# Administering Adobe Acrobat X Pro with the Casper Suite

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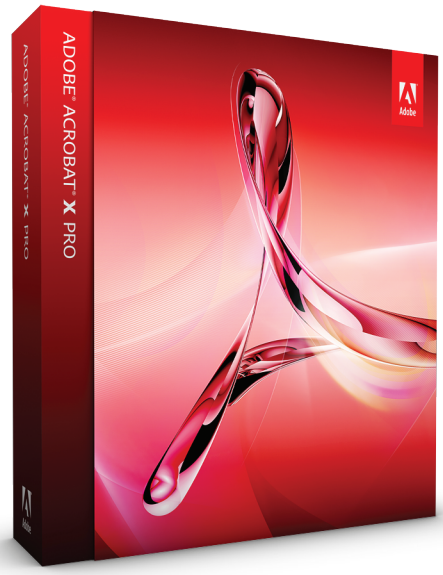

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# Introduction

## Target Audience

This guide is designed for Casper Suite administrators who plan to administer Adobe® Acrobat X Pro® in the enterprise.

## What's in This Guide

This guide provides step-by-step instructions for deploying, activating, reporting on, and updating Acrobat X Pro with the Casper Suite.

## Important Concepts

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

- Package and script management
- Deployment
- Licensed software reporting
- Application usage reporting
- Smart computer groups

Administrators should also know how to create a shell script and understand serialization for Adobe products.

## Additional Resources

For more information on applications, concepts, and processes related to the Casper Suite, download the *Casper Suite Administrator's Guide* from:

http://jamfsoftware.com/resources/documentation

For more information on serialization and the Adobe Provisioning Tool, download Adobe's *Enterprise Administration Guide* from:

http://kb2.adobe.com/cps/837/cpsid_83709/attachments/Acrobat_Enterprise_Administration.pdf

If you need information on administering Adobe® Creative Suite® 5 (CS5) products with the Casper Suite, download the "Simplifying Adobe Creative Suite 5 Administration with the Casper Suite" technical paper from:

http://jamfsoftware.com/libraries/pdf/white_papers/Simplifying-Adobe-CS5-Administration-with-the-Casper-Suite.pdf

# Overview

This guide provides a complete workflow for deploying, activating, reporting on, and updating Adobe® Acrobat X Pro® with the Casper Suite.

# Requirements

To administer Acrobat X Pro using the instructions in this guide, you need:

- Casper Suite v8.1 or later running in your environment
- Access to the JAMF Software Server (JSS)
- Casper Admin
- Casper Remote
- Composer

You also need to obtain the following components from Adobe:

- Adobe Acrobat X Pro installer media
- Adobe Provisioning Tool (Mac), available at:
  http://kb2.adobe.com/cps/837/cpsid_83709.html
- The latest Adobe Acrobat X Pro update for Mac, available at:
  http://www.adobe.com/support/downloads/product.jsp?product=1&platform=Mac

# Deploying Acrobat X Pro

Deploying Acrobat X Pro involves two simple steps:

1. Upload the Acrobat X Pro installer package to the JSS.
2. Deploy the installer package.

***Note:*** The instructions in this section apply to the deployment of Acrobat X Pro only. For instructions on how to deploy Adobe CS5/5.5 products, see the "Simplilfying Adobe CS5 and CS5.5 Administration with the Casper Suite" technical paper.

## Uploading the Acrobat X Pro Installer Package

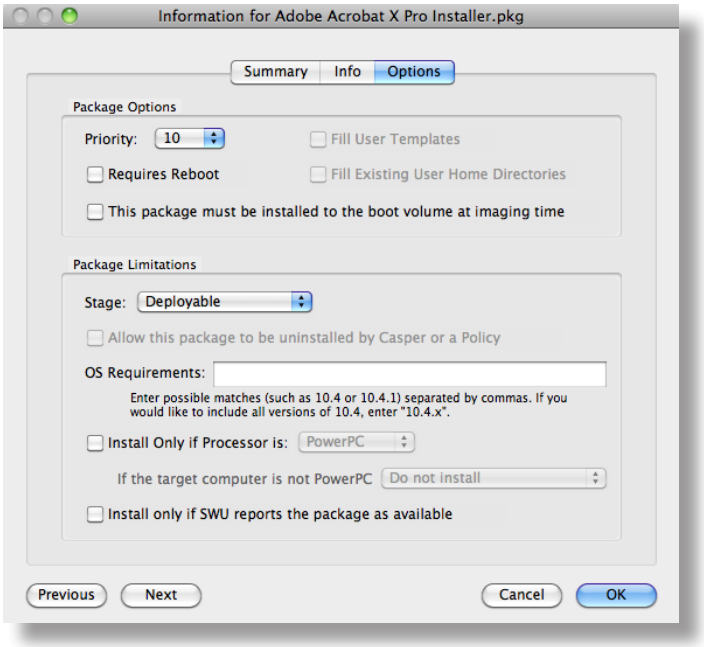
First, upload the Acrobat X Pro installer package to the JSS using Casper Admin.

