

User Document

Adobe Acrobat 7.0 for

Microsoft Windows Group Policy Objects and Active Directory



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Acrobat 7.0 for Microsoft Windows Group Policy Objects and Active Directory

User Document

1 Product name

Adobe® Acrobat® 7.0 with Group Policy Objects and Active Directory

2 Document overview

This document describes using Group Policy (GP) to deploy Acrobat 7.0 products on a Windows® network. This document assumes that you are a systems administrator with a basic understanding of the Windows operating system and deploying enterprise software, and are familiar with Group Policy, Active Directory, and Adobe Reader®.

3 References

- Adobe developer resources partners.adobe.com/developer/main.html
- Adobe documentation about enterprise deployment partners.adobe.com/public/developer/acrobat/index_advanced.html
- Acrobat IT Solutions website on Adobe Acrobat products targeted to IT professionals www.adobe.com/products/acrobat/deployment.html
- Microsoft® GPO remote software installation home page <http://support.microsoft.com/default.aspx?scid=kb;en-us;314934>

4 Product overview

GP is an Active Directory–based tool that allows system administrators to centrally set, manage, and maintain a “desired computing state” for groups of computers on a network. Acrobat uses the software inventory feature of GP to enable enhanced deployment ability for Acrobat products on a Windows network. To deploy Acrobat software using GP, you must install the Group Policy Management Console. You can download the console software at <http://support.microsoft.com/common/international.aspx?rdpath=dm;en-us;select&target=assistance&c1=508>.

GP applies its policies in the form of Group Policy Objects (GPOs). You can apply GPOs to users or computers by using one of two processes: publishing or assigning. In the case of Acrobat deployment, you can either publish or assign the Acrobat software that you deploy. Assigned software is installed automatically when the client computer is restarted. Published software is added to the Add or Remove Programs control panel (under Add New Programs) for a user and can be added or removed at any time.

GP can be applied either to users or to computers. If you publish or assign software to a user, the software is installed the next time the user logs on to the network, and is available only to that user. If you assign software to a computer, the software is installed the next time the operating system on the computer starts, and is available to all users who log on to that computer.

Active Directory allows you to publish or assign software to many users at one time. It is useful to be able to deploy software based on group membership. GPOs are normally applied only to those members of Active Directory organizational units (OUs) to which the GPO is linked.

Adobe supports the following GPO deployment scenarios:

- Assign Acrobat 7.0 Professional, Acrobat 7.0 Standard, Acrobat Elements 7.0, or Reader 7.0 to a computer.
- Publish Reader 7.0 to a user.

4.1 System requirements

You can find the system requirements for Acrobat 7.0 products at the following locations:

Acrobat 7.0 Professional

www.adobe.com/products/acrobatpro/systemreqs.html

Acrobat 7.0 Standard

www.adobe.com/products/acrobatstd/systemreqs.html

Acrobat Elements 7.0

www.adobe.com/products/acrobatel/systemreqs.html

Adobe Reader 7.0

www.adobe.com/products/acrobat/acrrsystemreqs.html

4.2 Tested environments

The procedures in this document were tested in the following environments:

- Client computers running Windows 2000 Professional Service Pack 4 and Windows XP® Professional Service Pack 1 and later
- Server computers running Windows 2000 Server Service Pack 4

5 Deploying Acrobat products using Group Policy Objects

This section describes how to install Acrobat products by using GPOs. The general steps are as follows:

- 1 Perform an administrative installation.
- 2 Start the Group Policy Management Console and create a GPO for the Acrobat application.
- 3 Edit the GPO to do one of the following:
 - Create a package for the Acrobat application, and then assign the package to a computer.
 - Create a package for the Acrobat application, and then publish the package to a user.
- 4 Set properties as needed for the package you created.
- 5 Link the GPO to the user or computer where you want to publish or assign it.

After you have created and edited the GPO and linked it to a user or computer, the software is deployed by using either the Assigned or Published deployment method.

Use the procedures in the following sections to perform the general steps listed above. For procedures involving transforms that you can deploy by using GPO and Active Directory, use Acrobat Tuner to create the transforms.

5.1 Performing an administrative installation

Before you can deploy Acrobat products using GPO, you must perform an administrative installation. Doing this creates a central location for the uncompressed program files so that they can be packaged and deployed to other computers. Perform an administrative installation of each Acrobat product that you want to deploy.

To perform an administrative installation:

- 1 On a secure network share, create a source folder containing a copy of the Acrobat product installer (from your product CD).
- 2 On a network share that is accessible by users or computers to which you will deploy the applications, create a distribution point (a folder where the installer can install the uncompressed program files).
- 3 Click Start > Run and enter the following command:

```
msiexec /a \\source_computer\source_share\Managed_App_Source\AcroPro.msi
```

where \\source_computer\source_share\Managed_App_Source is the path to the source folder you created in step 1.

- 4 When you receive a prompt asking where to install the files, browse to the distribution point you created in step 2.
- 5 Click OK. When the installer finishes, all program files will be at the distribution point, ready to deploy.

