

User Document

Adobe Acrobat 7.0 for
Microsoft Systems Management Server



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1. Product name

Microsoft® Systems Management Server (SMS) Software Distribution for Adobe® Acrobat® 7.0 products. These include Acrobat 7.0 Professional, Acrobat 7.0 Standard, Acrobat 7.0 Elements, and Adobe Reader® 7.0.

2. Document overview

This document explains how an IT manager can use SMS to create and deploy a package of Acrobat 7.0 to Microsoft Windows® client computers throughout the enterprise. This document assumes that you have a basic understanding of the Windows operating system, SMS, SMS Installer, and Adobe Acrobat.

This document also provides information on troubleshooting the Acrobat installation.

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 the IT professional www.adobe.com/products/acrobat/deployment.html
- Microsoft Systems Management Server home page www.microsoft.com/smsserver/default.asp
- Microsoft Windows Installer command-line options msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/command_line_options.asp

4. Product overview

SMS deploys Acrobat products to your enterprise clients by using the Adobe installer and its underlying Windows Installer technology, provided by InstallShield. By combining the features of SMS and the Adobe installer, you can deploy Acrobat products by creating a package within the SMS administrator console.

4.1. System requirements

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

4.2. Acrobat 7.0 Professional

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

4.3. Acrobat 7.0 Standard

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

4.4. Acrobat 7.0 Elements

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

4.5. Adobe Reader 7.0

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

4.6. Tested environments

Adobe has validated the deployment of Acrobat 7.0 with SMS 2003 Service Pack 1 on Windows Server 2000 Service Pack 4.

Adobe has validated the deployment of Acrobat 7.0 to desktop client systems running the following operating systems: Windows 2000 Professional Service Pack 4 and Windows XP Professional Service Pack 2. Each system was also running McAfee VirusScan Enterprise 7.1, Internet Explorer 6.0, and Netscape Navigator 7.02.

The localized versions that were tested are English, French, German, and Japanese. Adobe tested the deployment of the localized version of the application (for example, Adobe Acrobat 7.0 Professional Japanese) to the localized version of the operating system (for example, Windows XP Professional Japanese).

5. Installing Acrobat 7.0 products with SMS

The Acrobat 7.0 installation is pushed to the client computer and requires no user interaction. You create a package, add an optional advertisement, and deploy. This section guides you through these steps.

5.1. Removing previous versions

You should remove all previous versions of Acrobat, including Reader, before you install Acrobat 7.0. (This step is not required but strongly recommended, since you may encounter read-only files.) Use Add/Remove Programs or a separate package to remove previous versions.

Note: If you receive a prompt to restart during the removal process, it is strongly recommended that you restart the system. For more information, see www.adobe.com/support/techdocs/326272.html.

5.2. Setting up the server

Through SMS 2003, you can force a package to run by using a specified account with administrative rights on the target computer. This functionality lets you distribute an application to a customer who is not logged into the network or to a user who does not have Administrator rights.

To specify an administrative account for SMS to use:

- 1 On the server, choose Start > Programs > Systems Management Server, and then double-click SMS Administrator Console. This step starts Microsoft Management Console (MMC).
- 2 In the left panel, expand the Site Database tree, and then expand the Site Hierarchy node under Site Database.
- 3 Right-click the site, and then choose Properties.
- 4 On the Accounts tab, click the Set button next to SMS Client Remote Installation Account. Specify the account you want to use to perform the software installation. The account must have domain Administrator rights as well as local Administrator rights on the workstations. The Remote Client Installation component primarily uses this account, but software distribution also uses the account to run packages on computers that are not logged into the network.

5.3. Creating the SMS package

Note: If you are creating an SMS package from Tuner, Tuner creates an A package Definition file, which is a text file with an SMS file extension; it has all the information and the command lines necessary to create a software distribution package for Acrobat, Acrobat Elements, and Adobe Reader application deployment.

To create the package that SMS uses for distribution:

- 1 Open the Systems Management Server console, right-click Packages, and then select New/Package.
- 2 In the General tab, name the package (up to 50 characters), and then provide any of the following information:
 - Version number of the software package, up to 32 characters
 - Name of the software publisher, up to 32 characters
 - Language version, up to 32 characters
 - Description of the package, up to 127 characters
- 3 In the Data Source tab, select the This Package Contains Source Files option.
- 4 For Source Directory, select the type of connection for the source files, and then click Apply.
- 5 In the Distribution Settings tab, choose High from the Sending Priority menu, and then click OK. The package should appear under the Packages node of the Site Database tree on the SMS console.
- 6 Expand the package under the Packages node, and then right-click Distribution Points.
- 7 In the New Distribution Points Wizard dialog box, select the servers that you want to designate as the distribution points, and then click Finish.
- 8 Under the Packages node, right-click Programs, and then select New/Program.
- 9 In the Command Line panel of the Program Properties dialog box, click Browse to locate the install folder.
- 10 Do one of the following:
 - To run the installer by using setup.exe:


```
setup.exe /s /w /v "ISX_SERIALNUMBER=<your valid Acrobat serial number> TRANSFORMS=\<full path to your transform file>.mst" /qn
```
 - To run the installer by using the msiexec program:

Note: Only use this option if all the client computers have the MSI 2.0 engine installed.

```
msiexec.exe /qn /i "<full path to the .msi file>.msi" ISX_SERIALNUMBER="<your valid Acrobat serial number>"
```
- 11 In the Environment tab, deselect User Input Required, and then click the Run with Administrative Rights option.
- 12 Click OK to display the SMS package.

