Administering Adobe Creative Suite 6 with the Casper Suite

Technical Paper
Casper Suite v9.0 or Later
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JAMF Software, LLC
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JAMF Software has made all efforts to ensure that this guide is accurate.

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Introduction

What's in This Guide

This guide provides step-by-step instructions on how to deploy, update, and report on Adobe® Creative Suite® 6 with Adobe technologies and the Casper Suite.

Important Concepts

Administrators using this guide should be familiar with the following Casper Suite-related concepts:

- Package management
- Policies and scope
- License management
- Application usage reporting
- Smart computer groups

Before You Begin

Before using the instructions in this guide, make sure you are familiar with the following concepts:

Adobe CS6 Deployment Planning

Adobe recommends that you do some planning before deploying Adobe CS6. For more information, see "Planning for Deployment" in the *Adobe Application Manager Enterprise Edition Deployment Guide 3.1*.

Adobe Application Manager Enterprise Edition 3.1

Deploying Adobe CS6 with the Casper Suite requires Adobe Application Manager Enterprise Edition (AAMEE) 3.1. Before installing AAMEE, make sure you are familiar with the installation guidelines and version requirements.

For more information, see "Deployment Tools" in "Chapter 1: Using Adobe Application Manager 3.1 for Enterprise Deployment of Creative Suite 6" of the *Adobe Application Manager Enterprise Edition Deployment Guide 3.1*.

Additional Resources

For information about the applications, concepts, and processes mentioned in this guide, see the following documentation:

- *Casper Suite Administrator's Guide*

  http://www.jamfsoftware.com/product-documentation/administrators-guides

- *Adobe Application Manager Enterprise Edition Deployment Guide 3.1*

  http://wwwimages.adobe.com/www.adobe.com/content/dam/Adobe/en/devnet/creativesuite/pdfs/AdobeApplicationManagerEnterpriseEditionDeploymentGuide_v_3_1.pdf

Overview

In the past, Mac administrators have used the Casper Suite together with Adobe technologies to administer Adobe Creative Suite products in the enterprise. Similar workflows can now be used to administer Adobe CS6.

Administrators can package Adobe CS6 products and updates with AAMEE 3.1 and deploy them with the Casper Suite.

The Casper Suite's reporting capabilities can also help administrators manage Adobe CS6 licenses. Administrators can evaluate license compliance, view and report on the licenses in use, and view how frequently Adobe CS6 is used.

Requirements

To administer Adobe CS6 using the instructions in this guide, you need:

- The JAMF Software Server (JSS) v9.0 or later
- Casper Admin
- Composer
- Adobe Application Manager Enterprise Edition (AAMEE) 3.1 for Mac
  You can download AAMEE 3.1 from Adobe at:
  http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html
- Adobe CS6 installer media

Deploying Adobe CS6

Deploying Adobe CS6 involves the following steps:

1. Build a CS6 deployment package using AAMEE.
2. Add the deployment package to Casper Admin.
3. Deploy the deployment package.
4. Install products in the Exceptions folder.

Building an Adobe CS6 Deployment Package

The first step to deploying Adobe CS6 is to build a deployment package using Adobe's custom enterprise deployment tool, AAMEE 3.1.

1. Open AAMEE.
2. If you are opening AAMEE for the first time, read and accept the License Agreement.
3. Choose to build a CS6 installation package.
4. Enter information on the panes to build the package. For complete instructions, see "Creating a CS6 Installation Package" in the *Adobe Application Manager Enterprise Edition Deployment Guide 3.1*.

   JAMF Software makes the following recommendations for deployment packages:

   - If you plan to deploy Acrobat® XI Pro, include it in a package with other CS6 products instead of deploying it separately.
   - Disable Adobe AIR® components in the package. (This option is displayed on the Configuration pane.)

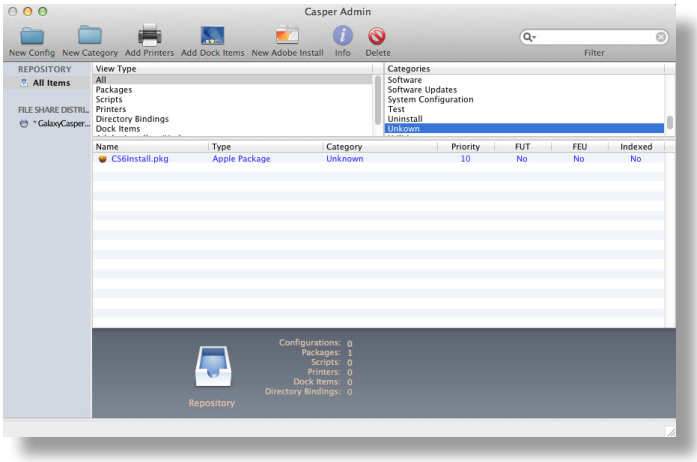
     Leaving AIR components enabled limits your deployment options. Packages with AIR components enabled can only be deployed with a login policy, during imaging, or using Self Service. Packages with AIR components disabled can be deployed at any time.
   - Configure the package to ignore conflicting processes. (This option is displayed on the Configuration pane.)

   When you are finished, AAMEE creates a folder in the location that you specified. (You specified the name and location for the folder on the Media and Package Identification pane in AAMEE.) The folder contains a Build folder that contains the deployment package.