Note: For any application that you deploy (other than a transform you created by using Tuner), you must edit the *Abcpy.ini* file to contain the serial number information for the application. To edit this file, right-click the file name and choose *Properties*. Then, uncheck the *Readme* option and type the serial number information in the *OEM Installation Options* box.

5.2 Installing Acrobat software using GPO deployment

You can install Acrobat software by using one of the following GPO deployment methods:

- Assign the software to a computer.

By using this method, you make the Acrobat software available to all users of the computer where you assign it. The software is installed automatically the next time the computer is restarted. Software you assign to a computer can be removed only by a user with administrative privileges on that computer.

Adobe supports this deployment method for the following software: Acrobat 7.0 Professional, Acrobat 7.0 Standard, Acrobat Elements 7.0, and Adobe Reader 7.0.

- Publish the software to a user (or Active Directory group).

By using this method, you make the Acrobat software available only to specific users or Active Directory groups on the computer where the software is installed. The software is not installed automatically; instead, the user can choose to install it using the Add or Remove Programs control panel on the computer. The user can also remove the software using this control panel, but it will remain available in the control panel (under “Add New Program”) for them or other users to install later.

Adobe supports using this deployment method for the following software: Adobe Reader 7.0.

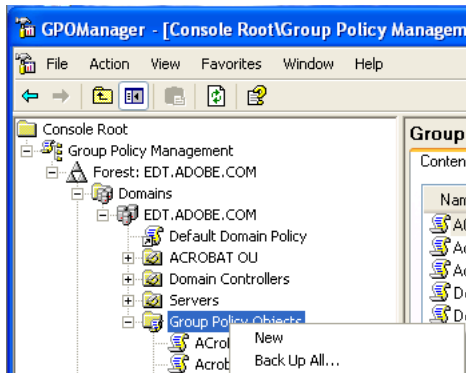
All GPO-based deployment is managed using the Group Policy Management Console.

To start the Group Policy Management Console

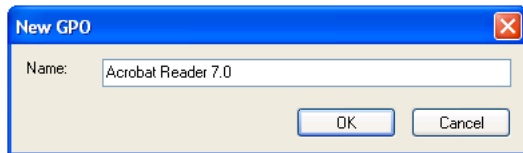
- 1 On a computer where the Group Policy Management Console is installed, log in as a Domain Administrator.
- 2 Double-click the Group Policy Management Console icon on the desktop to start the application.

To assign Acrobat software to a computer

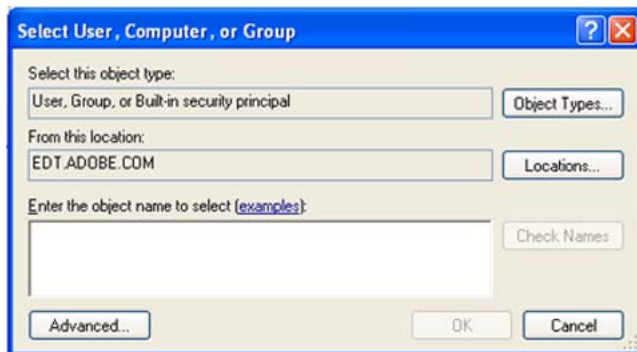
- 1 Right-click Group Policy Objects, and then choose New.



- 2 The New GPO dialog box appears. Type a descriptive name for the new policy, and then click OK.

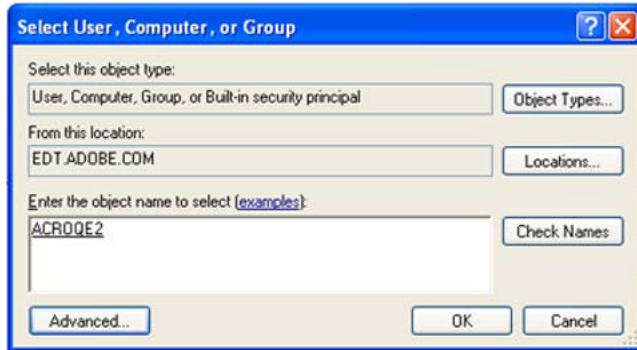


- 3 In the console's left panel, expand Group Policy Objects, and then highlight the policy name that you created in steps 1 and 2.
- 4 Click Add in the Security Filtering section of the Scope tab.
- 5 In the Select User, Computer, or Group dialog box, click Object Types.

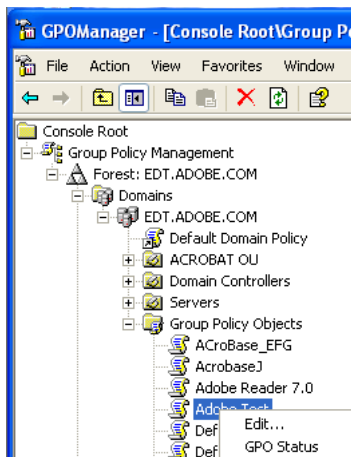


- 6 The Object Types dialog box appears. Click the Computers option, and then click OK.

