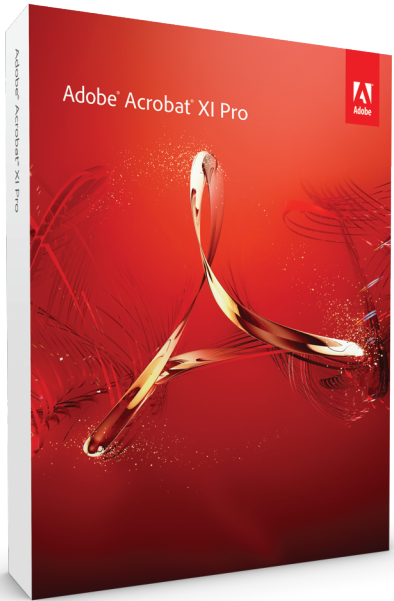



Administering Adobe Acrobat XI Pro with the Casper Suite

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JAMF Software has made all efforts to ensure that this guide is accurate.

JAMF Software
301 4th Ave S Suite 1075
Minneapolis, MN 55415-1039
(612) 605-6625

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Introduction

Target Audience

This guide is designed for system administrators who plan to administer Adobe® Acrobat XI Pro® with the Casper Suite.

What's in This Guide

This guide provides step-by-step instructions on how to deploy, serialize, report on, and reclaim licenses for Acrobat XI Pro with Adobe technologies and the Casper Suite.

Important Concepts

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

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

Additional Resources

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

- *Casper Suite Administrator's Guide*
<http://jamfsoftware.com/resources/documentation>
- *Adobe Customization Wizard for Macintosh*
<http://www.adobe.com/devnet-docs/acrobatetk/tools/MacWiz/CustomizationWizardforMac.pdf>

For information about administering other Adobe products with the Casper Suite, see the following technical papers:

- "Administering Adobe Acrobat X Pro with the Casper Suite"
http://jamfsoftware.com/libraries/pdf/white_papers/Administering-Adobe-Acrobat-X-Pro-with-the-Casper-Suite.pdf

- “Simplifying Adobe Acrobat 9 Pro Administration with the Casper Suite”
http://jamfsoftware.com/libraries/pdf/white_papers/Simplifying-Adobe-Acrobat-9-Pro-Administration-with-the-Casper-Suite.pdf
- “Administering Adobe Creative Suite 6 with the Casper Suite”
http://www.jamfsoftware.com/libraries/pdf/white_papers/Administering-Adobe-Creative-Suite-6-with-the-Casper-Suite.pdf
- “Simplifying Adobe CS5 and 5.5 Administration with the Casper Suite”
http://jamfsoftware.com/libraries/pdf/white_papers/Simplifying-Adobe-CS5-Administration-with-the-Casper-Suite.pdf
- “Administering Adobe Photoshop Touch with the Casper Suite”
http://jamfsoftware.com/libraries/pdf/white_papers/Administering-Adobe-Photoshop-Touch-with-the-Casper-Suite.pdf

Overview

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

Deployment and Serialization

Administrators can now pre-serialize the Acrobat XI Pro installer using the Adobe Customization Wizard XI. They can then deploy the pre-serialized installer using the deployment methods available in the Casper Suite.

Administrators can also serialize trial versions of Acrobat XI Pro by deploying the Adobe Provisioning Toolkit along with a serialization script. The script calls on the provisioning toolkit to serialize the product.

Reporting

The reporting features in the Casper Suite can help administrators manage Acrobat XI Pro licenses. Administrators can store license information, track license distribution, and view how often licenses are used.

Reclaiming Licenses

Administrators can remove serialization from Acrobat XI Pro by deploying a deserialization script that calls on the Adobe Provisioning Toolkit to return the product to a trial state.

Requirements

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

- The Casper Suite v8.1 or later running in your environment
- Adobe Acrobat XI Pro installer media
- Adobe Customization Wizard XI for Macintosh, available at:
<http://www.adobe.com/support/downloads/detail.jsp?ftplD=5512>
- Casper Admin
- Access to the JAMF Software Server (JSS)
- Casper Remote
- Adobe Provisioning Toolkit Enterprise Edition for CS6 (Mac), available at:
<http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html>
- Composer

Deploying Acrobat XI Pro

This section explains how to deploy a serialized version of Acrobat XI Pro by using the following steps:

1. Create a serialized Acrobat XI Pro installer package using the Adobe Customization Wizard for Macintosh.
2. Upload the installer package to Casper Admin.
3. Deploy the installer package.