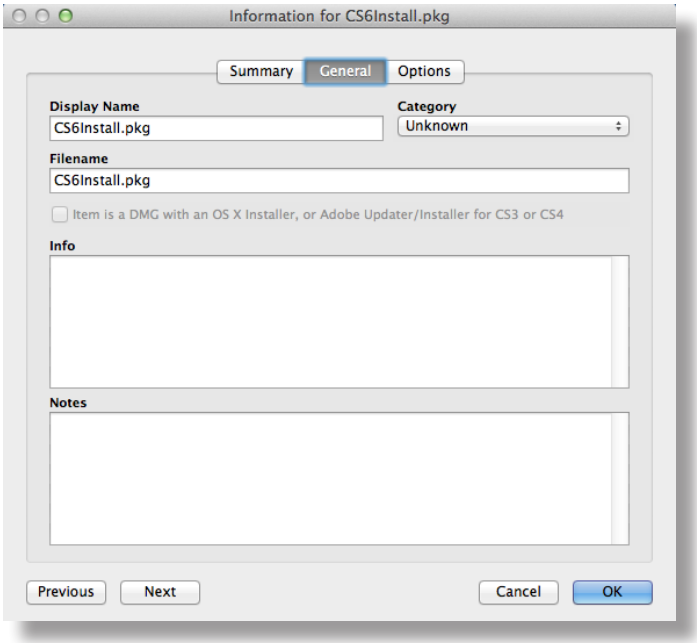
Adding the Deployment Package to Casper Admin

Add the deployment package to Casper Admin so you can deploy it using a policy.

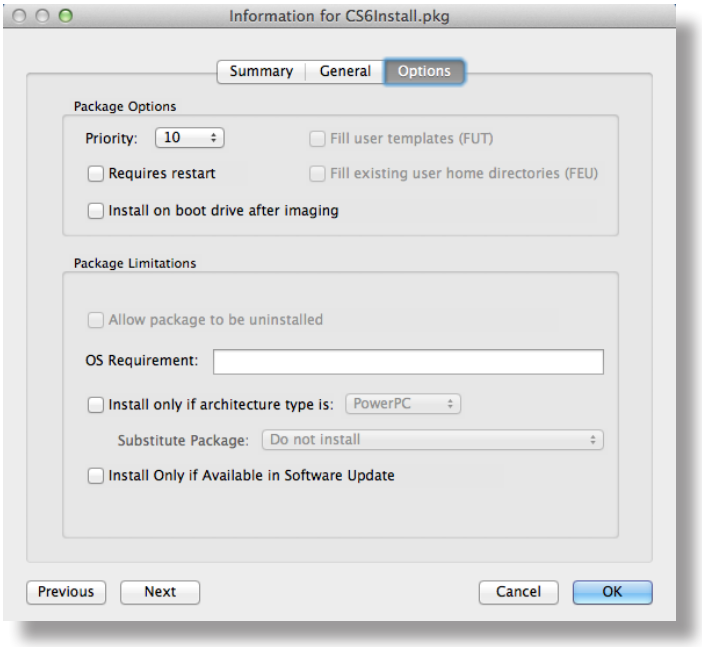
1. Open Casper Admin and authenticate to the JSS.
2. Drag the package to the main repository in Casper Admin.
   The package is displayed in blue text until you add it to a category.



3. Double-click the package in the main repository.
4. Click the **General** tab and choose a category for the package.



5. Click the **Options** tab and choose a priority for the package.
   The recommended priority for the deployment package is "10".



6. Click **OK**.

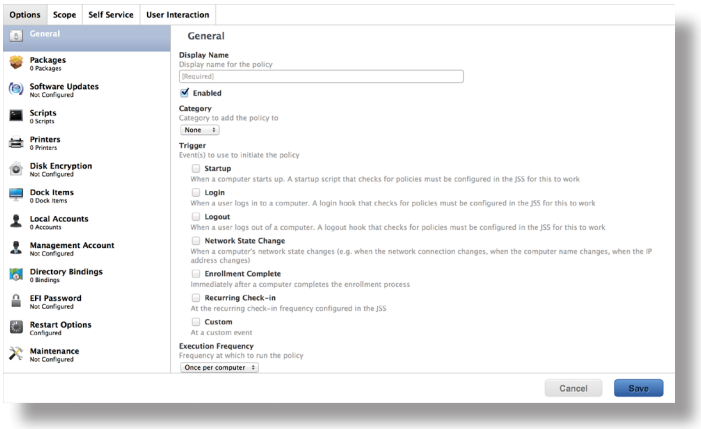
Deploying the Deployment Package

After adding the deployment package to Casper Admin, you can deploy it using a policy.

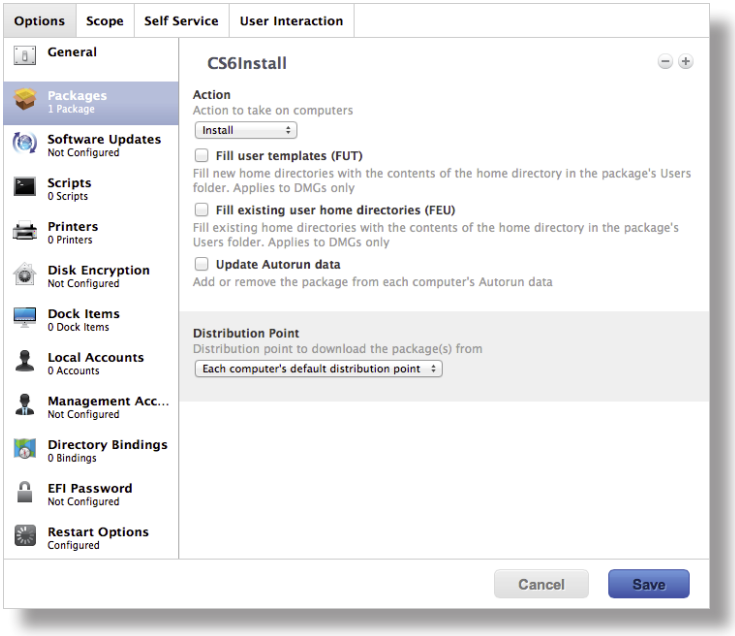
> ***Important:*** Do not use the deployment instructions in this guide if the master distribution point in your JSS is a file share distribution point that uses SMB. For deployment instructions in this case, see the following Knowledge Base article:
>
> Deploying PKGs Created with AAMEE or Creative Cloud Packager

1. Log in to the JSS with a web browser.
2. Click **Computers** at the top of the page.
3. Click **Policies**.
   On a smartphone, this option is in the pop-up menu.
4. Click **New** +.