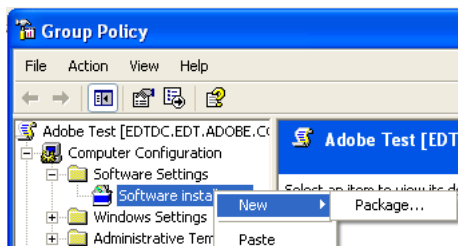
- In the Select User, Computer, or Group dialog box, select the Enter The Object Name text box, and type the name of the computer to which you want to deploy the Acrobat software. (To browse available computer names, click Advanced > Find Now.) Repeat this step for all computer names to which you want to deploy software.



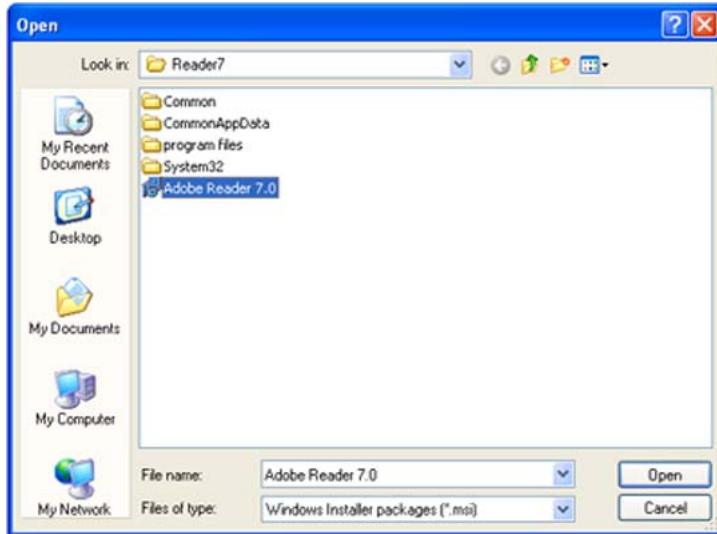
- Click OK to close the Select User, Computer, or Group dialog box.
- In the console's left panel, right-click the policy name that you created in steps 1 and 2, and then click Edit.



- In the Group Policy dialog box, expand Computer Configuration in the left panel, and then expand Software Settings.
- Right-click Software Installation, and choose New > Package.

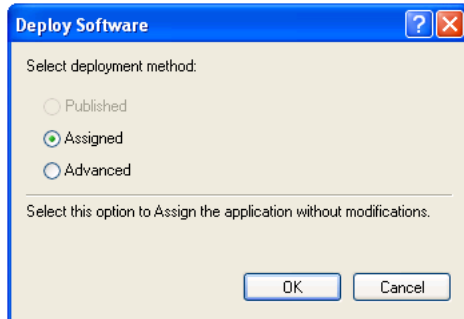


- 12 The Open dialog box appears. Browse to the distribution point you created for the Acrobat software during the administrative installation. Choose the MSI file containing the Acrobat installer you want to deploy, and then click Open.

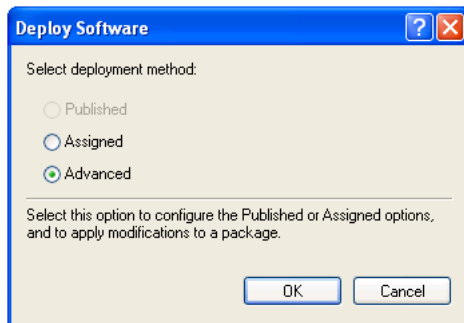


- 13 In the Deploy Software dialog box, do one of the following:

- If you do not plan to apply transforms, choose Assigned, and then click OK.

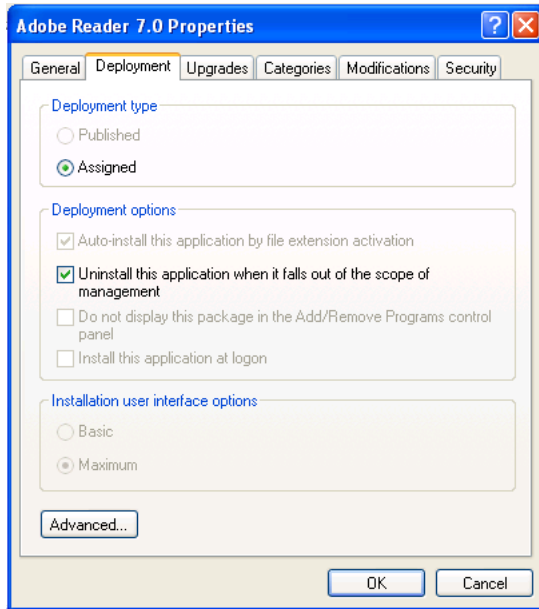


- If you plan to apply transforms at the time of package installation, choose Advanced, and then click OK.