**To upload the Acrobat X Pro installer package:**

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
3. Mount the Acrobat Installer disk image.
4. Drag the installer package into the repository in Casper Admin.
5. Double-click the package in the repository.
6. In the **Information** pane that appears, click the **Info** tab.
7. Enter a new display name if desired.
8. Use the **Category** pop-up menu to assign the package to a category.

9. Click the **Options** tab and assign the package a priority by choosing from the **Priority** pop-up menu.

   The recommended priority for installer packages is "10". For more information on priorities, see the "Changing Package Attributes" section in the *Casper Suite Administrator's Guide*.




10. If you plan to deploy the package during imaging, select the **This package must be installed to the boot volume at imaging time** checkbox.

11. Click the **OK** button.

12. Save your changes and quit the application.

# Deploying the Acrobat X Pro Installer Package

There are several ways to deploy the Acrobat X Pro installer package:

- Using a policy
- Using Casper Remote
- During imaging
- Using the Self Service application

  For more information on deploying Acrobat X Pro using Self Service, see the "Making Policies Available Through Self Service" section in the *Casper Suite Administrator's Guide*.

Deploying Acrobat X Pro using a policy, Casper Remote, or during imaging automatically updates computer inventory in the JSS when the software is installed.

**To deploy Acrobat X Pro using a policy:**

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

2. Click the **Management** tab.
3. Click the **Policies** link.
4. Click the **Create Policy** button in the toolbar.
5. Verify that the option labeled **Install or uninstall a package** is selected and click **Continue**.
6. Follow the onscreen instructions to configure the rest of the policy.

   Acrobat X Pro is deployed to computers in the scope the next time they check in with the JSS.

**To deploy Acrobat X Pro using Casper Remote:**

1. Open Casper Remote.
2. Log in using credentials for a JSS administrator account.
3. On the **Computers** tab, locate the computers you want to deploy Acrobat X Pro to and select the checkbox next to each one.
4. Click the **Packages** tab.
5. In the **Packages** list, locate the Acrobat X Pro installer package and select the checkbox next to it.
6. Click **Go** to initiate the deployment.

**To deploy Acrobat X Pro during imaging:**

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
3. Drag the Acrobat X Pro installer package from the repository to the configuration you plan to use for imaging in the sidebar.
4. Save your changes and quit the application.

   Acrobat X Pro is deployed the next time you use the configuration to image computers.

# Activating Acrobat X Pro

Acrobat X Pro is activated upon serialization. By default, this takes place when Acrobat X Pro is launched, but you can use the Adobe Provisioning Tool and a serialization script to preserialize the product. This allows you to:

- Configure enterprise licensing for the desired number of users
- Suppress the end user license agreement (EULA)
- Suppress the Adobe ID dialog

This section explains how to activate Acrobat X Pro using the following steps:

1. Package the Adobe Provisioning Tool for deployment.
2. Create the serialization script.
3. Upload the package and the script to the JSS.
4. Deploy the package and the script together using a policy.

When these steps are complete, the script calls on the provisioning tool to serialize and activate Acrobat X Pro.

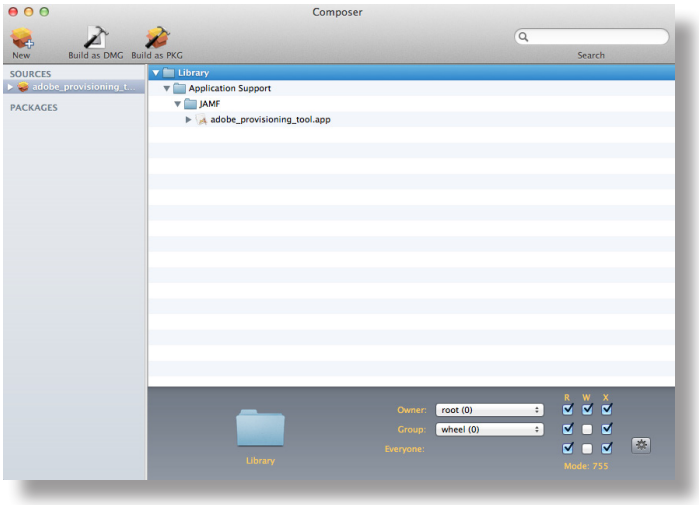
## Packaging the Adobe Provisioning Tool

Before deploying the provisioning tool, package it as a DMG using the Composer application.