5. In the General payload, enter a display name for the policy. For example, “Install Adobe CS6“.

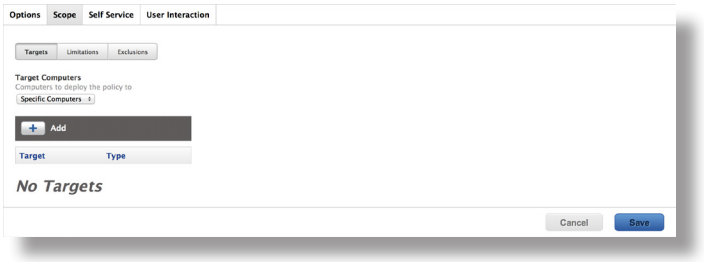


6. Select **Login** as the trigger.
7. Choose “Once per Computer“ from the **Execution Frequency** pop-up menu.
8. Select the Packages payload and click **Configure.**
9. Click **Add** for the deployment package.
10. Choose “Install“ from the **Action** pop-up menu.



11. Specify a distribution point for computers to download the package from.

12. Click the **Scope** tab and configure the scope of the policy.



13. Click **Save**.

    Adobe CS6 is installed on computers in the scope the next time they check in with the JSS and meet the criteria in the General payload.

Installing Products in the Exceptions Folder

Any components that you chose to disable when building the deployment package, such as Adobe AIR, are stored in an Exceptions folder. The Exceptions folder is located in the AAMEE-created folder on the computer that you used to build the deployment package.

After deploying the deployment package, you can install the products that are in the Exceptions folder as desired.

Installing products in the Exceptions folder involves the following steps:

1. Build an Exceptions folder package.
2. Create the install script(s).
3. Add the Exceptions folder package and the install script(s) to Casper Admin.
4. Deploy the Exceptions folder package and the install script(s).

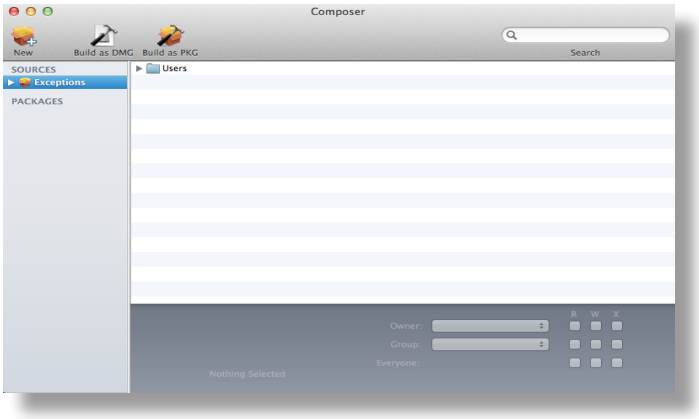
Building an Exceptions Folder Package

The first step to installing products that are in the Exceptions folder is to build a package of the folder using Composer.

1. Create a folder called "AdobeExceptions" in the following location:
   `/Library/Application Support/JAMF/`
2. Move the Exceptions folder from the AAMEE-created folder to the following location:
   `/Library/Application Support/JAMF/AdobeExceptions/`
3. Open Composer and authenticate locally.
   If you are prompted to choose a package creation method, click **Cancel**.

4. Drag the Exceptions folder to the sidebar in Composer.

   Composer creates a package source from the file and displays it under the Sources list.



5. In the toolbar, click **Build as DMG** .

6. Choose a location to save the package and click **Save**.

Creating the Install Script(s)

Use the commands provided in the "Creating Installers and Uninstallers for Exceptions Components" section of the *Adobe Application Manager Enterprise Edition Deployment Guide 3.1* to create an install script for each product that you want to install.

1. Open a text editor.

2. Create a new file.

3. Type the deployment commands to create the script. For example, if you are installing Adobe AIR, the deployment command would look like this:

```
launchctl bsexec `ps auwwx |grep [l]oginwindow | awk '{ print $2 }'`
/Library/Application\ Support/JAMF/AdobeExceptions/Exceptions/
Adobe\ AIR\ Installer.app/Contents/MacOS/Adobe\ AIR\ Installer –
silent
```

4. Save the file with a .sh file extension. For example, "InstallScript.sh".

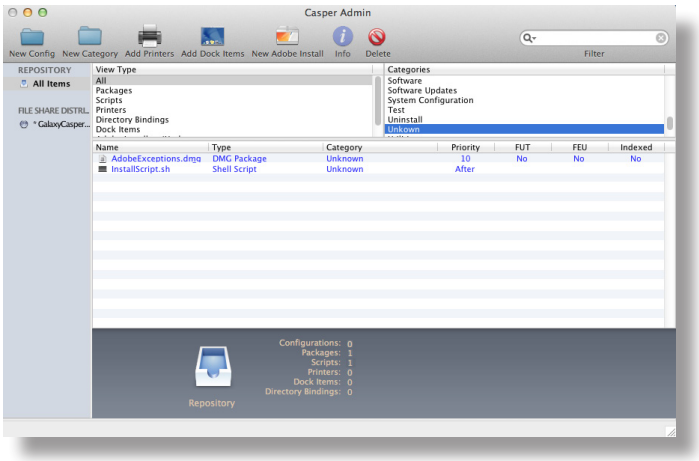
Adding the Exceptions Folder Package and the Install Script(s) to Casper Admin

Add the Exceptions folder package and the install script(s) so that you can deploy them using a policy.