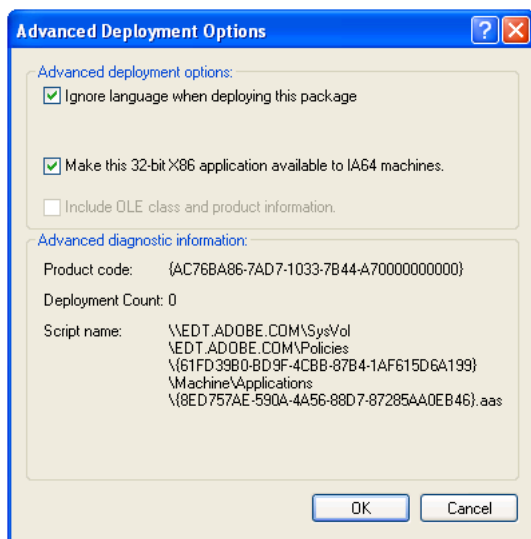


14 In the Properties dialog box for the package you created in steps 10 through 13, do the following:

- Click the Deployment tab, and then choose Uninstall This Application When It Falls Out Of The Scope Of Management.



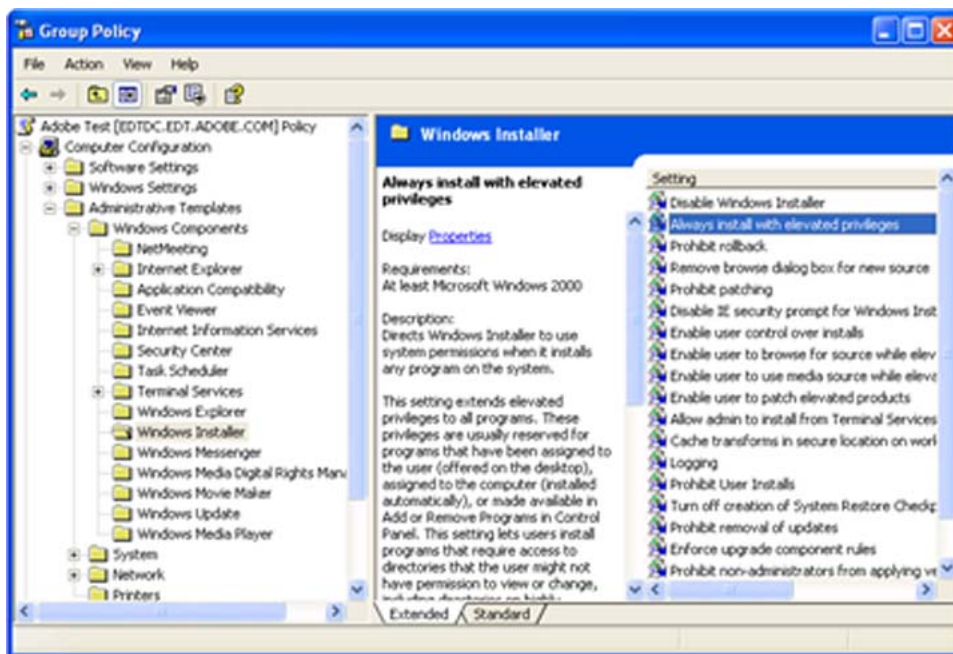
- If you plan to deploy in multiple languages, choose Advanced in the Deployment tab, then choose Ignore Language When Deploying This Package, and then click OK.



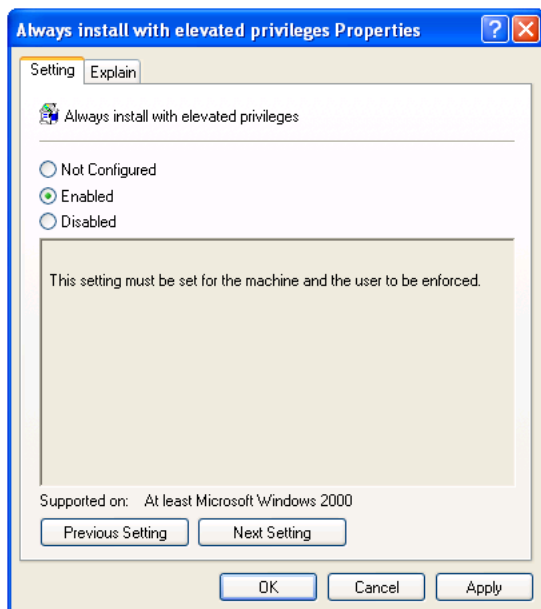
- In the Modifications tab, specify any modification transforms you want to apply when the package is installed by clicking Add and then opening each transform from its network location.
- In the Security tab, verify the name(s) of any computer(s) to which you are assigning software.