Creating a Serialized Acrobat XI Pro Installer Package

The first step to deploying Acrobat XI Pro is to create a serialized installer package using the Adobe Customization Wizard for Macintosh.

To create a serialized Acrobat XI Pro installer package:

1. Open the Adobe Customization Wizard for Macintosh.
2. Specify the location of the Acrobat XI Pro installer.
3. Enter a serial number.
4. Use the options on the pane to configure additional installation settings as needed.
5. Click **OK**.

Uploading the Installer Package to Casper Admin

Upload the installer package to Casper Admin so you can deploy it with the Casper Suite.

To upload the installer package to Casper Admin:

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
3. Drag the package to the Package pane in Casper Admin.
The package may take a few minutes to upload depending on its size.
4. Double-click the package in Casper Admin, and then click the **Info** tab on the Information pane that appears.

5. Choose a category from the **Category** pop-up menu.
6. Click the **Options** tab and choose a number from the **Priority** pop-up menu.
7. Configure additional settings as needed and then click **OK**.
8. Save your changes and quit the application.

Deploying the Installer Package

After uploading the installer package to Casper Admin, you can deploy it using any of the following methods:

- Use a policy.
- Use Casper Remote.
- Deploy during imaging.
- Make the policy available in Self Service. (For instructions, see “Making Policies Available in Self Service” in the *Casper Suite Administrator’s Guide*.)

To deploy the installer package 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. Select the **Install or uninstall a package** option and then click **Continue**.
6. Follow the onscreen instructions to configure the rest of the policy.

The package is deployed to computers in the scope the next time they contact the JSS and meet the policy criteria.

To deploy the installer package 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 receive the package and select the checkbox next to each one.
4. Click the **Packages** tab.
5. Locate the installer package in the Packages pane by clicking the disclosure triangles.
6. Select the checkbox next to the installer package.
7. Click **Go** to initiate the deployment.
The package is immediately deployed to target computers.
8. When the deployment is complete, quit the application.

To deploy the installer package during imaging:

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
3. Double-click the installer package in the repository, and then click the **Options** tab in the Information pane that appears.
4. Select the **This package must be installed to the boot volume at imaging time** checkbox and click **OK**.
5. Drag the installer package from the Package pane to a configuration in the sidebar.
6. Save your changes and quit the application.
7. Image computers with the configuration as needed.

Serializing Trial Versions of Acrobat XI Pro

This section explains how to serialize trial versions of Acrobat XI Pro that are deployed in your environment.

Serializing trial versions of Acrobat XI Pro involves the following steps:

1. Create an Adobe Provisioning Toolkit package using Composer.
2. Create a serialization script.
3. Upload the provisioning toolkit package and the serialization script to Casper Admin.
4. Deploy the provisioning toolkit package and the serialization script using a policy.

When these steps are complete, the script calls on the Adobe Provisioning Toolkit to serialize Acrobat XI Pro.

Creating an Adobe Provisioning Toolkit Package

Before you can deploy the provisioning toolkit, you must package it as a DMG using Composer.

To create an Adobe Provisioning Toolkit package:

1. Mount the Adobe Provisioning Toolkit disk image.
2. Create a folder named "Adobe" in the following location:
`/Library/Application Support/JAMF/`
3. Move the provisioning toolkit binary (`adobe_prtk`) to the Adobe folder that you created in step two. For example:
`/Library/Application Support/JAMF/Adobe/adobe_prtk`
4. Open Composer and authenticate locally.
5. If the **New** pane appears, click **Cancel**.
6. Drag the provisioning toolkit binary to the Sources list in Composer.
7. Click **Build as DMG**.
8. Select a location to save the package and click **Save**.
9. When Composer is finished building the package, quit the application.

Creating a Serialization Script

This section explains how to create a shell script that calls on the provisioning toolkit to do the following:

- Serialize Acrobat XI Pro.
- Suppress the end user license agreement. (Optional)
- Suppress the Adobe ID dialog. (Optional)

To create the serialization script, you need your serial number and the license identifier (LEID) for Acrobat XI Pro. You can locate the LEID at:

<http://www.adobe.com/devnet-docs/acrobatetk/tools/AdminGuide/basics.html#licensing-identifiers>

To create a serialization script:

1. Open a text editor.
2. Create a new file.
3. Type the following information to create the script.

The last two commands suppress the end user license agreement (EULA) and the Adobe ID dialog respectively. They are optional

```
#!/bin/sh

/Library/Application\ Support/JAMF/Adobe/adobe_prtk --tool=Serialize
--serial=<serialNumber> --leid=<LEID>

/Library/Application\ Support/JAMF/Adobe/adobe_prtk --tool=EULA
--eulasuppress --leid=<LEID>

/Library/Application\ Support/JAMF/Adobe/adobe_prtk --tool=Register
--regsuppress=ss --leid=<LEID>
```

Note: The serial number cannot contain hyphens or spaces.