1. Open Casper Admin and authenticate to the JSS.

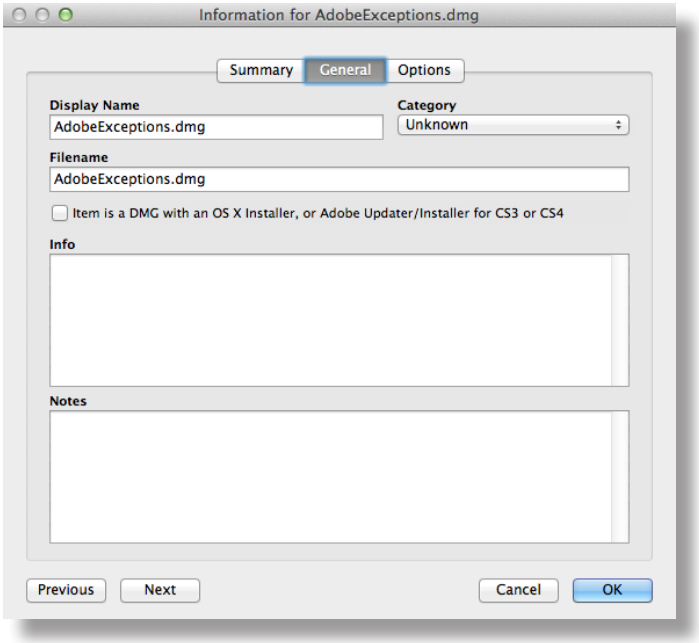
2. Drag the Exceptions folder package and the install script(s) to the main repository in Casper Admin.

   The package and script(s) are displayed in blue text until you add them to a category.

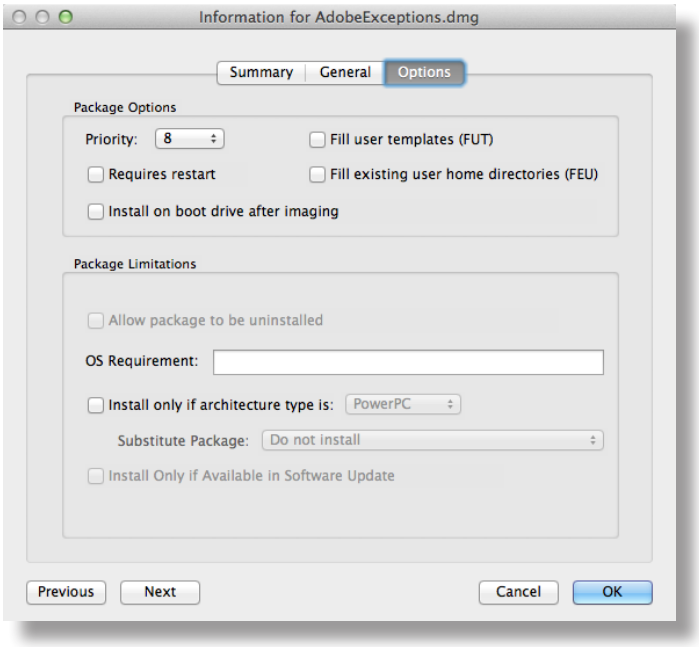


3. Double-click the package in the main repository.

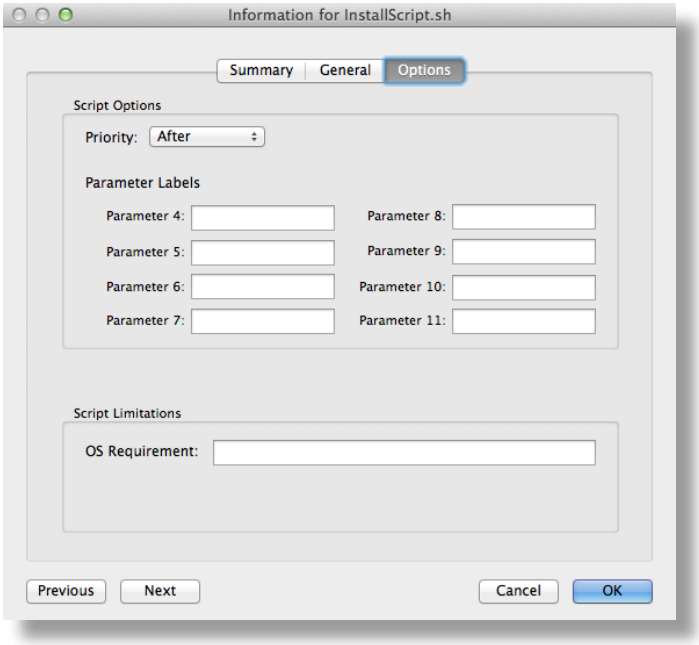
4. Click the **General** tab and choose a category for the package.



5. Click the **Options** tab and choose a priority for the package.
   The recommended priority for the Exceptions folder package is "8".



6. Click **OK**.
7. Double-click the install script in the main repository.
8. Click the **Options** tab and verify that the priority is set to "After".

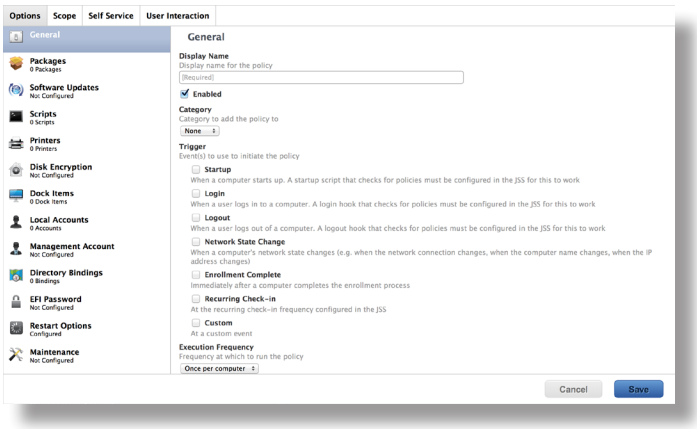


9. Click **OK**.
10. Repeat steps 7-9 for any other install scripts.

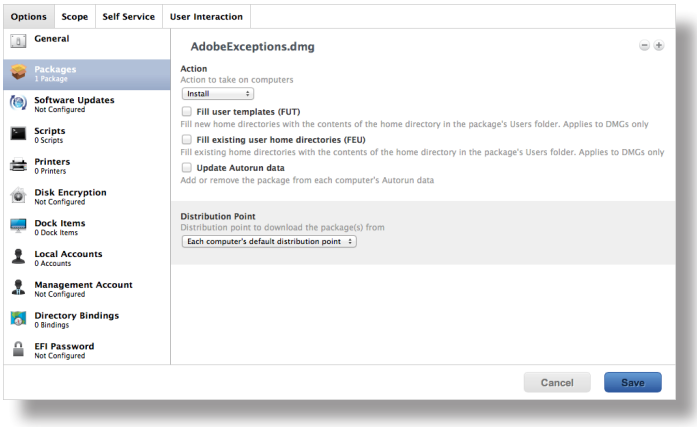
Deploying the Exceptions Folder Package and Install Script(s)

After adding the Exceptions folder package and the install script(s) to Casper Admin, you can deploy them using a policy.