15 Click OK to close the Properties dialog box.

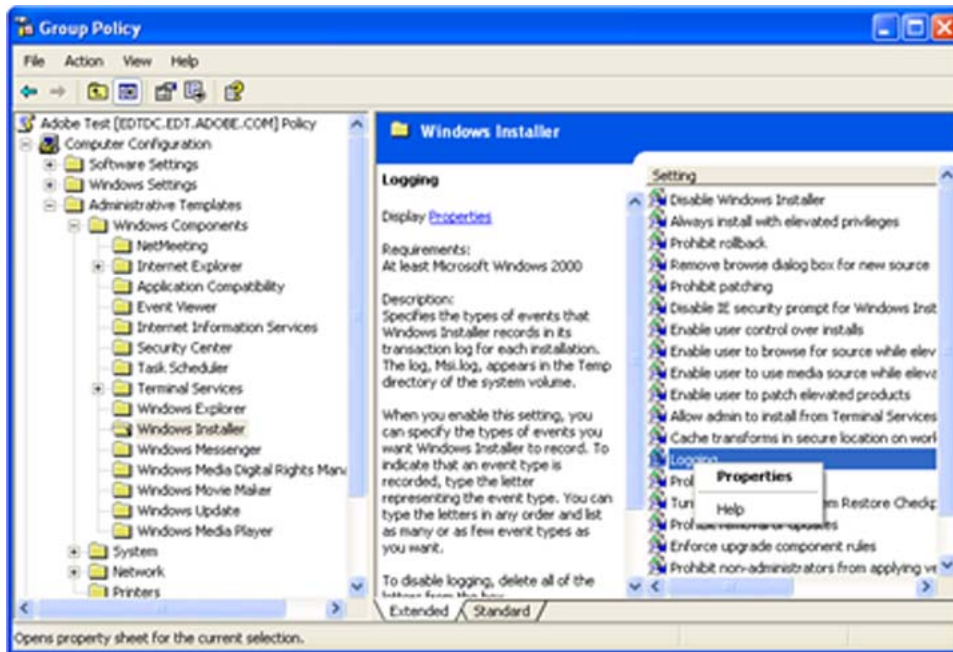
- 16 In the Group Policy dialog box, expand Computer Configuration; then expand Administrative Templates, and then expand Windows Components.
- 17 In the Windows Components folder, choose Windows Installer.
- 18 Choose Always Install With Elevated Privileges.



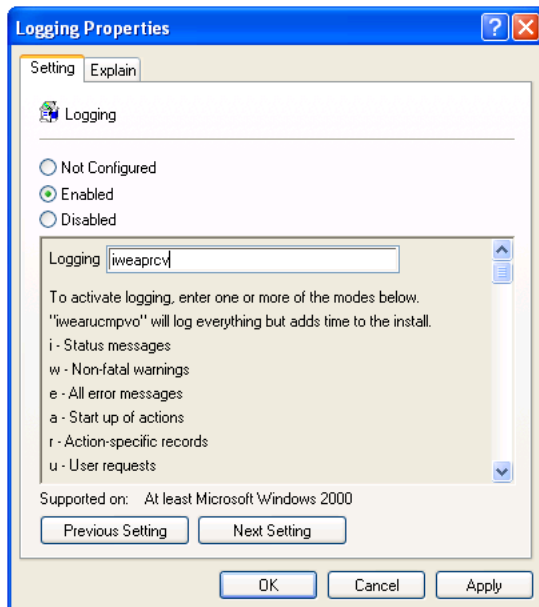
- 19 Choose Properties.
- 20 The Always Install With Elevated Privileges Properties dialog box appears. Choose Enabled in the Setting tab, and then click OK.



21 In the Windows Installer panel of the Group Policy dialog box, right-click Logging, and then choose Properties.



22 The Logging Properties dialog box appears. Choose Enabled in the Setting tab; then, in the Logging text box, type iweaprcv.

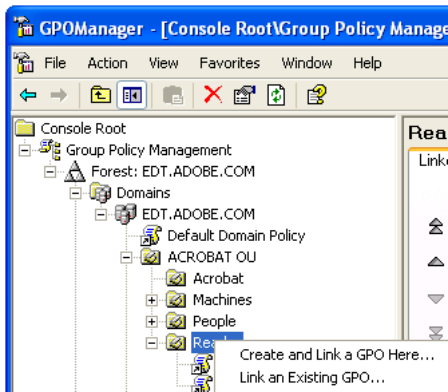


23 Click OK to close the Logging Properties dialog box.

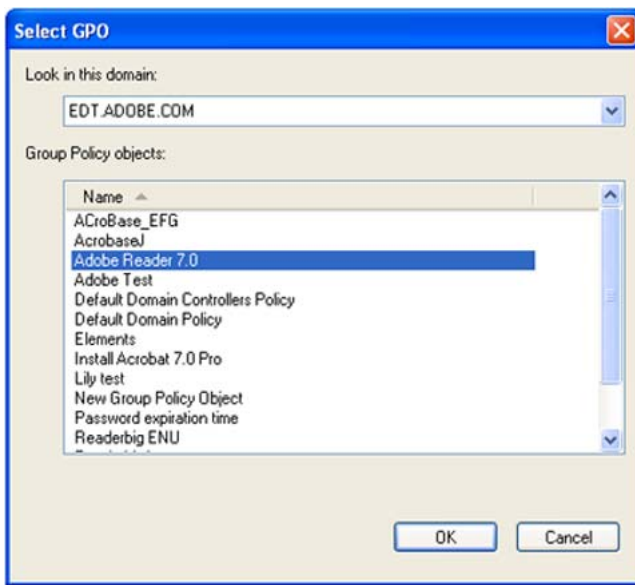
24 In the Group Policy dialog box, choose File > Exit.

