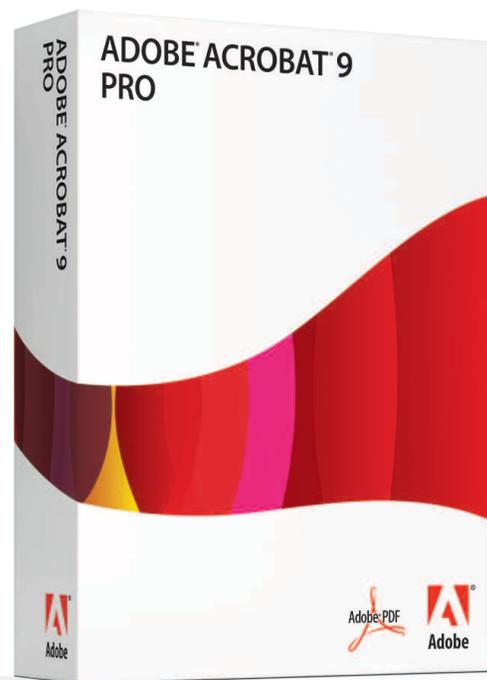


Simplifying Adobe Acrobat 9 Pro Administration with the Casper Suite

Technical Paper
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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

Target Audience

This guide is designed for system administrators planning to administer Adobe® Acrobat® 9 Pro with the Casper Suite.

What's in This Guide

Each chapter in this guide provides step-by-step instructions on how to perform a different administrative task with the Casper Suite:

"Deploying Acrobat 9 Pro," explains the serialization scenarios you need to consider before deploying Acrobat 9 Pro. It also provides instructions on how to package the Acrobat 9 Pro Installer for deployment, upload it to the JSS, and deploy it using any one of the three available methods.

"Reporting on Acrobat 9 Pro," explains how to track and generate reports on licensing and application information.

"Updating Acrobat 9 Pro," explains how to package and deploy an Acrobat 9 Pro update.

Overview

One of the most difficult aspects of administering Adobe® Acrobat® 9 Pro on the Mac platform is managing serialization (or licensing) of the product. Deploying a serialized installation or update package of Acrobat 9 Pro without first considering several environmental factors can jeopardize the serialization of existing Adobe products.

In addition to providing initial deployment and update deployment solutions for both serialized and un-serialized packages, the Casper Suite's reporting capabilities allow you to more effectively track serialization of the software. Viewing the serialization of Acrobat 9 Pro as deployed in your environment can help you quickly determine which clients need to receive a serialized or an un-serialized update.

This technical paper provides a complete workflow for deploying, reporting on, and updating Acrobat 9 Pro with consideration to the challenges of serialization.

Requirements

The following components are required to complete the instructions in this guide:

- Casper Suite v7.31 or later running in your environment
- Adobe Acrobat 9 Pro installer media
- *(Optional)* Adobe Acrobat 9 Pro updater
- Composer application
- Casper Admin application
- Access to the JAMF Software Server (JSS)

Important Concepts

This guide refers to the following Casper Suite concepts:

- Package management
- Remote deployment (using policies and Casper Remote)
- Imaging
- Licensed software capabilities
- Application reporting
- Smart computer groups

You can learn more about these concepts in the *Casper Suite Administrator's Guide*, available at http://jamfsoftware.com/libraries/pdf/products/documentation/Casper_Suite_7.3_Documentation.pdf.

Deploying Acrobat 9 Pro

Before You Begin

Before deploying Acrobat 9 Pro, it is important take into account whether other Adobe products are installed in your environment. Consider the following scenarios:

- ***Deploying Acrobat 9 Pro to clients that have Adobe products installed.***

In this case, it is recommended that you deploy an un-serialized (or unlicensed) version of Acrobat 9 Pro. This prevents the serialization for any installed Adobe products from being overwritten. Attempting to deploy a serialized (or licensed) version of Acrobat 9 Pro without first removing existing Adobe products will cause the serialization of the existing products to be overwritten.