1. Log in to the JSS with a web browser.
2. Click **Computers** at the top of the page.
3. Click **Policies**.
   On a smartphone, this option is in the pop-up menu.
4. Click **New** .
5. In the General payload, enter a display name for the policy. For example, "CS6 Exceptions".



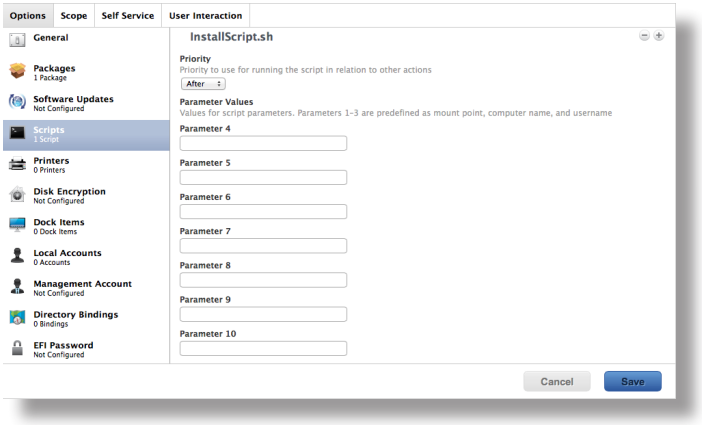
6. Select **Login** as the trigger.
7. Choose "Once per computer" from the **Execution Frequency** pop-up menu.
8. Select the Packages payload and click **Configure**.
9. Click **Add** for the Exceptions folder package.
10. Choose "Install" from the **Action** pop-up menu.



11. Specify a distribution point for computers to download the package from.

12. Select the Scripts payload and click **Configure**.

13. Click **Add** for the install script.



14. Choose "After" from the **Priority** pop-up menu.

    This ensures that the script runs after the Exceptions folder package is installed.

15. Repeat steps 13-14 for any other install script(s).

16. Click the **Scope** tab and configure the scope of the policy.

17. Click **Save**.

    The Exceptions folder package is installed on computers in the scope the next time they check in with the JSS and meet the criteria in the General payload.

Reporting on Adobe CS6

After deploying Adobe CS6, you can evaluate license compliance, view and report on the licenses in use, and view how frequently Adobe CS6 is used.

Reporting on Adobe CS6 involves the following steps:

1. Create a licensed software record.
2. Update inventory.
3. Evaluate license compliance.
4. View license usage matches.
5. View application usage logs.

Creating a Licensed Software Record

The first step to reporting on Adobe CS6 is to create a licensed software record. Licensed software records allow you to store license information in the JSS.

There are two ways to create a licensed software record for Adobe CS6:

- **Method 1: Create a Licensed Software Record Using a Licensed Software Template**

  Add the licensed software template that specifies software definitions according to the name and version of each application, font, and plug-in.
- **Method 2: Create a Licensed Software Record Using Software Identification Tags**

  Specify software definitions according to Software Identification Tags associated with each software title.

Method 1: Create a Licensed Software Record Using a Licensed Software Template

1. Download the licensed software template for the appropriate Adobe CS6 product from JAMF Nation at:

   https://jamfnation.jamfsoftware.com/licensedSoftwareTemplates.html
2. Log in to the JSS with a web browser.
3. Click **Computers** at the top of the page.

4. Click **Licensed Software**.

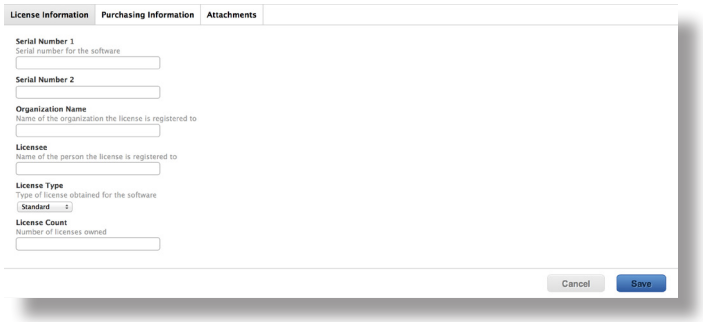
   On a smartphone, this option is in the pop-up menu.

5. Click **Upload** and choose the licensed software template.

6. Click the **Licenses** tab.

7. Click **Add** .

8. In the **Serial Number 1** and **Serial Number 2** fields, enter the serial number(s) for the product as needed.



9. In the **License Count** field, enter the number of licenses owned.

10. Click **Save**, and then click **Save** again.

Method 2: Create a Licensed Software Record Using Software Identification Tags

1. Log in to the JSS with a web browser.

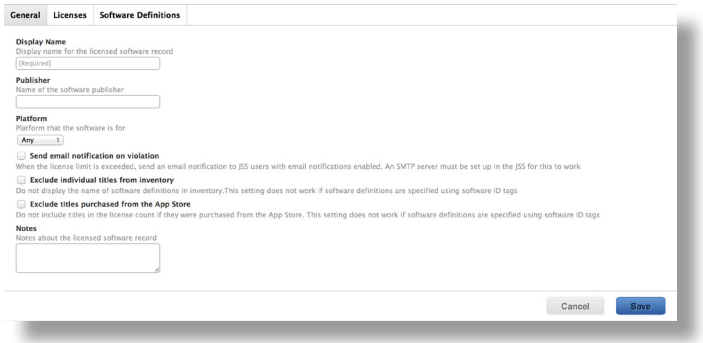
2. Click **Computers** at the top of the page.

