

ADOBE® APPLICATION MANAGER ENTERPRISE EDITION

ENTERPRISE DEPLOYMENT GUIDE

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Adobe® Application Manager Enterprise Edition Enterprise Deployment Guide

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About Adobe Application Manager Enterprise Edition 3.1

You can use Adobe Application Manager Enterprise Edition (AAMEE) 3.1 to create installation packages as well as update packages for Adobe® Creative Suite® 6, Adobe® Technical communication Suite 4.0 and Adobe® eLearning Suite 6.0

The following table illustrates the support included in the different AAMEE releases:

Suites supported by AAMEE Versions

Release	Supports CS 6?	Supports CS5.5, CS5, and other packages?	Supports updates?
AAMEE 2.1	No	Yes. See “Supported Suites”	Yes
AAMEE 3.0	Yes	No	No
AAMEE 3.1	Yes	Supports TCS 4.0 and ELS 3.0. Does not support CS5.5 or CS5	Yes (CS6, TCS 4.0, and ELS 3.0 updates only)

Using this Guide with Different AAMEE Versions

- ◆ [Chapter 1, “Using Adobe Application Manager 3.1 for Enterprise Deployment of Creative Suite 6”](#) explains how to create deployment packages for Creative Suite 6 using AAMEE 3.1.
- ◆ [Chapter 2, “Using the Adobe Application Manager 2.1 for Enterprise Deployment”](#) explains how to create deployment packages for the supported suites using AAMEE 2.1.

Refer to [Chapter 1](#) or [Chapter 2](#) depending on which version of AAMEE you are using. The rest of the chapters are common to both the versions, except that the sections on updates of components will not be applicable to AAMEE 3.0.

About Enterprise Deployment

How are products deployed in an enterprise?

You can use Adobe Application Manager Enterprise Edition to create packages for the supported suites.

For information on suites supported by various AAMEE versions, see [“Suites supported by AAMEE Versions”](#).

The deployment packages and their related product install folders can be copied to multiple computers in a single operation using compatible tools such as Apple Remote Desktop (ARD), Microsoft System Center Configuration Manager (SCCM), third-party deployment vendors or open source projects.

While enterprise situations vary widely in the number of machines involved, how those machines are connected and configured, how they are managed and accessed, and what their deployment framework is, there are some fundamental characteristics they have in common. The information in this document set assumes the following common characteristics:

1. *User Groups* — A given customer has more than one group of users. Each group uses a different set of software applications to accomplish their jobs. Someone in the company determines which users belong to which groups, and what applications each group needs.
2. *Software Purchases* — Someone in the company decides which products to buy to optimize product coverage across all groups and minimize cost to the company. Adobe Creative Suite products come in two forms: point products and suite products. This person decides which type of product to buy and how many seats of each are needed. All products are purchased with a volume license. Volume licenses for Adobe products are available directly from Adobe or from a reseller; serial numbers are downloaded from the Adobe licensing web site.
3. *Communication* — The people who identify the user groups and make the software purchasing decisions convey this information to the system administrators who install the software.
4. *System Administrator Responsibilities* — An administrator's job is to take the install media for software purchased by the company and put the correct set of applications on each user's machine. In order to do this, he must have the serial number for each product.

In order for the administrator to do his job, he must know what user groups have been identified, which computers belong to each group, who is in each group, which set of applications each user group needs, and how many copies of which products the company has purchased. Based on this, he decides which serial number to use when installing an application for a user group.

5. *Media Type*— Products in the supported suites come in two forms: product media (DVDs) and product ESDs (electronic software distribution).
6. *Configuration* — In almost all cases, a network is needed to perform part or all of the deployment.

Advantages of Adobe deployment packages

Using deployment packages created with the Adobe Application Manager Enterprise Edition to install products gives you a number of advantages:

1. *Deployment packages enable silent installs* — An enterprise install is a silent, customized install.

A silent install requires no input from end users on the systems on which it is executed. This means that all choices affecting what is installed and how it is installed are made before the install is performed. These choices are stored in the package.

When creating a deployment package, you choose the applications and components you wish to install from the product you are packaging. When packaging products for delivery in Windows, you can choose 32-bit or 64-bit versions of the applications. You can also easily choose install options that may not be available when users install applications directly. For example, you can direct the install program to ignore conflicting processes during installation. You can choose options that affect the behavior of the installed applications, such as suppressing the display of the EULA upon launch of the installed programs on end-user systems, and suppressing registration prompts, automatic updating activity and the Adobe Product Improvement program for the installed products.

