

User Document

Adobe Acrobat 7.0 for
Microsoft Windows Terminal Services



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1. Product name

Adobe® Acrobat® 7.0 for Microsoft® Windows® Terminal Services (WTS).

2. Document overview

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

This document also provides information on common troubleshooting issues. References:

- Adobe Developer Resources partners.adobe.com/public/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 Windows Terminal Server home page www.microsoft.com/windowsserver2003/technologies/terminalservices/default.msp

3. Product overview

Adobe has validated the remote application execution of Acrobat 7.0 Professional, Acrobat 7.0 Standard, Acrobat 7.0 Elements, and Adobe Reader® 7.0 by using WTS.

3.1. System requirements

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

3.2. Acrobat 7.0 Professional

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

3.3. Acrobat 7.0 Standard

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

3.4. Acrobat 7.0 Elements

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

3.5. Adobe Reader 7.0

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

3.6. Tested environments

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

- The WTS environment used Remote Desktop Client version 6.0.2448.0, with Windows Server 2000 Service Pack 4 and Windows Server 2003 Standard Edition.
- Client operating systems tested were Windows XP Professional Service Pack 1, Windows XP Professional Service Pack 2, and Windows 2000 Professional Service Pack 4.
- A user account was set up using a Microsoft Active Directory domain user group.

Note: The Anonymous User profile was not tested.

- The user account was set up on the server with a restricted Common User profile, with Read, Read and Execute, and List Folder Contents permissions. These permissions enable the user to operate the computer and save documents; the user cannot install programs or make changes to the system files or settings.
- The server machine was running Microsoft Office XP Professional and Standard with Service Pack 2, Internet Explorer 6.0, Visio versions 2002 and 2003, Netscape Navigator 7.1, Adobe Photoshop® 7.01, Illustrator® 10.0.3, ImageReady® 7.0.1, and McAfee VirusScan Enterprise 7.1.

4. Installing Acrobat 7.0 products

You must install Acrobat 7.0 by using Add/Remove Programs on the Terminal Services-based server.

To install Acrobat 7.0:

- 1 Choose Start > Settings > Control Panel > Add/Remove Programs.
- 2 Click Install.
- 3 Do one of the following:
 - If you are installing from a CD, insert the disk, and then click Next.
 - If you are installing from an executable file on your network, click Next, and then click Browse to locate the file.
- 4 Click Finish.

Note: After installing Acrobat 7.0, the Acrobat installer may prompt you to restart the server. If you receive this prompt, it is strongly recommended that you restart the system.

4.1. Accessing Acrobat 7.0 from a WTS client

To access Acrobat 7.0 from a WTS client:

- 1 Choose Start > Programs > Accessories > Communication > Remote Desktop Connection.
- 2 In the Remote Desktop Connection dialog box, type the name of the server you want to access in the Computer Name box, or select a server name from the list.
- 3 Click Connect.
- 4 Log into the server.
- 5 Open Acrobat 7.0 from the Terminal Services-based server.

4.2. 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 create a test PDF file:

- 1 Start Acrobat.
- 2 In the File menu, click Create PDF > From File.
- 3 In the Open dialog box, browse to any Microsoft Word, Excel or PowerPoint file, and then click Open.
- 4 Verify that the PDF file was created.

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.

5. Removing Acrobat 7.0

To remove Acrobat 7.0:

- 1 Choose Start > Settings > Control Panel > Add/Remove Programs.
- 2 Select Adobe Acrobat 7.0 in the Add/Remove list, and then click Add/Remove.
- 3 Restart the system to ensure that the appropriate files are removed.

6. Troubleshooting

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

6.2. Known restrictions for WTS clients

- Issue #1123402: Any Acrobat product with activation (for example, Acrobat Tryout Version or Acrobat Retail) will not work in a Citrix or WTS environment. You must use a copy of the licensed Acrobat product (which does not contain activation) in a Citrix or WTS environment.
- Issue #1101277: If Enable Advanced Printing Features is checked On in the Adobe PDF Printer, printing to the Adobe PDF Printer will fail. Please uncheck this option under Adobe PDF Printer > Properties > Advanced tab > Enable Advanced Printing Features.