3. Click **Licensed Software**.

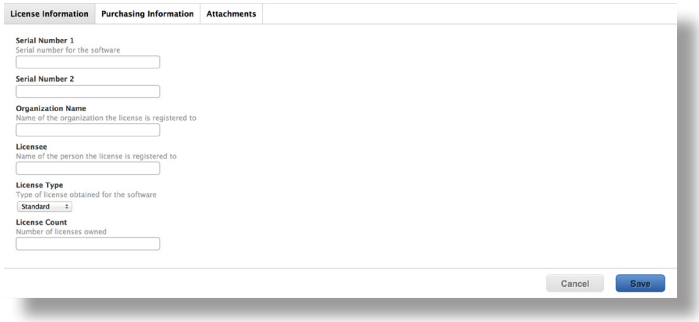
   On a smartphone, this option is in the pop-up menu.

4. Click **New** .

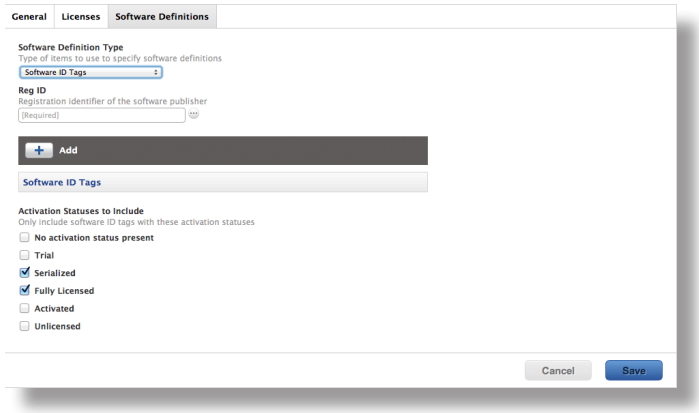
5. On the General pane, enter a display name for the licensed software record. For example, "Adobe Creative Suite 6".



6. Type "Adobe Systems Incorporated" in the **Publisher** field.
7. Choose "Mac" from the **Platform** pop-up menu.
8. Click the **Licenses** tab.
9. Click **Add** .
10. In the **Serial Number 1** and **Serial Number 2** fields, enter the serial number(s) for the product as needed.



11. In the **License Count** field, enter the number of licenses owned.
12. Click **Save**.
13. Click the **Software Definitions** tab.
14. Choose "Software ID Tags" from the **Software Definitions Type** pop-up menu.

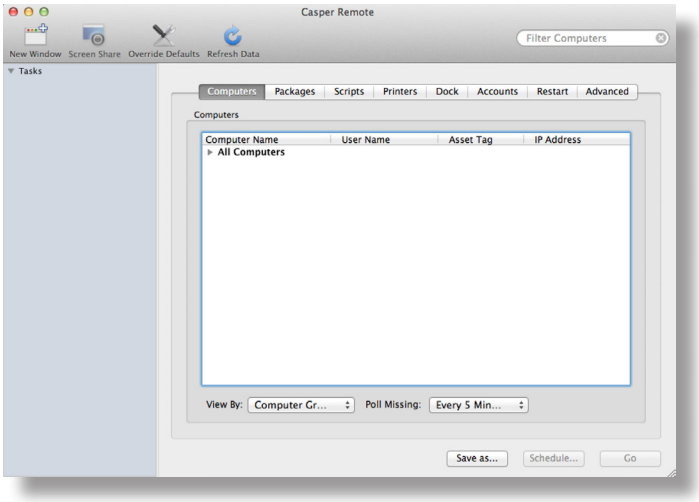


15. Click **Browse** next to the **Reg ID** field and choose a registration identifier.
16. Click **Add** .
17. Click **Browse** next to the **Software ID Tags** field and choose a software identifier.
18. Select the activation statuses you want to include in the software definition.
19. Repeat steps 15-18 for each Adobe application you installed with Adobe CS6.
20. Click **Save**.

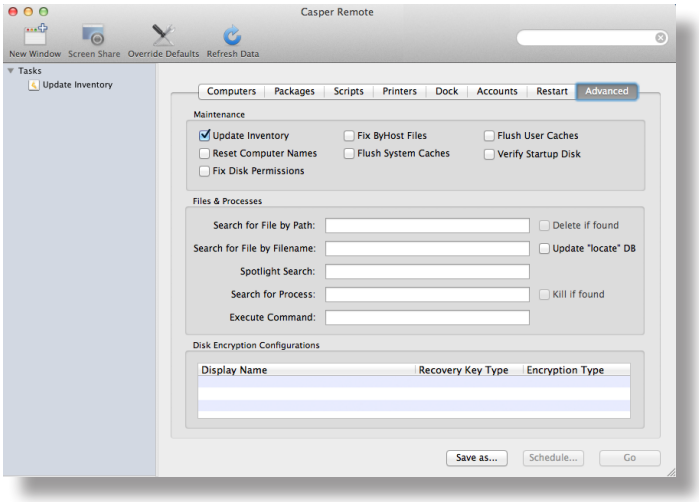
Updating Inventory

The JSS must contain up-to-date inventory information before you can evaluate license compliance, view license usage matches, and view Application Usage logs. You can use Casper Remote to update inventory.

1. Open Casper Remote and authenticate to the JSS.
2. In the list of computers, select the checkbox for each computer that you want to update inventory for.



3. Click the **Advanced** tab and select the **Update Inventory** checkbox.



4. Click **Go**.

Evaluating License Compliance

You can evaluate Adobe CS6 license compliance by viewing the licensed software record in the JSS and comparing the number of licenses in use to the number of licenses owned.

1. Log in to the JSS with a web browser.
2. Click **Computers** at the top of the page.
3. Click **Licensed Software.**
   On a smartphone, this option is in the pop-up menu.

   The Adobe CS6 licensed software record is displayed in a list, along with the number of licenses in use and the number of licenses owned.