**To package the provisioning tool:**

1. Open Composer.
2. If the **New** pane appears, click **Cancel**.
3. Mount the Adobe Provisioning Tool disk image.
4. Move the provisioning tool application to `/Library/Application Support/JAMF`.
5. Drag the provisioning tool application from `/Library/Application Support/JAMF` to the Sources list in Composer.

6. Click **Build as DMG**.




7. Select a location to save the package and click **Save**.

8. When Composer is finished building the package, quit the application.

## Creating the Serialization Script

Create a shell script that calls on the provisioning tool to serialize Acrobat X Pro.

First, configure enterprise licensing using following command along with the appropriate serial number:

```
"/Library/Application Support/JAMF/adobe_provisioning_tool.app/
  Contents/MacOS/adobe_provisioning_tool" –C –a "/ Library/
  Application Support/Adobe/Acrobat 10 AMT/AMT" –s <serial number>
```

***Note:*** The serial number cannot contain hyphens or spaces.

If you want to suppress the end user license agreement (EULA), include the following command:

```
"/Library/Application Support/JAMF/adobe_provisioning_tool.app/
  Contents/MacOS/adobe_provisioning_tool" –S –a "/ Library/
  Application Support/Adobe/Acrobat 10 AMT/AMT"
```

If you want to suppress the Adobe ID dialog, include the following command:

```
"/Library/Application Support/JAMF/adobe_provisioning_tool.app/
  Contents/MacOS/adobe_provisioning_tool" –R –a "/ Library/
  Application Support/Adobe/Acrobat 10 AMT/AMT"
```

## Uploading the Provisioning Tool Package and the Serialization Script

After you create the package and the script, upload them to the JSS using Casper Admin.

**To upload the provisioning tool package and the serialization script:**

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
3. Drag the package and script to the Package pane in Casper Admin.
4. Double-click the package.
5. In the **Information** pane that appears, click the **Info** tab.
6. Enter a new display name if desired.
7. Use the **Category** pop-up menu to assign the package to a category, and then click **OK**.
8. Double-click the script.
9. In the **Information** pane that appears, click the **Info** tab.
10. Enter a new display name if desired.
11. Click the **Options** tab and verify that the priority is set to "After".
12. Click **OK**.
13. Save your changes and quit the application.

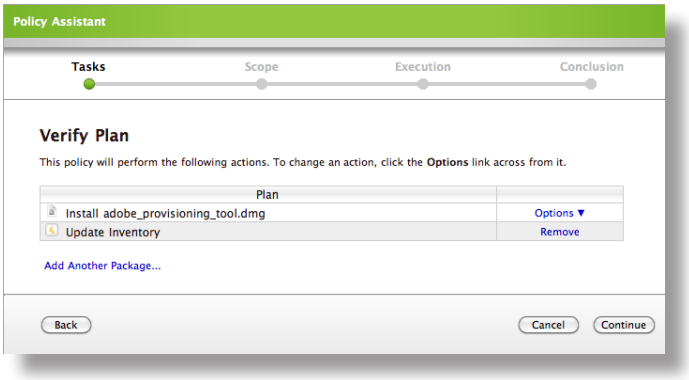
## Deploying the Provisioning Tool and the Serialization Script

Use a policy to deploy the provisioning tool and run the script that activates Acrobat X Pro.

**To deploy the provisioning tool and the serialization script:**

1. Log in to the JSS with a web browser.
2. Click the **Management** tab.
3. Click the **Policies** link.
4. Click the **Create Policy** button.
5. Verify that the option labeled **Install or uninstall a package** is selected and click **Continue**.
6. Type the name of the provisioning tool package in the text field or browse for the package, and then click **Continue**.