2. *Package creation is easy with the Adobe Application Manager Enterprise Edition* — The Application Manager has an easy-to-use GUI that makes it simple to create a deployment package that can both install and uninstall the applications you specify. The packages created by the Application Manager are in industry-standard formats (MSI in Windows, PKG in Mac OS) that are compatible with SCCM and ARD. You can also package multiple updates in the same formats.
3. *Your product serial number is verified before installation* — The Application Manager prompts you for the serial number of your product, and verifies that the number you enter is a valid volume licensing serial number. If a serial number is not valid, the Application Manager indicates that there is a problem and allows you to enter a different number. You cannot proceed with package creation until you either provide a valid serial number, or choose to install in trial mode. You are assured that the install that takes place when this package is executed will not fail because of serial number problems, and that the install program will never prompt the end user on a target system to supply a serial number during the install. If the product is in trial mode, the user is prompted for a serial number on launch.
4. *The system requirements for the Application Manager are modest* — The Application Manager can be run on systems with modest capacities. The *Application Manager Guide, Enterprise Edition* lists the system requirements necessary to run the Application Manager.

NOTE: Adobe Application Manager Enterprise Edition does not perform an install; it just creates a deployment package that records the install decisions you make ahead of time. The actual install is performed by the Adobe install program (`set-up.exe` in Windows, `Install.app` in Mac OS) located in the product install folder associated with the package. Set-up is invoked by an MSI/PKG in the package, that invokes a provisioning tool and configuration utility. These use the configuration information in the package to create necessary configuration files for set-up and invoke the executable with appropriate command line arguments to ensure a silent install.

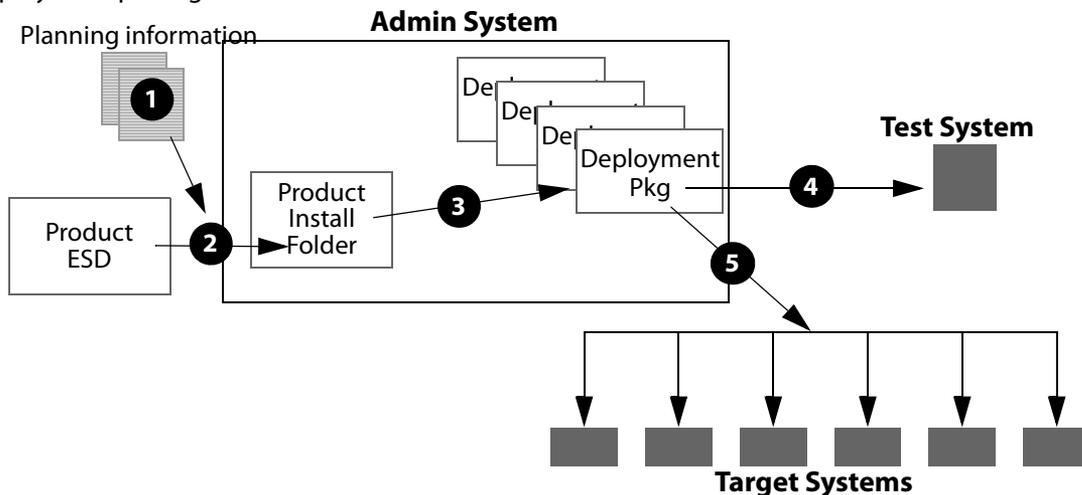
Adobe package limitations

- ◆ Adobe deployment packages do not support snapshot installations.
- ◆ Adobe deployment packages cannot be used to deploy system or application configuration information other than what is explicitly described in this document. In particular, you cannot use one to deploy application-specific preference settings. The applications in the supported suites do not implement application preferences in a consistent manner across applications, nor do the implementations conform to existing platform standards.
- ◆ In general, you should not edit the package file (MSI or PKG) created by the Application Manager. The only exception is when you want the user to specify the installation location in Mac OS. In this case, you must modify the `Info.plist` file in the generated PKG as described in [“Allowing user to specify installation location” on page 115](#).

- ◆ You can deploy packages in any of the following ways:
 - Use a third-party tool such as ARD or SCCM to deploy them. See [Chapter 7, “Deploying Adobe Packages with ARD”](#), and [Chapter 8, “Deploying Adobe Packages with SCCM”](#).
 - On Windows, right-click the the MSI file and select “Run as Administrator”. On Mac OS, double-click the PKG file. This launches the installer UI.
 - Copy the install image from one client machine to another (ensure that the package in the install image uses a valid volume license).
- ◆ You cannot use this tool to package Creative Suite 4 applications, Adobe AIR® applications, or Adobe Acrobat®.
- ◆ In Windows, if you wish to install on both 32-bit and 64-bit systems, you must create both a 32-bit package and a 64-bit package.
- ◆ The Application Manager does not support the Administrative install point.
- ◆ The Application Manager does not support NFS or SMB.
- ◆ You should not attempt to use a PKG package to install on a Windows system.