Viewing License Usage Matches

You can view a list of computers with Adobe CS6 licenses in use (called "license usage matches").

1. Log in to the JSS with a web browser.
2. Click **Computers** at the top of the page.
3. Click **Licensed Software**.
   On a smartphone, this option is in the pop-up menu.
4. Click the Adobe CS6 licensed software record.
5. Click **View Matches**.

> ***Note:*** This button is only displayed if the licenses associated with the record are in use on managed computers.

Viewing Application Usage Logs

You can find out how frequently Adobe CS6 is being used by viewing the Application Usage logs for a licensed software record. This allows you to view the amount of time that Adobe CS6 was open in the foreground on computers.

1. Log in to the JSS with a web browser.
2. Click **Computers** at the top of the page.
3. Click **Licensed Software.**
   On a smartphone, this option is in the pop-up menu.

4. Click the Adobe CS6 licensed software record.
5. Click **View Logs**.
6. Click **View Matches**.

> ***Note:*** This button is only displayed if the licenses associated with the record are in use on managed computers.

Application Usage logs for the record are displayed.

Updating Adobe CS6

Updating Adobe CS6 involves the following steps:

1. Build a CS6 update package using AAMEE.
2. Add the update package to Casper Admin.
3. Create a smart computer group.
4. Deploy the update package.

Building an Adobe CS6 Update Package

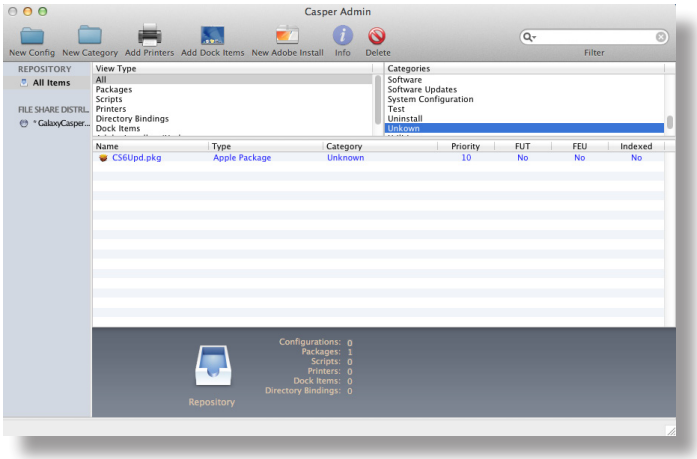
1. Open AAMEE.
2. Choose to build a CS6 update package or modify an existing package. For more complete instructions, see "Creating an Update-Only Package" or "Modify an Existing Package" in the *Adobe Application Manager Enterprise Edition Deployment Guide 3.1*.

   When you are finished, AAMEE creates a folder in the location that you specified.

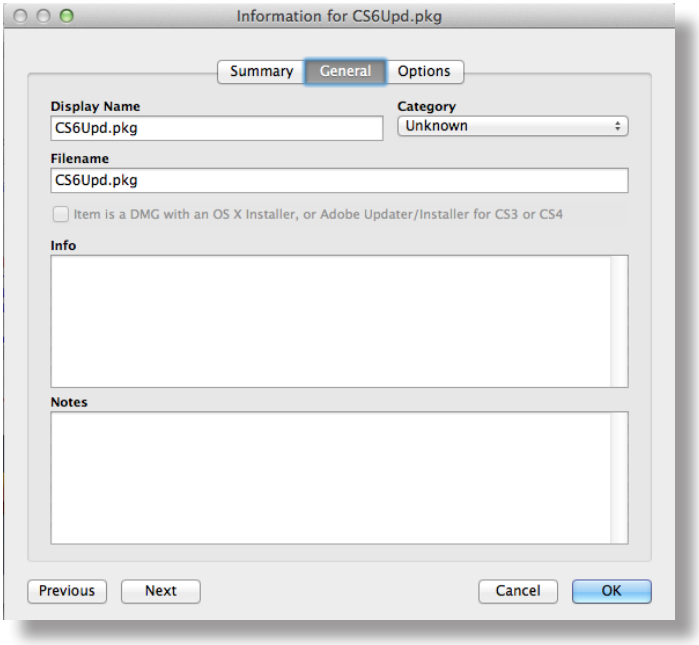
Adding the Update Package to Casper Admin

Add the update package to Casper Admin so that you can deploy it using a policy.

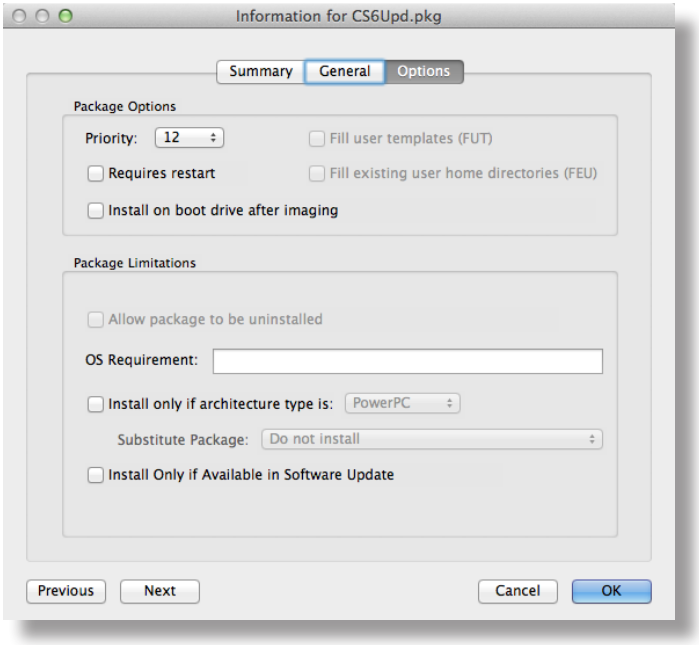
1. Open Casper Admin and authenticate to the JSS.
2. Drag the package to the main repository in Casper Admin.
   The package is displayed in blue text until you add it to a category.