7. Verify that the plan for the policy is set to install the package and update inventory, and then click **Continue**.

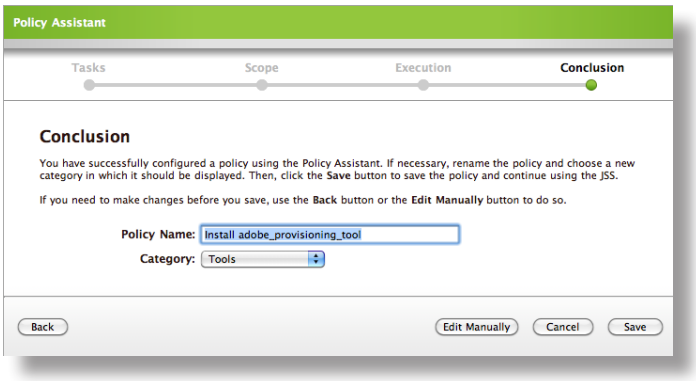



8. Assign computers or user groups to the scope using the text field or using the browse feature, and then click **Continue**.

   The scope should include all computers that have Acrobat X Pro installed.

9. Complete the Policy Assistant following the rest of the onscreen instructions.

10. When you get to the **Conclusion** pane, click the **Edit Manually** button.

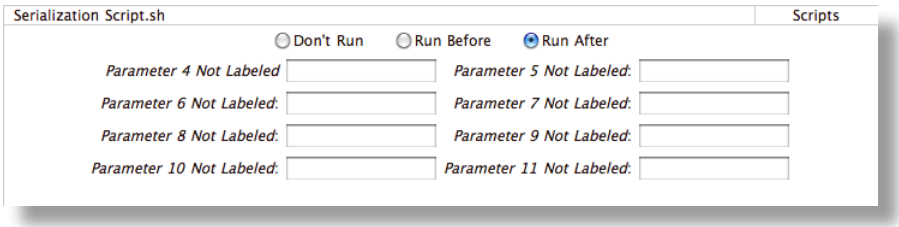



11. Click the **Scripts** tab.

12. Click **Add Script**.

13. Locate the serialization script that you created in the "Creating the Serialization Script" section and select the **Run After** option.

    This ensures that the script runs after the provisioning tool is installed.




14. Click the **Add Scripts** button at the bottom of the pane, and then click **Save**.

    Acrobat X Pro is activated on computers in the scope the next time they check in with the JSS.

# Reporting on Acrobat X Pro

After deploying and activating Acrobat X Pro, you can use the Casper Suite to track licenses and report on how often licensed copies of the software are used. You can then use this information to:

- Remediate clients that do not have Acrobat X Pro installed
- Retrieve unused licenses
- Update Acrobat X Pro

This section explains how to report on Acrobat X Pro using the following steps:

1. Create a licensed software record.
2. Update inventory in the JSS.
3. Generate a Licensed Software report.
4. Generate an Application Usage report.
5. Create a smart computer group to track computers that need Acrobat X Pro updates.

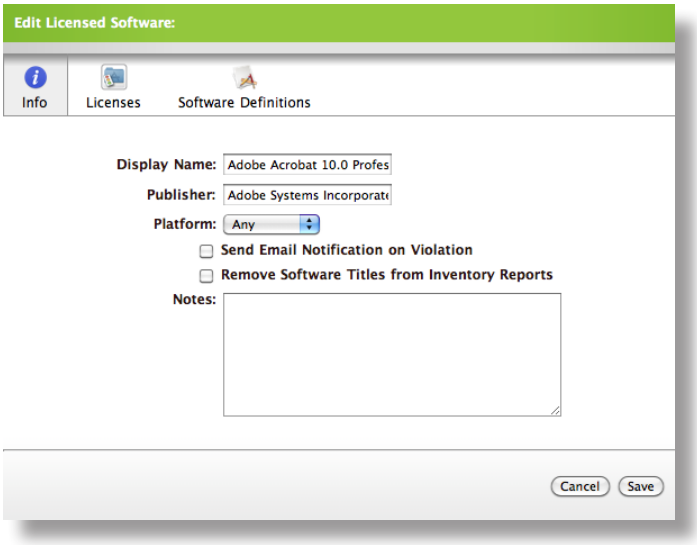
## Creating a Licensed Software Record

First, create a licensed software record to store licensing information for Acrobat X Pro in the JSS.