To create the package that SMS uses for distribution from a definition file:

- 1 Open the Systems Management Server console, right-click Packages, and then click New > Package From Definition.
- 2 In the first panel of the Create Package From Definition wizard, click Browse, locate the SMS definition file you want to use, and then click Open.
- 3 In the next panel, specify the name, version, and language for the package, and then click Next.
- 4 In the Source Files panel, click the Always Obtain Files From A Source Directory option, and then click Next.
- 5 In the Source Directory panel, specify the path to the source directory for the package, and then click Next.
- 6 On the last panel, confirm all of the information for the package, and then click Finish.

5.4. Creating the advertisement

If you want, you can create an advertisement that offers the SMS package to the clients.

To create an advertisement:

- 1 On the Site Database tree, expand Collections, and then right-click the collection that will receive the package.
- 2 The Distribute Software wizard starts. Click Next.
- 3 In the Package dialog box, select Distribute an Existing Package, and then click Next.
- 4 In the Distribution Points dialog box, make sure that the distribution point is selected, and then click Next.
- 5 In the Advertise A Program dialog box, click Yes, and then click Next.
- 6 In the Advertisement Target dialog box, select Advertise The Program To An Existing Collection. Click Browse to locate the collection if it is not already displayed, and then click Next.
- 7 In the Advertisement Name dialog box, make sure that the correct package and collection names appear, and then click Next.
- 8 In the Advertise To Subcollections dialog box, specify any subcollections that should also receive the advertisement, and then click Next.
- 9 In the Advertisement Schedule dialog box, confirm or change the time that the advertisement is offered; then specify whether the advertisement should expire and when.
- 10 In the Assign Program dialog box, click Yes to assign the program, and then click Next.
- 11 In the Completing The Distribute Software Wizard dialog box, review the settings you chose, and then click Finish.

5.5. Basic acceptance tests for Acrobat

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

To verify that the Acrobat plug-ins are loaded:

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

To check that basic file commands are working correctly:

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

- Page through the files using the up and down arrows.
- Print the files to a printer on the network.
- Use the Save As command to save the files with or without changes.
- Choose Document > Insert Pages. Then insert another file into the document, save the file, and then close the file. Reopen the file and verify that the document contains the inserted pages.

To check menu items:

Select each menu item, and then do the following:

- If a dialog box appears, close it.
- If a document opens, close it.
- If a web page opens, close it.

To verify viewing a PDF file in a browser:

In Internet Explorer or Netscape Navigator, go to www.adobe.com/products/acrobat/pdfs/pdfaccess.pdf.

6. Removing Acrobat 7.0

To remove Acrobat 7.0 using SMS, follow the installation steps for preparing the package for deployment. Instead of preparing a package, use the following command-line switch on the General tab of the Program Properties dialog box:

```
msiexec /x "AcroPro.msi" /! d:\install.log INSTALLLEVEL=ISX_SERIALNUMBER="/ qn
```

7. Troubleshooting

7.1. Contacting Adobe Technical Support

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

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

- 1 Which version of SMS are you using?
- 2 Which version of the operating system is on the SMS server? Which Service Pack (if any) has been applied to the operating system?
- 3 Which version of the operating system is on the client computer? Which Service Pack (if any) has been applied to the operating system? Do these programs meet the environment requirements listed in “Tested Environments” in this document?

- 4 What is the problem statement (for example, “When I do X with Y, Z happens”)? If the problem produces an error message, what is the exact wording of the message? (For more information about error messages, look at the SMS Event Viewer and the client computer’s installation log file.)
- 5 Which user profile is logged into the server (for example, Administrator or Power User)? Does the problem occur when an Administrator profile is logged into the server?
- 6 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?
- 7 Did you attempt to install any third-party scripts or application programming interfaces (APIs) with Acrobat during deployment? If so, does the problem reside with these elements? (To find out, create a test package containing only Acrobat.)
- 8 How did you create the package?
- 9 Does the problem occur when you install Acrobat from a CD? If so, does the problem occur when you copy the contents of the CD to a local or network drive?
- 10 Can you reproduce the problem when you test the problem on the server? If so, what steps reproduce the problem?
- 11 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?