4. Save the file with a .sh file extension. For example, "SerializationScript.sh".
5. Quit the application.

Uploading the Provisioning Toolkit Package and the Serialization Script to Casper Admin

Upload the provisioning toolkit package and the serialization script to Casper Admin so you can deploy them with the Casper Suite.

To upload the provisioning toolkit package and the serialization script to Casper Admin:

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
The items may take a few minutes to upload depending on their size.
3. Drag the package and script to the Package pane in Casper Admin.
4. Double-click the package in Casper Admin, and then click the **Info** tab on the Information pane that appears.
5. Choose a category from the **Category** pop-up menu.
6. Double-click the script in Casper Admin, and then click the **Info** tab on the Information pane that appears.
7. Click the **Options** tab and verify that the priority is set to "After", and then click **OK**.
8. Save your changes and quit the application.

Deploying the Provisioning Toolkit Package and the Serialization Script

Use a policy to deploy the provisioning toolkit package and run the script that serializes Acrobat XI Pro.

To deploy the provisioning toolkit package 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. Select the **Install or uninstall a package** option and then click **Continue**.
6. Enter the name of the provisioning toolkit package and then click **Continue**.
7. Complete the rest of the policy assistant.
You will add the serialization script using the manual policy interface as explained in the next few steps.
8. On the **Conclusion** pane, click the **Edit Manually** button.
9. Click the **Scripts** tab and then click **Add Script**.
10. Locate the serialization script that you created in the "Creating a Serialization Script" section and select the **Run After** option.
This ensures that the script runs after the provisioning toolkit is installed.

11. Click the **Add Scripts** button at the bottom of the pane.
12. Click the **Save** button.

Serialization takes place for computers in the scope the next time they contact the JSS and meet the policy criteria.

Reporting on Acrobat XI Pro

After deploying Acrobat XI Pro, you can use the Casper Suite to track software licenses and report on how often they are used. You can use this information to remediate clients that do not have Acrobat XI Pro installed and retrieve unused licenses.

Reporting on Acrobat XI Pro involves 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.

Creating a Licensed Software Record

Licensed software records allow you to store license information 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.
5. Enter a name for the licensed software record, such as "Adobe Acrobat 11.0 Professional".
6. Enter "Adobe Systems Incorporated" in the **Publisher** field.
7. Choose a platform from the **Platform** pop-up menu.
8. Click the **Licenses** tab and then click **Add License**.
9. In the **Serial Number 1** and **Serial Number 2** fields, enter serial number(s) for the product as needed.
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 "is" from the **Version** pop-up menu and enter "11.0" as the version number.
16. Click the **Store Definition** button.
17. Click the **Save** button.

Updating Inventory

The JSS must contain up-to-date inventory information to generate accurate reports. Although computers automatically submit updated inventory reports to the JSS, you may want to generate inventory reports on the fly. You can do this using Casper Remote.

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 each computer that has Acrobat XI Pro installed.
4. Click the **Advanced** tab and select the **Update Inventory (Recon)** checkbox.
5. Click **Go** to initiate the update.
6. When the update is complete, quit the application.

Creating a Licensed Software Report

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

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

To create a Licensed Software report:

1. Log in to the JSS with a web browser.
2. Click the **Inventory** tab.
3. Click **Licensing** link above the search field.
4. Enter the name of the licensed software object in the search field.
5. Click the **Search Licensing** button, or press the **Enter** key.

Creating an Application Usage Report

Application Usage reports go one step beyond license tracking by allowing you to view which licenses are being used. You can create a computer group based on the results of the report and use it to reclaim unused licenses.

To create 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 the **View Usage** link across from the licensed software title for which you want to view full usage details.

To create a static computer group for reclaiming licenses:

1. Generate an Application Usage report as explained in the previous procedure.
2. After clicking the **View Usage** link, click the **Unused Licenses** tab.
This displays a list of computers that have unused licenses for the product.
3. Click the **Create Computer Group** button to create a group that contains these computers.

Creating a Smart Computer Group

Smart computer groups can be used to report on computers that have Acrobat XI Pro installed. 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 have Acrobat XI Pro installed.