**To create a licensed software record:**

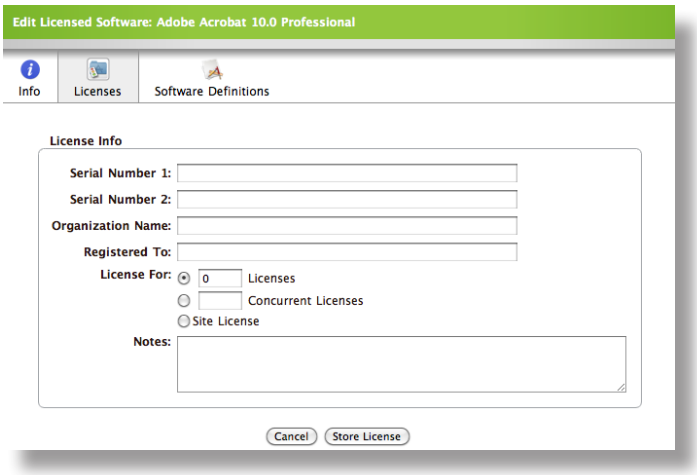
1. Log in to the JSS with a web browser.
2. Click the **Settings** tab.
3. Click the **Licensed Software Management** link.
4. Click the **Create Licensed Software** button in the toolbar.
5. Enter a name for the licensed software record, such as "Adobe Acrobat 10.0 Professional".
6. Enter the name of the publisher in the **Publisher** field. In this case, enter "Adobe Systems Incorporated."

7. Choose "Macintosh" from the **Platform** pop-up menu.




8. Click the **Licenses** tab and click **Add License**.

9. Enter a serial number for the product.




10. Make sure the **Licenses For** option is selected and enter the number of licenses in the **Licenses** field.

11. Click the **Store License** button.

12. Click the **Software Definitions** tab.

13. Click **Add Application**.

14. Enter "Adobe Acrobat Pro.app" as the application title.

15. Choose "like" from the **Version** pop-up menu and enter "10.0" as the version number.

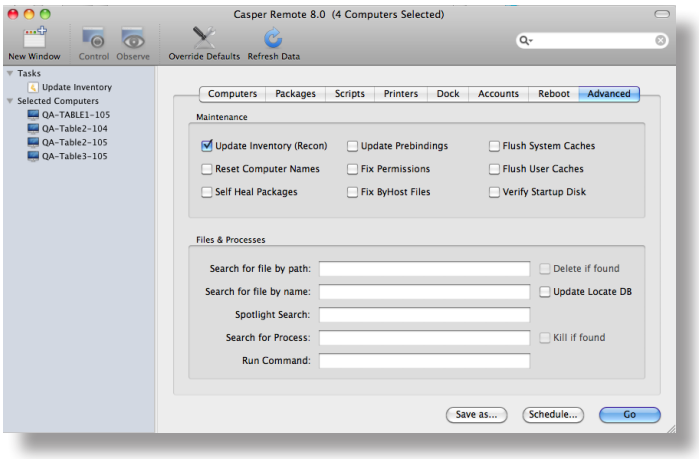
16. Click the **Store Definition** button, and then click **Save**.

# Updating Inventory

The JSS must contain up-to-date inventory information to generate accurate reports. Computers automatically update inventory according to the inventory frequency you configured when you set up the JSS. You can also use Casper Remote to update inventory on the fly.

**To update inventory using Casper Remote:**

1. Open Casper Remote.
2. Log in using credentials for a JSS administrator account.
3. On the **Computers** tab, select the checkbox next to the computers that have Acrobat X Pro installed.
4. Click the **Advanced** tab.
5. Select the checkbox labeled **Update Inventory**.
6. Click **Go** to initiate the inventory update.




7. When the update is complete, quit the application.

# Generating a Licensed Software Report

Licensed Software reports allow you to view the following information about the Acrobat X Pro licenses owned by your organization:

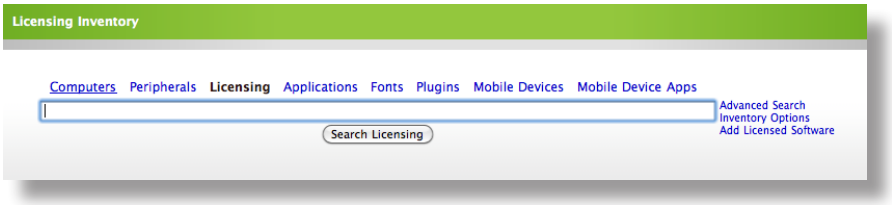
- Number of licenses owned
- Number of licenses in use
- Computers that have the licenses installed

**To generate a Licensed Software report:**

1. Log in to the JSS with a web browser.
2. Click the **Inventory** tab.

3. Click **Licensing** above the search field.

4. Type the licensed software title in the search field. In this case, type "Adobe Acrobat 10.0 Professional".




5. Click the **Search Licensing** button, or press the Enter key.

## Generating an Application Usage Report

Application Usage reports go one step beyond license tracking by allowing you to view which users are actually using the software.

You can also use Application Usage reports to create groups of computers that have Acrobat X Pro installed but not in use. You can then use groups to reclaim valuable licenses for deployment elsewhere in the organization.