If you need to deploy a serialized version of Acrobat 9 Pro in this scenario, remove the existing Adobe products and redeploy them along with Acrobat 9 Pro. When doing this, make sure that Acrobat 9 Pro is installed *before* the other products to prevent an overwrite of the licensing files.

To ensure that Acrobat 9 Pro is installed first, assign the Acrobat 9 Pro package a priority of "9" when you upload and configure the package using the Casper Admin application. (For more information on assigning priorities, see the "Changing Package Attributes" section in the *Casper Suite Administrator's Guide*.)

- ***Deploying Acrobat 9 Pro to clients that do not have Adobe products installed.*** In this case, it is recommended that you serialize Acrobat 9 Pro prior to deployment. If you do not serialize the product, it remains un-serialized on the client as a 30-day trial.

To serialize Acrobat 9 Pro after it is deployed, an administrator or end user must manually enter the serial number from the client.

After determining which scenario best describes your environment, you can deploy Acrobat 9 Pro by following a few simple steps:

1. Create a un-serialized or serialized package of Acrobat 9 Pro.

2. Upload the Acrobat 9 Pro DMG to the JSS.
3. Deploy the Acrobat 9 Pro DMG remotely, at imaging time, or using the Self Service application.

Note: The instructions in this section apply to Acrobat 9 Pro only. For instructions on deploying other Adobe® Creative Suite® 5 (CS5) products, see the *Simplifying Adobe Creative Suite 5 Administration with the Casper Suite* technical paper.

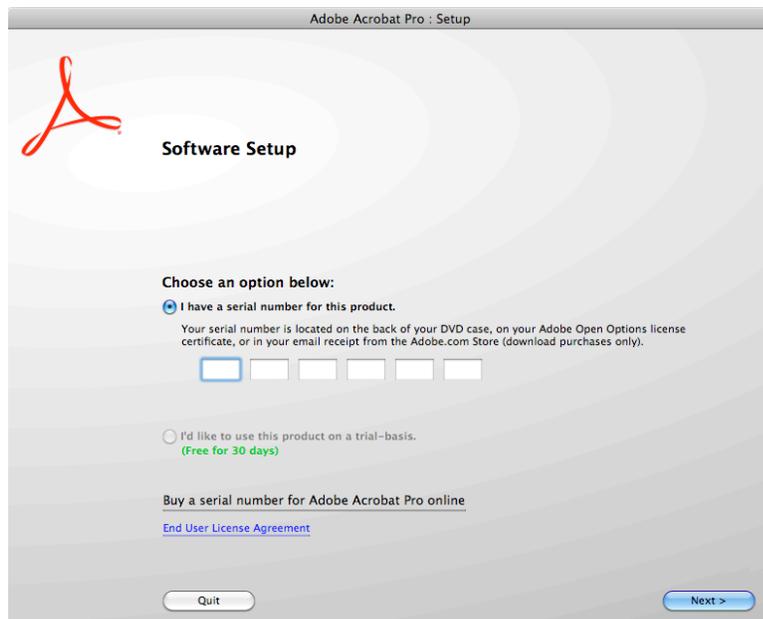
Packaging the Acrobat 9 Pro Installer

The first step to deploying Acrobat 9 Pro is to install the software on an admin computer and create a DMG-style package using the Composer application.

1. Install Acrobat 9 Pro.
2. When the Adobe Acrobat 9 Pro Setup Assistant appears, specify whether you want to create a serialized or un-serialized package:

To create a serialized package, select **I have a serial number for this product**, enter the serial number, and then click **Next** to complete rest of the Setup Assistant.

To create an un-serialized package, select **I'd like to use this product on a trial-basis**, and then click **Next** to complete rest of the Setup Assistant.