3. Double-click the package in the main repository.
4. Click the **General** tab and choose a category for the package.



5. Click the **Options** tab and choose a priority for the package.
   The recommended priority for the update package is "12".



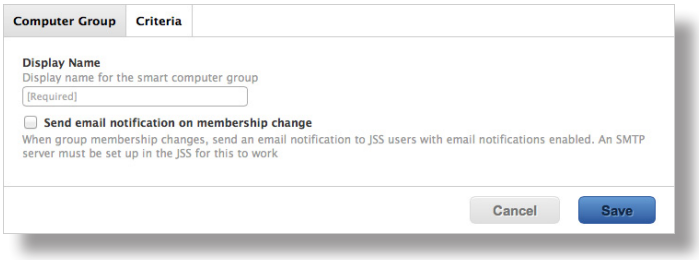
6. Click **OK**.

Creating a Smart Computer Group

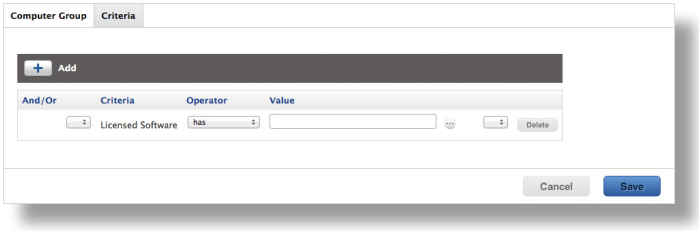
Smart computer groups allow you to organize computers that share similar attributes. Use the JSS to create a smart computer group for computers that have Adobe CS6 installed. You can use this smart computer group as the scope when you deploy the update package.

1. Log in to the JSS with a web browser.
2. Click **Computers** at the top of the page.
3. Click **Smart Computer Groups**.

   On a smartphone, this option is in the pop-up menu.
4. Click **New** .
5. On the Computer Group pane, enter a display name for the group. For example, "Computers with Adobe CS6".



6. Click the **Criteria** tab.
7. Click **Add** .
8. Click **Choose** for "Licensed Software".
9. Click **Browse** , and then click **Choose** for the CS6 licensed software record.



10. Click **Save**.

Group memberships are updated each time mobile devices contact the JSS and meet or fail to meet the specified criteria.

To view the group memberships, click **View**.

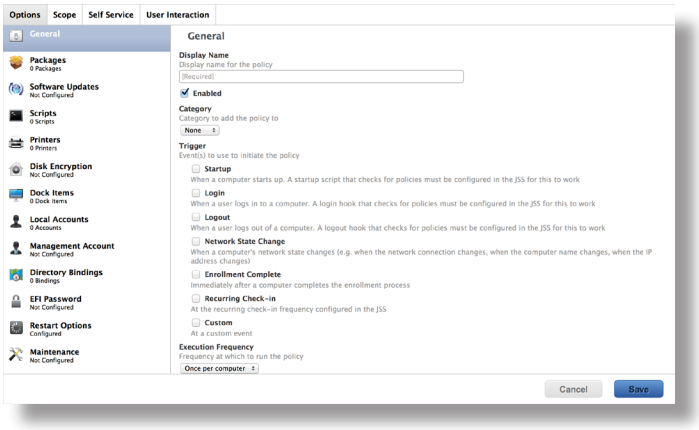
Deploying the Update Package

After adding the deployment package to Casper Admin, you can deploy it using a policy.

> ***Important:*** Do not use the deployment instructions in this guide if the master distribution point in your JSS is a file share distribution point that uses SMB. For deployment instructions in this case, see the following Knowledge Base article:
>
> Deploying PKGs Created with AAMEE or Creative Cloud Packager

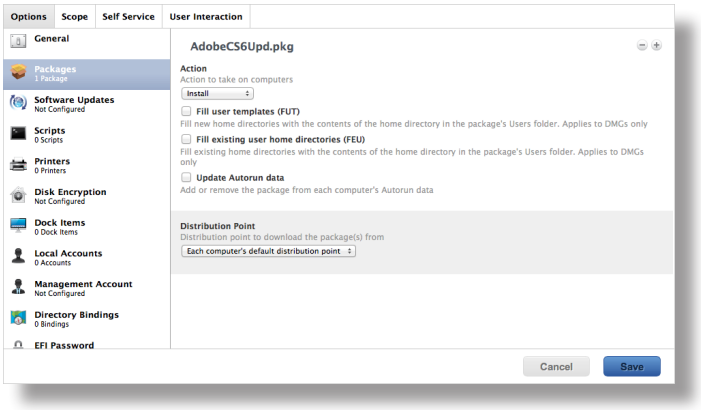
1. Log in to the JSS with a web browser.
2. Click **Computers** at the top of the page.
3. Click **Policies**.

   On a smartphone, this option is in the pop-up menu.
4. Click **New** + .
5. In thwe General payload, enter a display name for the policy. For example, "Update Adobe CS6".



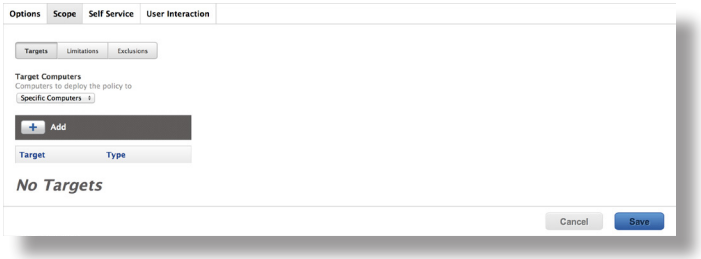
6. Select **Login** as the trigger.
7. Choose "Once per Computer" from the **Execution Frequency** pop-up menu.
8. Select the Packages payload and click **Configure**.
9. Click **Add** for the update package.

10. Choose "Install" from the **Action** pop-up menu.



11. Specify a distribution point for computers to download the package from.

12. Click the **Scope** tab and configure the scope of the policy.



13. Click **Save**.

    The Adobe CS6 update is installed on computers in the scope the next time they check in with the JSS and meet the criteria in the General payload.