The instructions in this section explain how to generate an Application Usage report and reclaim unused licenses.

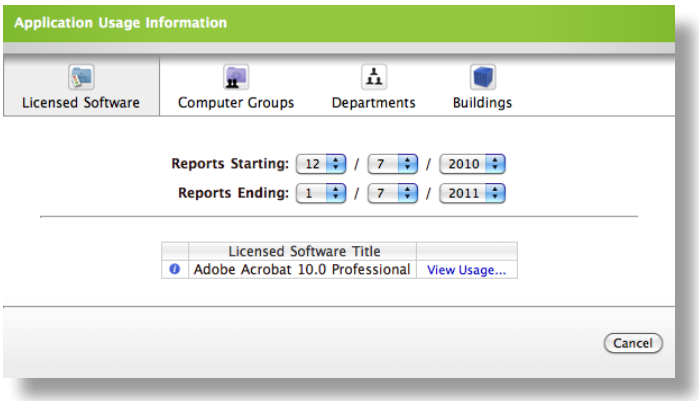
**To generate an Application Usage report:**

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

2. Click the **Logs** tab.

3. Click **Application Usage Logs**.

4. Use the **Reports Starting** and **Reports Ending** pop-up menus to set a date range for the report.




5. Click **View Usage** across from the "Adobe Acrobat 10.0 Professional" licensed software title to view usage details.

**To reclaim unused Acrobat X Pro licenses:**

1. Generate an Application Usage report as explained in the preceding set of instructions.
2. After clicking the **View Usage** link, create a group of computers that have unused licenses by clicking the **Unused Licenses** tab.

   A list of computers that have unused licenses is displayed.
3. To remove a computer from the group, deselect the checkbox next to it.
4. Verify the name of the group in the **Create Group** field.

   This will be something like " Unused Adobe Acrobat 10.0 Professional".
5. Click the **Create Computer Group** button.
6. Create a policy to uninstall Acrobat X Pro using the group that you created as the scope for the policy.

   For instructions on creating a policy to uninstall software, see the "Uninstalling Packages" section in the *Casper Suite Administrator's Guide*.

   ***Note:*** Before you can uninstall Acrobat X Pro, the installer package must be indexed and have the **Allow Uninstall** option selected in Casper Admin. For details and complete instructions, see the "Indexing Packages" and "Changing Package Attributes" sections in the *Casper Suite Administrator's Guide*.

## Creating a Smart Computer Group

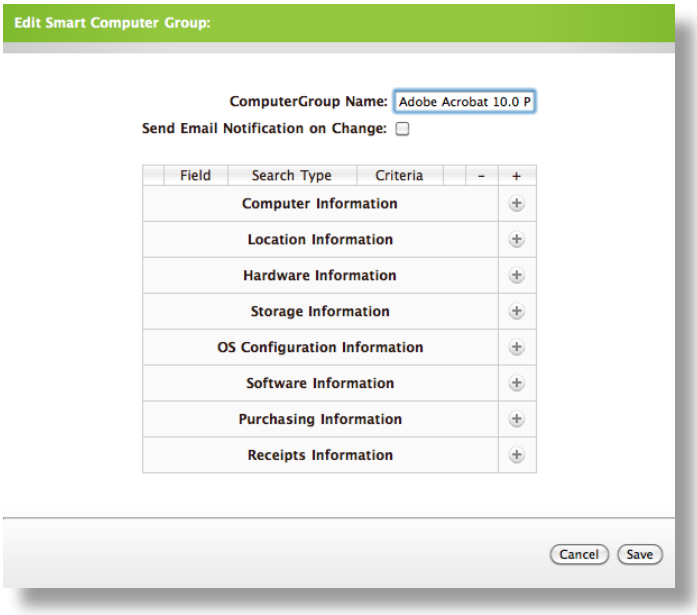
Smart computer groups are useful when deploying updates to Acrobat X Pro. Group membership is updated automatically when computers submit inventory reports to the JSS.

The following instructions explain how to create a smart computer group for computers that are not running the latest version of Acrobat X Pro.