25 In the Group Policy Management Console, expand the list of Forests and Domains.

- 26 Right-click the OU you want to link to the GPO to which you want to assign Acrobat software, and then choose Link An Existing GPO.



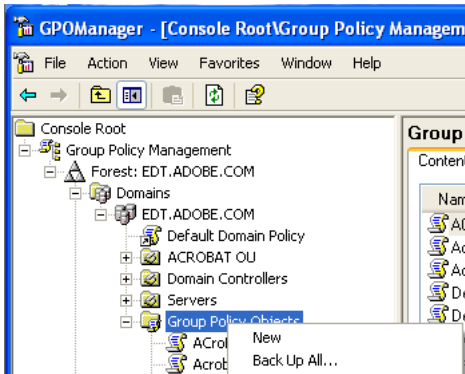
- 27 The Select GPO dialog box appears. In the Group Policy Objects list, choose the GPO you created earlier in this procedure, and then click OK.



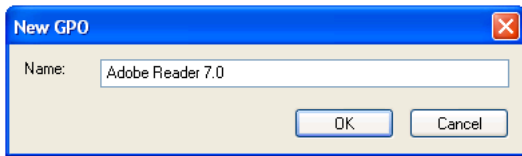
Note: The GPO must be propagated to the Active Directory Global Catalog and then to the individual computers. For this reason, allow 5-10 minutes before restarting the computers to which you are assigning the Acrobat software, or else plan to restart the client computers twice before the system policies are synchronized.

To publish an application to a user

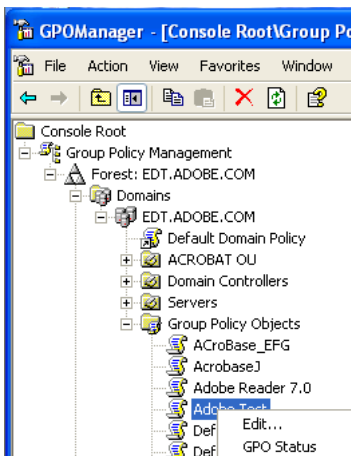
- 1 In the Group Policy Management Console, right-click Group Policy Objects, and then choose New.



- 2 The New GPO dialog box appears. Type a descriptive name for the new policy, and then click OK.

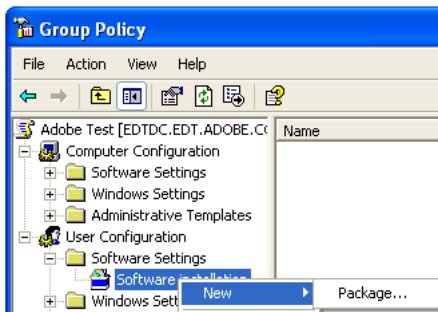


- 3 In the console's left panel, expand Group Policy Objects, right-click the policy name that you created in steps 1 and 2, and then choose Edit.

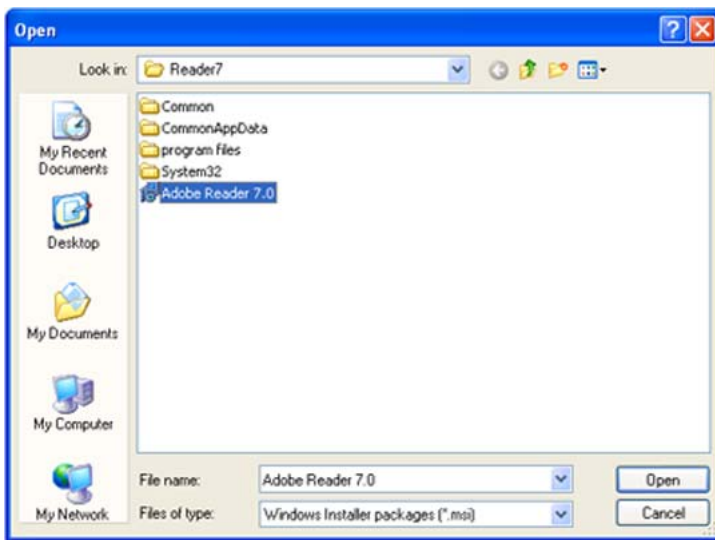


- 4 The Group Policy dialog box appears. In the left panel, expand User Configuration, and then expand Software Settings.

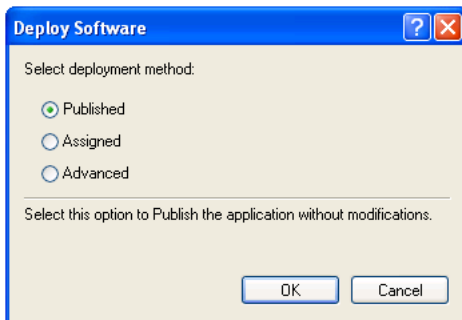
- 5 Right-click Software Installation, and choose New > Package.



