>
</table>

1.2 Reader mobile distribution

Adobe® Reader® Mobile is available for distribution beyond single-user installation and can be deployed by:

- Corporations wanting to distribute the Reader Mobile to employees.
- Commercial vendors wanting to bundle Reader with their mobile devices.

Currently, the Adobe Reader mobile app is available for distribution on the Android platform. If you are planning a multi-user distribution, do the following:

1. Complete the Adobe Reader for Mobile Devices Distribution Agreement.
2. Print and sign the form.
3. Send a scanned copy to rdrmdsty@adobe.com.
4. Download the product installer and deploy.
1.3 Reader Mobile’s data collection

10.3.0 introduces a data logging mechanism that enables Adobe to collect a small amount of data that can help improve the product. All data is combined across users and devices, and there is no way Adobe can identify a specific device or user from which this information is collected. This data does not include any private data or personally identifiable information as described in our Policy.

After the first product installation or upgrade from an earlier version, users are asked if they would like to opt-in to the data logging program. Opt-in is neither silent nor automatic. Users must choose to opt-in. After opt-in, Reader Mobile collects the generic information shown in the tables below.

*Note:* Users always have complete flexibility to opt-out of Adobe Reader analytics at any point on both Android and iOS. On opt-out, Adobe Reader immediately stops sending any data back to Adobe’s servers. A user can always decide to opt-in at a later point.

| Table 3  Data collected about the user |
|--------|--------------------------------------|
| Item   | Description                          |
| User opt in | A simple counter value indicating that the user has opted in. No personal information or device identifier is collected. |

| Table 4  Data collected about the user’s device |
|--------|-----------------------------------------------|
| Item     | Description                                |
| Device Type | Device model and manufacturer detail; for example, iPhone, iPad, iPod, HTC Nexus One, or any other device type available. |
| OS version | The OS type (either Android or iOS) and version. |
| Screen resolution | The resolution in pixels. |

| Table 5  Data collected on every document open |
|--------|----------------------------------------------|
| Item     | Description                                |
| Pages   | Number of pages.                          |
| Document type | Possible values:                         |
|          | • Standard                                 |
|          | • Portfolio                                |
| Security type | Possible values:                         |
|            | • None                                     |
|            | • Standard: Password required              |
|            | • Standard: Password not required          |
|            | • Livecycle Rights Management (LCRM)      |
| Page size/Geometry | Possible Values:                         |
|            | • Unique                                   |
|            | • Non Unique                               |
1.4 Related Resources

This guide is part of an enterprise resource ecosystem designed to help IT manage Acrobat products across their organizations. All of the resources below are also linked to from http://learn.adobe.com/wiki/display/readermobile/Reader+Mobile.

Table 6 iOS Resources

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
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<tbody>
<tr>
<td>Enterprise Guide</td>
<td>Information about versions, distribution, JavaScript support, and other enterprise topics</td>
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<td>A list of the requirements for the latest release.</td>
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<tr>
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<td>An up to date list of known issues, how tos, and FAQs.</td>
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<td>Blog</td>
<td>Information from Product Management and Engineering about new developments.</td>
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<td>A list of the latest features for the current release.</td>
</tr>
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<td>Forums</td>
<td>User to user forum for learning how to use the product (monitored by the mobile team)</td>
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Table 7 Android Resources

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<tr>
<td>Video: Comments/Sigs</td>
<td>A tutorial describing how to use comments, annotations, and signatures.</td>
</tr>
<tr>
<td>Tutorials</td>
<td>Reader Mobile tutorials.</td>
</tr>
</tbody>
</table>
JavaScript API Support in Forms

Forms in PDF are a critical part of the PDF ecosystem. Fortune 500 companies and governments around the world have adopted and standardized on using PDF forms technology, and built this functionality into their critical workflows. From the beginning, these forms have provided not only data entry, but also field format and data validation, computation, and submission, including customizable behavior for more complex forms. For all of these behaviors, the PDF Forms technology relies on JavaScript.

Adobe Acrobat defines a set of custom JavaScript objects which deal with specifics of the Acrobat Viewer and PDF documents. These custom JavaScript objects collectively form the Acrobat Document Object Model (DOM) which allow client-side JavaScripts to directly interact with the program and documents. JavaScript documentation resides at http://www.adobe.com/devnet/acrobat/JavaScript.html.

For Reader Mobile, the initial JavaScript support includes performing BUILT-IN forms calculations, data validation, and data formatting. The JavaScript framework is general enough to support other JavaScript APIs in future and is expected to regularly evolve.

