Adobe Acrobat 8 for Microsoft Systems Management Server

1. Product name

Microsoft® Systems Management Server (SMS) Software Distribution for Adobe® Acrobat® 8 products. These include Acrobat 8 Professional, Acrobat 8 Standard, Acrobat 3D, and Adobe Reader® 8.

2. Document overview

This document explains how an IT manager can use SMS to create and deploy a package of Acrobat 8 products 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 Center
http://www.adobe.com/devnet/acrobat/

➤ Adobe documentation about enterprise deployment
http://www.adobe.com/devnet/acrobat/enterprise_deployment.html

➤ Acrobat IT Solutions Web site on Adobe Acrobat products targeted to the IT professional
http://www.adobe.com/products/acrobat/solutions/it/

➤ Microsoft Systems Management Server home page
http://www.microsoft.com/smserver/default.mspx

➤ Microsoft Windows Installer command-line options
http://msdn2.microsoft.com/en-us/library/aa367988.aspx

➤ Adobe TechNote: Extract the Adobe Reader 8 msi installer for enterprise deployment
http://www.adobe.com/go/kb400540

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®. The Adobe installer uses SMS features to create an installation package within the SMS administrator console.

4.1 System requirements

You can find the system requirements for Acrobat 8 products at the following locations:

➤ Acrobat 3D:
http://www.adobe.com/products/acrobat3d/productinfo/systemreqs/

➤ Acrobat 8 Professional:
http://www.adobe.com/products/acrobatpro/productinfo/systemreqs/

➤ Acrobat 8 Standard:
http://www.adobe.com/products/acrobatpro/acrobatstd.html?tab:systemreqs=1

➤ Acrobat 8 Reader:
http://www.adobe.com/products/acrobat/acrrsystemreqs.html#80win

4.2 Tested environments

Adobe has validated the deployment of Acrobat 8 with SMS 2003 Service Pack 1 running on Windows Server 2003 Standard Edition with Service Pack 1.

Adobe has validated the deployment of Acrobat 8 to desktop client systems running on the following operating systems: Microsoft Windows 2000 Professional Service Pack 4 and Windows XP Professional Service Pack 2. Each system was also running Microsoft Office 2003 Professional Edition, McAfee® VirusScan® Enterprise 8.0, and Microsoft Internet Explorer® 6.0.

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 8 Professional Japanese) to the localized version of the operating system (for example, Windows XP Professional Japanese).

5. Installing Acrobat 8 products with SMS

The Acrobat 8 installation is pushed to the client computer and requires no user interaction. You create a package, add an optional advertisement, and then deploy the installation. 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 8. This step is not required but strongly recommended, since you may encounter read-only files. Use Add or 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 http://www.adobe.com/support/techdocs/326272.html.

5.2 Creating the SMS package

Note If you use Adobe Customization Wizard 8 to create an SMS package, the wizard outputs a package definition file. A package definition file is a text file with an .sms file name extension that has all the information and command lines necessary to create a software distribution package for Acrobat and Reader application deployment.

To create the package that SMS uses for distribution:

1. Open the Systems Management Server console, right-click Packages, click New, and then click Package.

2. On 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. On the Data Source tab, select This package contains source files.

4. For Source Directory, select the type of connection for the source files, and then click Apply.

5. On the Distribution Settings tab, select High on 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, click New, and then click 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, type:

Setup.exe ISX_SERIALNUMBER="" /sAll

➤ To run the installer by using the msiexec program, type:

msiexec.exe /qn /i"<*full path to the .msi file*>.msi" ISX_SERIALNUMBER="<*your valid Acrobat serial number*>"

Note Use this option only if Windows Installer 3.1 is installed on all of the client computers. For more information, see http://support.microsoft.com/kb/893803.

➤ To run Acrobat 8 installer with patch by using Chain Command install, type:

msiexec /i "*Full path to Acropro.msi* "PATCH="*Full Path to AcrobatUpd810_efgj_incr.msp*" /qn

Note The serial number can be set in Acrobat 8 through the abcpy.ini file.

11. On the Environment tab, select whether the user is logged on.

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, click New, and then click Package from Definition.

2. On the first page of the Create Package from Definition Wizard, click Browse, locate the SMS definition file you want to use, and then click Open.

3. On the next page, verify product name, version, and language for the package, and then click Next.

4. On the Source Files page, select Always Obtain Files from a Source Directory, and then click Next.

5. On the Source Directory page, specify the path to the source directory for the package, and then click Next.

6. On the last page, confirm all of the information for the package, and then click Finish.

5.3 Creating the advertisement
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. On the first page of the Distribute Software Wizard, 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; and 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.

5.4 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 have been loaded:

1. Start Acrobat, and then verify that no error messages appear on the startup screen.

2. On the Help menu, click 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:

1. Page through the files using the up and down arrows.

2. Print the files to a printer on the network.

3. On the File menu, click Save As to save the files with or without changes.

4. Select Choose Document, and then click Insert Pages. 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, go to http://www.adobe.com/products/acrobat/pdfs/pdfaccess.pdf.

6. Removing Acrobat 8
To remove Acrobat 8 using SMS, open the Systems Management Server console and expand the Package that contains Acrobat 8. Open the Program Properties dialog box, and then on the General tab, type the following command line:

msiexec /x "AcroPro.msi" /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:

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 on to the server (for example, Administrator or Power User)? Does the problem occur when an Administrator profile is logged on to the server?

6. Which user profile is logged on to the client computer (for example, Administrator or Power User)? Does the problem occur when an Administrator profile is logged on to 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?

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.