- 6 The Open dialog box appears. Browse to the distribution point you created for the Reader software during the administrative installation. Select the MSI file containing the Reader installer you want to deploy, and then click Open.



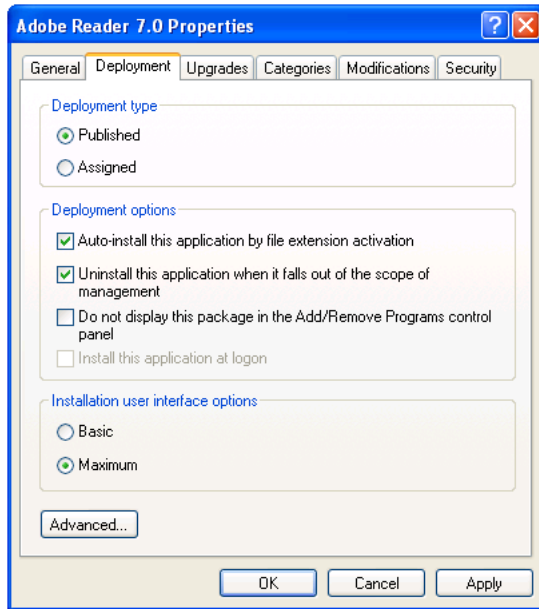
- 7 The Deploy Software dialog box appears. Choose Published, and then click OK.



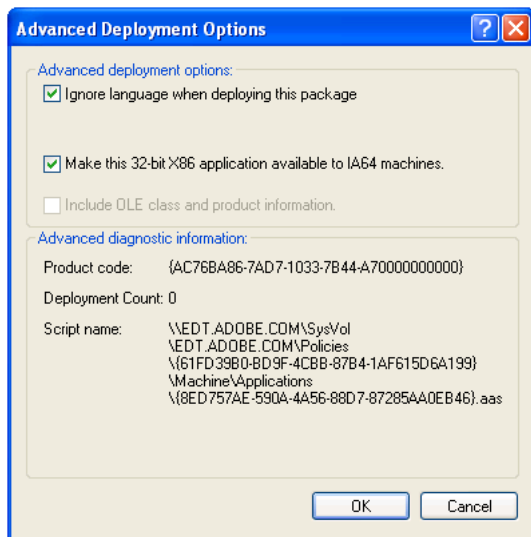
- 8 In the Group Policy dialog box, right-click the package you created in steps 4 through 7, and then choose Properties.

9 In the Properties dialog box for the package, do the following:

- Click the Deployment tab, and then choose Uninstall This Application When It Falls Out Of The Scope Of Management.



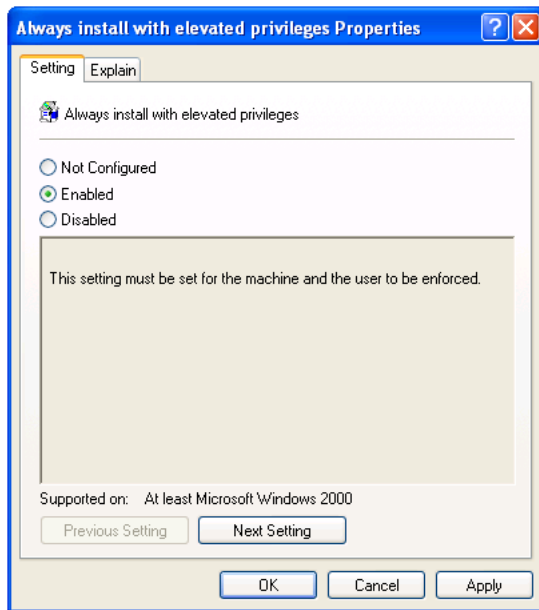
- If you plan to deploy in multiple languages, click Advanced in the Deployment tab, then choose Ignore Language When Deploying This Package, and then click OK.



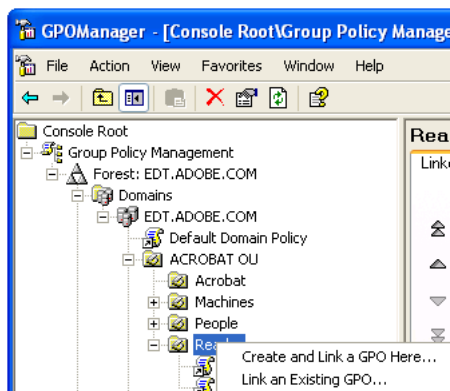
- In the Modifications tab, specify any modification transforms you want to apply when the package is installed.
- In the Security tab, verify the name(s) of any computer(s) to which you have added Security Filtering for this GPO.