3. After completing the Setup Assistant, choose **Help > Check for Updates** and click **Yes**. This applies all available updates to the software.
4. Open Composer.
5. Choose **File > Download Latest Diffs** to download the latest diff files from JAMF Software.
6. When the download is complete, click the **New Package** button in the toolbar.
7. Select **Software** in the sidebar.
8. Select the icon for Acrobat 9 Pro in the **New Package** pane and click **Choose** to build the package source.
9. When the package source appears in the sidebar, click **Build as DMG** to build the package.

Uploading the Acrobat 9 Pro DMG

You can now upload the Acrobat 9 Pro DMG to the JSS using the Casper Admin application.

1. Open Casper Admin.
2. Drag the Acrobat 9 Pro DMG from the Finder into Casper Admin.
It may take a few minutes to upload depending on the size of the file.
3. Select the Acrobat 9 Pro DMG in the list of packages and click the **Info** button in the toolbar.
The DMG name is displayed in blue because does not yet belong to a category.
4. Click the **Info** tab and assign a category.
5. Click the **Options** tab and assign a priority.
The recommended priority for Acrobat DMGs is "9". This ensures that Acrobat 9 Pro is deployed before other Adobe packages. For more information on choosing priorities, see the "Changing Package Attributes" section in the *Casper Suite Administrator's Guide*.
6. Configure additional settings as needed and click the **OK** button.
7. Type **Command + S** to save your changes, and then quit the application.

Deploying the Acrobat 9 Pro DMG

There are several deployment scenarios that you can choose from:

- Remote deployment, using a policy or Casper Remote
- Deployment at imaging time
- Client-side installation via the Self Service application (This allows end users to install the software using an iTunes-like interface.)

Deploying Acrobat 9 Pro remotely or at imaging time automatically updates client inventory reports in the JSS to reflect the new software.

To deploy the Acrobat 9 Pro DMG using a policy:

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

To deploy the Acrobat 9 Pro DMG using Casper Remote:

1. Open Casper Remote.
2. In the **Computers** list, select the checkbox next to the clients you want to receive the deployment.
3. Click the **Packages** tab and select the checkbox next to the Acrobat 9 Pro DMG.
4. Click **Go**.

To deploy the Acrobat 9 Pro DMG at imaging time:

1. Open Casper Admin.

2. Drag the Acrobat 9 Pro DMG from the package repository to the imaging configuration in the sidebar.
3. Type **Command + S** to save your changes, and then quit the application.

To deploy the Acrobat 9 Pro DMG using Self Service:

See the “Making Policies Available Through Self Service” section in the *Casper Suite Administrator’s Guide*.

Reporting on Acrobat 9 Pro

After deploying Acrobat 9 Pro, you can track licensing and version information by generating two kinds of reports: Licensed Software reports and Application reports. Viewing these reports can help you better comply with Adobe licensing policies and determine which clients need to receive updates.

Generating accurate reports involves a few simple steps:

1. Create a licensed software record to store licensing information in the JSS.
2. Update client inventory records to ensure that accurate information is reflected in the reports.
3. Generate the reports to view licensing, version, and deployment information across your environment.

Creating a Licensed Software Record

Create a licensed software record using the Acrobat 9 Pro template in the JSS.

1. Log in to the JSS.
2. Click the **Settings** tab.
3. Click the **Licensed Software Management** link.
4. Click the **Licensed Software from Template** button in the toolbar.
5. Click the **Create** link across from the “Adobe Acrobat 9.0 Professional” template.
6. Click the **Licenses** tab.
7. Click the **Add License** link.

8. Enter the serial number for the product and specify the number of licenses owned by your organization.

The screenshot shows the 'Edit Licensed Software: Adobe Acrobat 9.0 Professional' dialog box with the 'Licenses' tab selected. The 'License Info' section contains the following fields and options:

- Serial Number 1:
- Serial Number 2:
- Organization Name:
- Registered To:
- License For: 0 Licenses, Concurrent Licenses, Site License
- Notes:

Buttons at the bottom: Cancel, Store License

9. Click the **Store License** button.
10. Click the **Software Definitions** tab and verify that "Acrobat 9 Pro.app" is in the list of applications.
11. Click **Save**.