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.
5. Enter a name for the group, such as "Adobe Acrobat 11.0 Professional Installed".
6. In the list of categories, click the **Add (+)** button across from **Software Information**.
7. Click the **Licensed Software** link in the list of items.

8. Leave the text field next to “Licensed Software” blank and click the **Ellipsis (...)** button. Then, click the software title you want to track.
9. Click the **Save** button.

Reclaiming Acrobat XI Pro Licenses

This section explains how to remove serialization from Acrobat XI Pro, returning the product to trial mode. This also allows you to do the following:

- Remove all non-trial serializations.
- Deactivate the current license.
- Remove serialization for a specific locale.
- Remove software ID tag files.

Reclaiming Acrobat XI Pro licenses involves the following steps:

1. Create an Adobe Provisioning Toolkit package using Composer.
2. Create a deserialization script.
3. Upload the provisioning toolkit package and the deserialization script to Casper Admin.
4. Deploy the provisioning toolkit package and the deserialization script using a policy.

When these steps are complete, the script calls on the Adobe Provisioning Toolkit to remove serialization from Acrobat XI Pro.

Creating an Adobe Provisioning Toolkit Package

See the “Creating an Adobe Provisioning Toolkit Package” section on page 11 for instructions.

Creating a Deserialization Script

This section explains how to create a shell script that calls on the provisioning toolkit to do the following:

- Remove the serialization from Acrobat XI Pro.
- Deactivate Acrobat XI Pro. (Optional)
- Remove the serialization for a specific locale. (Optional)
- Remove software ID tag files. (Optional)

To create the deserialization script, you need the license identifier (LEID) for Acrobat XI Pro. You can locate the LEID at:

<http://www.adobe.com/devnet-docs/acrobatetk/tools/AdminGuide/basics.html#licensing-identifiers>

To create a deserialization script:

1. Open a text editor.
2. Create a new file.
3. Type the following information to create the script.

The last three commands deactivate Acrobat XI Pro, remove the serialization for a specific locale, and remove software ID tag files, respectively. They are optional.

```
#!/bin/sh

/Library/Application\ Support/JAMF/Adobe/adobe_prtk
  --tool=Unserialize --leid=<LEID>

/Library/Application\ Support/JAMF/Adobe/adobe_prtk
  --tool=Unserialize --leid=<LEID> --deactivate

/Library/Application\ Support/JAMF/Adobe/adobe_prtk
  --tool=Unserialize --leid=<LEID> --locale<locale>

/Library/Application\ Support/JAMF/Adobe/adobe_prtk
  --tool=Unserialize --leid=<LEID> --removeSWTag
```

4. Save the file with a .sh file extension. For example, "DeserializationScript.sh".
5. Quit the application

Uploading the Provisioning Toolkit Package and the Deserialization Script to Casper Admin

Upload the provisioning toolkit package and the deserialization script to Casper Admin so you can deploy them with the Casper Suite.

To upload the provisioning toolkit package and the deserialization script to Casper Admin:

1. Open Casper Admin.
2. Log in using credentials for a JSS administrator account.
The items may take a few minutes to upload depending on their size.
3. Drag the package and script to the Package pane in Casper Admin.
4. Double-click the package in Casper Admin, and then click the **Info** tab on the Information pane that appears.
5. Choose a category from the **Category** pop-up menu.
6. Double-click the script in Casper Admin, and then click the **Info** tab on the Information pane that appears.

7. Click the **Options** tab and verify that the priority is set to "After", and then click **OK**.
8. Save your changes and quit the application.

Deploying the Provisioning Toolkit Package and the Deserialization Script

Use a policy to deploy the provisioning toolkit package and run the script that removes serialization from Acrobat XI Pro.

To deploy the provisioning toolkit package and the deserialization 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. Select the **Install or uninstall a package** option and then click **Continue**.
6. Enter the name of the provisioning toolkit package and then click **Continue**.
7. Enter the name of the static computer group that you created in the "Creating an Application Usage Report" section on page 17, and then click **Continue**.
8. Complete the rest of the policy assistant.
You will add the deserialization script using the manual policy interface as explained in the next few steps.
9. On the **Conclusion** pane, click the **Edit Manually** button.
10. Click the **Scripts** tab and then click **Add Script**.
11. Locate the deserialization script that you created in the "Creating the Deserialization Script" section and select the **Run After** option.
This ensures that the script runs after the provisioning toolkit is installed.
12. Click the **Add Scripts** button at the bottom of the pane.
13. Click the **Save** button.

The removal of serialization takes place for computers in the scope the next time they contact the JSS and meet the policy criteria.