10 Click OK to close the Properties dialog box.

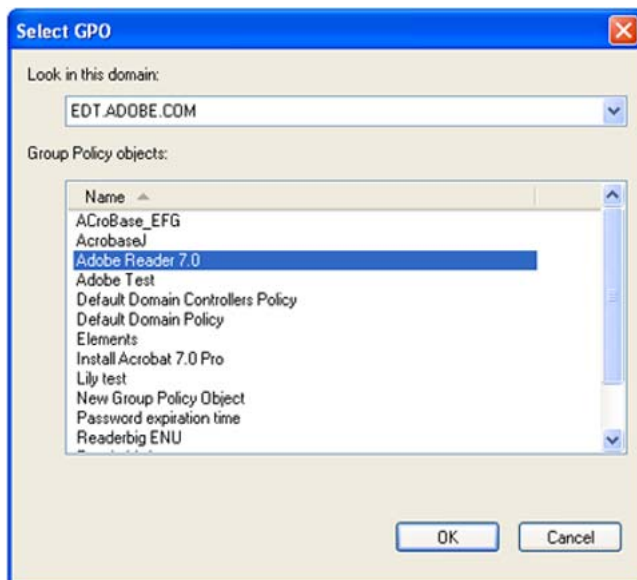
- 11 In the Group Policy dialog box, expand User Configuration; then expand Administrative Templates, and then expand Windows Components.
- 12 Click Windows Installer.
- 13 Choose Always Install With Elevated Privileges.
- 14 Click Properties.
- 15 The Always Install With Elevated Privileges Properties dialog box appears. Choose Enabled, and then click OK.



- 16 In the Group Policy dialog box, choose File > Exit.
- 17 In the Group Policy Management Console, expand the list of Forests and Domains.
- 18 Right-click the organizational unit you want to link to the GPO to which you are assigning Reader software, and then choose Link An Existing GPO.



19 In the Select GPO dialog box, choose the GPO you created earlier in this procedure, and then click OK.



5.3 Testing your results

After the deployment is complete, you should test the application on a target computer. Your deployment testing should include tests for the following functions:

- Distribution points are created for the Acrobat installers.
- Software that you assign to a computer automatically installs the software when the computer restarts.
- Software that you publish to a user appears in the Add Or Remove Programs control panel under Add New Programs. The Reader application is listed in Add Programs From Your Network.
- All applications and plug-ins install successfully, and can start and run for the users who will use them.
- Adobe PDF Printer installs successfully.

6 Removing Acrobat products using Group Policy Objects

Removing Acrobat products by using GPOs requires unlinking the Active Directory OU from the GPO currently enabling the software to run.

To remove Acrobat products that are assigned to a computer, unlink the GPO from the OU for that computer. The software will be removed the next time the computer restarts.

To remove Acrobat products that are published to a user, unlink the GPO from the OU for that user. After the next time the user logs on, the software will be removed and will no longer appear in the Add Or Remove Programs control panel.

7 Troubleshooting tips

7.1 Contacting Adobe Technical Support

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

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

- 1 Which version of the operating system is on the server? Which Service Pack (if any) has been applied to the operating system?
- 2 Which version of the operating system is on the client computer? Which Service Pack (if any) has been applied to the operating system? Do these programs meet the environment requirements listed in “Tested Environments” in this document?
- 3 What is the problem statement (for example, “When I do X with Y, Z happens”)? If the problem produces an error message, what is the exact wording of the message?
- 4 Which user profile is logged into the client computer (for example, Administrator or Power User)? Does the problem occur when an Administrator profile is logged into the client computer?
- 5 What goal are you trying to achieve? Have you been able to achieve this goal in the past? If so, did anything change recently in your environment that might be related to the problem?
- 6 Which product are you deploying? Are you assigning or publishing? If you are assigning, are you assigning to a user or to a computer?

7.2 Known restrictions

- Issue #1149445: When trying to deploy Elements 7 and Reader 7 together in a single GPO push and executing the Elements 7 boot-strap SETUP.EXE file, installation fails. This is because GPO deployments require executing the MSI file. Because Elements 7.0 and Reader 7.0 each have a unique MSI file, these two MSI files cannot be combined in a single GPO push. As a work-around, deploy two individual GPO pushes: one with Reader 7.0, and one with Elements 7.0.
- Issue #1161712: When trying to install an Acrobat 7 product to an Administrative Install Point on a machine which only supports Short File Names, an installation error occurs. Possible installation error messages may include the following:

1322 A portion of the folder path '[2]' is invalid. It is either empty or exceeds the length allowed by the system.

1325 '[2]' is not a valid short file name.

Work Around: The Acrobat 7 MSI as designed does not support Short File Name systems. It is recommended that you install Acrobat 7 on machines which support long file names.

- Issue #1163498: In Elements 7.0 German, if the default Adobe PDF output folder has been set to My Documents prior to installation (using Installshield Tuner 7.0 for Adobe Acrobat or another customization tool), a user will be unable to create a PDF from the Elements user interface. The user can still create a PDF file using the Adobe PDF printer or the PDFMakers. The issue occurs because Elements 7.0 fails to find the localized name for the My Documents*.pdf folder, "Eigene Dateien*.pdf". To work Around this issue, in the Elements 7 user interface, manually browse to the correct Adobe PDF output folder (localized in German), "Eigene Dateien*.pdf".