The screenshot shows the 'Edit Licensed Software: Adobe Acrobat 9.0 Professional' dialog box with the 'Software Definitions' tab selected. The 'Applications' table is populated with one entry:

Application Name	Version		
Adobe Acrobat Pro.app	like	9.	Edit... Remove...

Below the table are sections for 'Fonts' and 'Plugins', both currently empty:

- Font Name | Version: There are no Fonts entered. Add Font...
- Plugin Name | Version: There are no Plugins entered. Add Plugin...

Buttons at the bottom: Cancel, Save

Updating Inventory

The quickest way to update client inventory in the JSS is to use the Casper Remote application. This allows you to update inventory on the fly.

1. Open Casper Remote.
2. In the **Computers** list, select the checkbox next the clients that have Acrobat 9 Pro installed.
3. Click the **Advanced** tab and select the **Update Inventory** checkbox.
4. Click the **Go** button.

Generating a Licensed Software Report

Licensed Software reports let you track the license usage for a piece of software across your environment. You can view the following information in these reports:

- Number of licenses owned by your organization
- Number of licenses in use
- Clients to which the licenses are deployed

1. Click the **Inventory** tab in the JSS.
2. Click the **Licensing** link above the search field.
3. Leave the search field blank and click the **Search Licensing** button, or type the **Enter** key.

Generating an Application Report

Application reports display the following information about Acrobat 9 Pro as deployed in your environment:

- Version number
- Number of copies deployed

1. Click the **Applications** link above the search field.
2. Type the name of the application you want to view information for.
3. Click the **Search Applications** button, or type the **Enter** key.

Updating Acrobat 9 Pro

As with initial deployments of Acrobat 9 Pro, updates require special consideration.

There are two ways to update Acrobat 9 Pro:

- ***Deploy a fully-updated package of the latest Acrobat 9 Pro installer as described in the “Deploying Acrobat 9 Pro” section of this document.*** Use this method if:
 - Acrobat 9 Pro is not yet installed in your environment.
 - There are different versions of Acrobat 9 Pro installed in your environment.

- ***Deploy an un-serialized package of an Adobe 9 Pro update as described in this section.*** Use this method if multiple copies of the same version of Acrobat 9 Pro are installed in your environment.

Acrobat 9 Pro updates can be downloaded from Adobe’s website at <http://www.adobe.com/downloads/updates/> or accessed by launching an installer and navigating to Help > Check for Updates.

Packaging an Acrobat 9 Pro Update

The following example explains how to package an un-serialized Acrobat 9.3.4 Pro update for deployment.

1. Start by installing Acrobat 9 Pro on a computer that has no other Adobe products installed.
2. When the Adobe Acrobat 9 Pro Setup Assistant appears, select **I’d like to use this product on a trial-basis**, and then click **Next** to complete rest of the Setup Assistant.

Important: Do not apply available updates at this point. This will be done in step 8.

3. After completing the Setup Assistant, open Composer.

4. Click the **New Package** button in the toolbar.
5. Select **New and Modified Snapshot** in the **New Package** pane and click **Choose**.
6. Specify a name for the package (for example, "Acrobat 9.3.4 Pro Full Update") and click **Begin** to initiate the initial snapshot.
7. When the snapshot is complete, open the copy of Acrobat 9 Pro you installed in step 1.
8. Choose **Help > Check for Updates** and click **Yes**. This applies all available updates to the software.
9. When the update is complete, click the **Build Package** button in Composer.
10. When the package source appears in the sidebar, use the **Library** folder in Composer to navigate to /Library/Application Support/Adobe/AdobePCD and delete the AdobePCD file.
If this file does not exist, move on to the next step.
11. Click the **Build as DMG** button in Composer to build the Acrobat Update DMG.

Uploading the Acrobat Update DMG

You can now upload the Acrobat Update DMG to the JSS using the Casper Admin application.