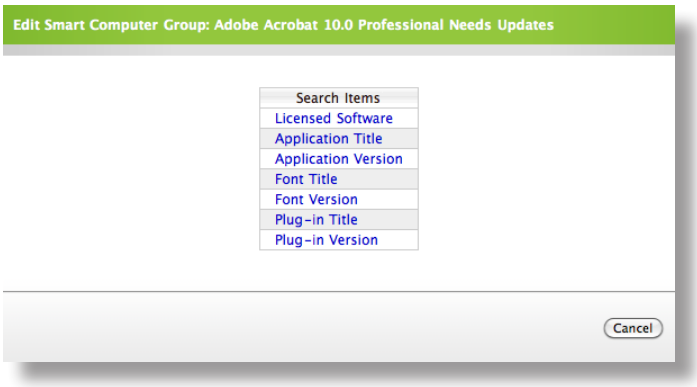
**To create a smart computer group:**

1. Log in to the JSS with a web browser.
2. Click the **Management** tab.
3. Click the **Smart Computer Groups** link.
4. Click the **Create Smart Group** button in the toolbar.
5. Enter a name for the group, such as "Adobe Acrobat 10.0 Professional Needs Updates".

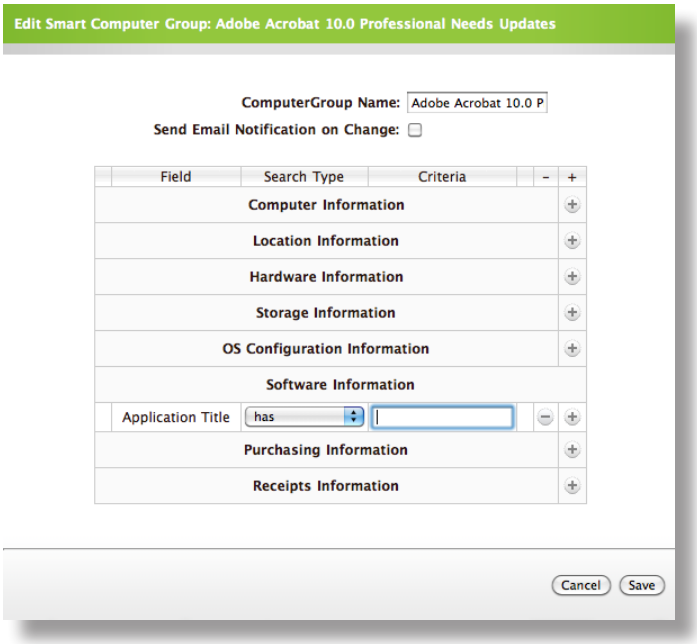
6. In the list of categories, click **Add** (+) across from **Software Information**.




7. Click **Application Title** in the list of items.



8. Make sure that "has" is selected in pop-up menu and type "Adobe Acrobat Pro.app" in the text field.



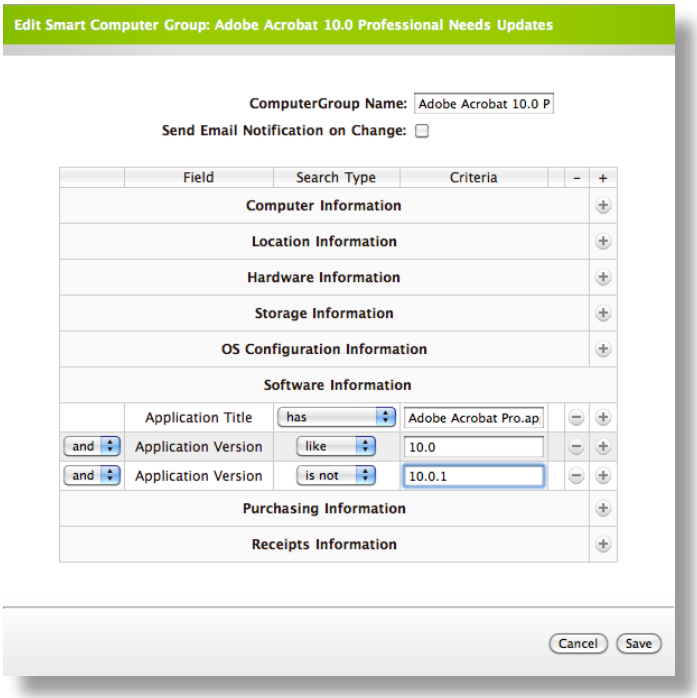

9. Click **Add** (+) across from **Application Title,** and then click **Application Version**.

10. Choose "like" from the pop-up menu and type "10.0" in the text field.

11. Click **Add** (+) across from **Application Version**, and then click **Application Version** again.

12. Choose "is not" from the pop-up menu and type the latest version number in the **Criteria** field. For example, type "10.0.1" or "10.0.2".