**Note:** While Reader Mobile does support Acroforms (forms created by Acrobat's form tools), it currently does not support the XFA forms created with LiveCycle Designer. Some forms can be filled in and will appear to work, but when you open the forms on another viewer (such as Acrobat), the data isn't there.

### 1.1 Supported JavaScript APIs

The following Acrobat Javascript APIs are implemented in Reader Mobile 10.3.

#### 1.1.1 app Object

**JS API Reference Documentation**

**Methods**

`alert()`: Support for the parameter `cMsg`. Both `cMsg` and `nIcon` are required, but `nIcon` is ignored.

#### 1.1.2 Doc Object

**JS API Reference Documentation**

**Methods**

`getField()`: Fully supported except for creating field objects using a naming hierarchy. The `getField` API takes a field name as parameter and returns a Field object. As long as the field name is a flat name, this API will work.
1.1.3 event Object

Properties

**JS API Reference Documentation**

Reader Mobile supports a subset of the event properties as follows:

- change: R/W access
- value: R/W access
- selStart: R access
- selEnd: R access
- rc: R/W access
- willCommit: R access

Forms events

**JS API Reference Documentation**

Reader Mobile supports a subset of the forms events as follows:

- Field/Keystroke
- Field/Validate
- Field/Calculate
- Field/Format

1.1.4 Field Object

**JS API Reference Documentation**

Properties

value: R access

1.1.5 util Object

**JS API Reference Documentation**

Methods

Reader Mobile supports a subset of the util methods as follows:

- printd(): The methods takes three parameters; however, bXFAPicture is ignored.
- printf(): Fully supported.
- printx(): Fully supported.
Adobe Reader Mobile 10.1 for iOS and Android introduced support for accessing files secured by Adobe LiveCycle Rights Management. LiveCycle Rights Management protects sensitive documents by encrypting them with industry-standard AES encryption and enabling central management of their access permissions. Protections persist even when documents are accidentally distributed via email, the cloud, or saved on a lost mobile device.

Additional resources pertaining to Reader Mobile and LiveCycle include:
- **Support**: [http://www.adobe.com/support/livecycle](http://www.adobe.com/support/livecycle)

### 1.1 System requirements

The following is required:
- Reader Mobile 10.1 or later.
- LiveCycle server versions:
  - Adobe Digital Enterprise Platform Rights Management 10.x or

### 1.2 What’s supported?

The following is supported:
- The Rights Management authentication schemes: username/password and anonymous. You will be prompted to identify yourself as the device communicates with the LiveCycle Rights Management Server.
- Document revocation: If the author chooses to revoke a document, or that document is set to expire, you will no longer be able to open documents after they have been revoked or expired.

### 1.3 What’s not supported?

The following is not supported:
FAQs

- Authentication schemes other than username/password and anonymous: Support for our other LiveCycle authentication types may appear in future releases, including Kerberos, Smartcard/PKI certificate-based authentication, SAML-based authentication, or other SSO mechanisms.
- Opening documents offline (such as in “airplane mode”).
- Opening protected documents with dynamic text or graphical watermarks. When Reader senses that a protected document contains a watermark, it declines to decrypt the document. As a workaround, policy administrators can choose to change the policy to not take advantage of the dynamic watermarking feature.

1.4 FAQs

I am unable to open a protected document that I can open on my desktop. Why?

We have seen three typical reasons for this:
- The server version is not one of the two most recent releases.
- The SSL configuration on the server isn’t correctly configured.
- The protected document has a dynamic text or graphical watermark.

Why might there be a problem with SSL encrypting communications between Reader and the LiveCycle server?

Desktop OSes tend to be more consistent and forgiving of SSL trust issues. For example, if the SSL certificate presented to the mobile device contains any self-signed certificates, Reader may not trust them and will refuse to open documents. (You may be used to the relatively unsafe approach on the desktop, where you are able in your browser to “trust” an arbitrary certificate … that will not work here.)

Desktop OSes also tend to have an additional root CA and intermediate CAs already deployed and either are more lenient of servers that do not contain all the intermediate CAs or that contain the chain in the wrong order. An experienced administrator can run

openssl s_client -showcerts -connect server.domain.com:443

to determine whether all the intermediates are sent in the correct order. If they are not being sent in the correct order, he may need to recreate the application server keystore file by individually importing the appropriate certificates using the keytool application in the correct order.

It may be helpful to try to browse to the RM server via an https connection in the device’s web browser. If you encounter an error, it may be indicative of a broader SSL configuration problem.