1. Open Casper Admin.
2. Drag the Acrobat Update DMG from the Finder into Casper Admin.
It may take a few minutes to upload depending on the size of the file.
3. Select the Acrobat Update DMG in the list of packages and click the **Info** button in the toolbar.
The DMG name is displayed in blue because does not yet belong to a category.
4. Click the **Info** tab and assign a category.

Click the **Options** tab and assign a priority.

The recommended priority for updates is “11”. This ensures that updates are deployed after installers. For more information on choosing priorities, see the “Changing Package Attributes” section in the *Casper Suite Administrator’s Guide*.

5. Configure additional settings as needed and click the **OK** button.
6. Type **Command + S** to save your changes, and then quit the application.

Creating a Smart Computer Group

Next, create a smart computer group based on clients that are not running Acrobat 9.3.4 Pro. This group will be used to scope the update deployment in the “Deploying the Acrobat Update DMG” section of this document.

1. Log in to the JSS.
2. Click the **Management** tab.
3. Click the **Smart Computer Groups** link.
4. Click the **Create Smart Group** button in the toolbar.
5. Specify a name for the group. For example, “Acrobat Pro Needs Updates”.
6. Locate **Software Information** in the list of categories and click the **Add (+)** button next to it.

ComputerGroup Name: Acrobat Pro Needs Up

Send Email Notification on Change:

Field	Search Type	Criteria	-	+
Computer Information				+
Location Information				+
Hardware Information				+
Storage Information				+
OS Configuration Information				+
Software Information				+
Purchasing Information				+
Receipts Information				+
Extension Attributes Information				+

Cancel Save

7. Click **Application Title** in the list of items.
8. Type "Adobe Acrobat Pro.app" in the **Criteria** field.
9. Click the **Add (+)** button next to **Software Information** again and click **Application Version** in the list of items.
10. Select "Like" from the **Search Type** pop-up menu.
11. Type "9.3" in the **Criteria** field.

ComputerGroup Name:

Send Email Notification on Change:

	Field	Search Type	Criteria	-	+	
	Computer Information					+
	Location Information					+
	Hardware Information					+
	Storage Information					+
	OS Configuration Information					+
	Software Information					
	Application Title	has	Adobe Acrobat Pro.ap	-	+	
and	Application Version	like		-	+	
	Purchasing Information					+
	Receipts Information					+
	Extension Attributes Information					+

Cancel Save

12. Click the **Add (+)** button next to **Software Information** again and click **Application Version** in the list of items.
13. Select "Is Not" from the **Search Type** pop-up menu.
14. Type "9.3.4" in the **Criteria** field.
15. Click **Save**.

Deploying the Acrobat Update DMG

Acrobat 9 Pro updates can be deployed in several ways:

- Remotely using a policy
- At imaging time
- Using the Self Service application

If you are using a policy to deploy the update, scope it to the smart computer group that you created in the previous section. This ensures that all clients with Acrobat 9.3 installed receive the update.

To deploy the Acrobat Update DMG using a policy:

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

To deploy the Acrobat Update DMG at imaging time:

1. Open Casper Admin.
2. Drag the Acrobat Update DMG from the package repository to the imaging configuration in the sidebar.
3. Type **Command + S** to save your changes, and then quit the application.

To deploy the Acrobat Update DMG using Self Service:

See the “Making Policies Available Through Self Service” section in the *Casper Suite Administrator’s Guide*.

Useful Links on Related Topics

JAMF Software Links

For more information on JAMF Software and the Casper Suite, visit the JAMF Software website at <http://www.jamfsoftware.com>.

For information on administering Adobe CS5 with the Casper Suite, see the *Simplifying Adobe Creative Suite 5 Administration with the Casper Suite* technical paper at http://jamfsoftware.com/libraries/pdf/white_papers/Simplifying-Adobe-CS5-Administration-with-the-Casper-Suite.pdf.

Adobe Links

For more information on Acrobat 9 Pro, visit Adobe's website at <http://www.adobe.com/products/acrobatpro/>.