13. Click **Save**.



# Updating Acrobat X Pro

This section explains how to update Acrobat X Pro using the following steps:

1. Upload the Acrobat X Pro update to the JSS.
2. Deploy the update.

Adobe updates need to be deployed in order of release. Before deploying a new update, ensure that the last quarterly update is already applied.

For more information on Adobe updates, download the "Adobe Reader and Acrobat 10.0.2 Release Notes," available at:

http://kb2.adobe.com/cps/837/cpsid_83708/attachments/Acrobat_Reader_ReleaseNote_10.0.2.pdf

In addition, ensure that your smart computer group is updated to reflect the most current update.

## Uploading the Acrobat X Pro Update

First, obtain the latest update from Adobe and upload it to the JSS using Casper Admin. You can obtain updates to Adobe Acrobat X Pro at:

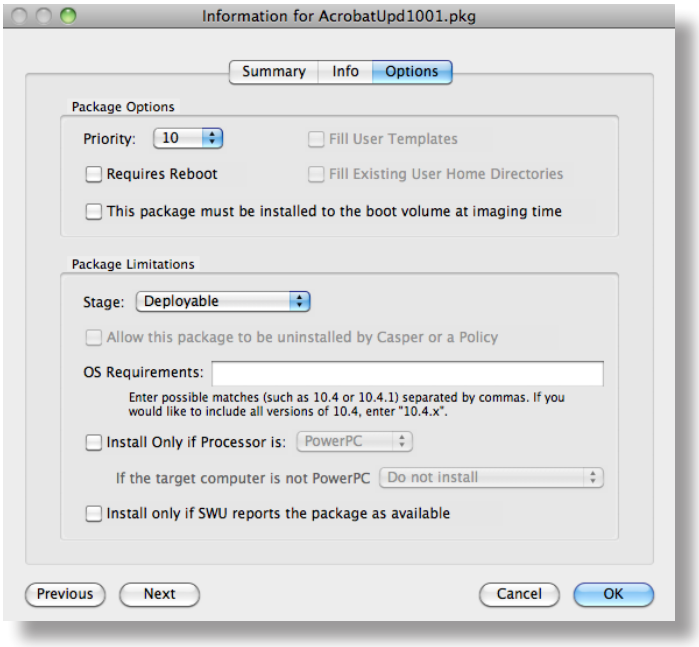
http://www.adobe.com/support/downloads/product.jsp?product=1&platform=Mac

**To upload the Acrobat X Pro update:**

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
3. Mount the Acrobat X Pro Update Installer disk image.
4. Drag the update package to the Package pane in Casper Admin.
5. Double-click the package.
6. In the **Information** pane that appears, click the **Info** tab.
7. Enter a new display name if desired.
8. Use the **Category** pop-up menu to assign the package to a category.

9. Click the **Options** tab and assign the package a priority by choosing from the **Priority** pop-up menu.

   The recommended priority for update packages is "11". For more information on priorities, see the "Changing Package Attributes" section in the *Casper Suite Administrator's Guide*.




10. Configure additional settings as needed, and then click **OK**.

11. Save your changes and quit the application.

## Deploying the Acrobat X Pro Update

There are several ways to deploy the Acrobat X Pro update:

- Using a policy
- Using Casper Remote
- During imaging
- Using the Self Service application

  For more information on deploying Acrobat X Pro updates using Self Service, see the "Making Policies Available Through Self Service" section in the *Casper Suite Administrator's Guide*.

You can use the smart computer group that you created in the "Reporting on Acrobat X Pro" section as the scope for the deployment. Using a smart computer group with a policy ensures that the update is applied to managed computers and new computers as they are added to your inventory.

**To deploy the Acrobat X Pro update using a policy:**

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

2. Click the **Management** tab.

3. Click the **Policies** link.
4. Click the **Create Policy** button.
5. Verify that the option labeled **Install or uninstall a package** is selected and click **Continue**.
6. Follow the onscreen instructions to configure the rest of the policy.

The update is deployed to computers in the scope the next time they check in with the JSS.

**To deploy the Acrobat X Pro update using Casper Remote:**

1. Open Casper Remote.
2. Log in using credentials for a JSS administrator account.
3. On the **Computers** tab, locate the computers you want to deploy the update to and select the checkbox next to each one.
4. Click the **Packages** tab.
5. In the **Packages** list, locate the update package and select the checkbox next to it.
6. Click **Go** to initiate the deployment.

**To deploy the Acrobat X Pro update during imaging:**

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
3. Drag the update package from the Package pane to the configuration you plan to use for imaging in the sidebar.
4. Save your changes and quit the application.

The update is deployed the next time the configuration is used to image computers.