The enterprise deployment process

This figure shows a schematic view of the steps for deploying Adobe Creative Suite 5.5 software using deployment packages:



1. *Planning* — There are decisions to make before you create deployment packages and distribute them. The planning step affects all the other steps.
 - [“About Adobe Application Manager Enterprise Edition 3.1”](#) explains the differences between AAMEE versions and which version to use when.
 - [Chapter 1, “Using Adobe Application Manager 3.1 for Enterprise Deployment of Creative Suite 6”](#) provides step-by-step instructions for using AAMEE 3.1 for creating packages.
 - [Chapter 2, “Using the Adobe Application Manager 2.1 for Enterprise Deployment”](#) provides step-by-step instructions for using AAMEE 2.1 for creating packages.
 - [Chapter 6, “Planning for Deployment”](#) will help you with the planning process.

2. *Downloading the product install media* — The platform-specific download process results in a product install folder on your admin system or staging area that contains the product install program and everything it needs to install the product. See [“Preparing the input media” on page 100](#). You decide where to put this folder during the planning process.
3. *Creating deployment packages* — Once the product install folder is on or available from your admin system, you can create the Adobe deployment package or packages necessary to install that product.

When you have completed planning and created the product install folder, return to [Chapter 2](#) to walk through the actual package creation.

4. *Testing the packages* — Once the packages are created, you should test them on a test system to make sure everything executes without error. This test setup should mirror the one you use to deploy the packages to your target systems.

For details see [“Testing packages” on page 102](#).

5. *Deploying the packages* — You can use a third party tool such as ARD or SCCM to deploy your packages if you so choose; Adobe has tested these tools with Adobe deployment packages. Other such tools may also be reasonably expected to work, although Adobe has not tested them.

For details, see:

- [Chapter 5, “Preparing for Deployment”](#)
 - [Chapter 7, “Deploying Adobe Packages with ARD”](#)
 - [Chapter 8, “Deploying Adobe Packages with SCCM”](#)
6. *Creating and deploying install-and-update or update-only packages* — You use a similar workflow to create and deploy packages that include updates for previously deployed Adobe products. You can download the updates directly from the Adobe website. For details, see [“Creating an update-only package” on page 73](#).

1 Using Adobe Application Manager 3.1 for Enterprise Deployment of Creative Suite 6

This chapter describes how to create deployment packages for Adobe Creative Suite 6 (abbreviated to CS6), Adobe Technical communication Suite 4.0 and Adobe eLearning Suite 6.0 with the Adobe Application Manager Enterprise Edition (abbreviated to AAMEE) version 3.1

NOTE: To deploy other [Supported Suites](#) using AAMEE 2.1, see [Chapter 2, “Using the Adobe Application Manager 2.1 for Enterprise Deployment”](#).

NOTE: Once a CS6-based AAMEE 3.1 produced package is deployed/installed, the installation will not require online activation. If the CS6 installation is done manually (that is, traditional click-through installation from a disk) activation is required even if a volume serial number and institutional/admin Adobe ID is entered. Therefore, creating CS6 install packages with AAMEE 3.1 is preferable in any situation where the users are behind a secure firewall, in offline environments, lack reliable internet access, or will be doing extensive traveling.

This chapter walks you through the task of creating the necessary deployment packages for an enterprise. It introduces you to the deployment process; before actually using the tool to create packages, you will need to plan exactly what you want to deploy and how you want to deliver it in your organization. The rest of this document describes the preparation and planning process in more detail.

When you have finished the planning process, you will want to come back to this chapter to begin the actual creation of your first package for CS6.

Deployment tools

AAMEE is an efficient, easy-to-use, and reliable application that packages an Adobe Creative Suite 6 product install folder as an MSI or PKG for deployment on multiple computers. It is available on both Windows and Mac OS platforms. Packages created by the Windows version can be deployed only in Windows; packages created by the Mac-OS version can be deployed only in Mac OS. If you plan to install software on both platforms, you need both versions of the Application Manager.

Download AAMEE from <http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html>.

AAMEE has been tested on Windows server 2003 and 2008 as well as Apple Mac OS X server.

NOTE: It is recommended that AAMEE should not be installed on a system where a Creative Suite product has been installed.

System requirements

The system on which you run the AAMEE must meet the following requirements.

	Windows	Mac OS
Processor Speed	1 GHz or faster	Multicore Intel processor

	Windows	Mac OS
Operating System	Microsoft Windows XP with Service Pack 3 (32-bit) or Windows Vista Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 (Service Pack 2 recommended) 32-bit or 64-bit or Windows 7 (32-bit and 64-bit)	Mac OS X v10.6.8 to 10.8.x
Hard Disk Space	175 MB space available for installation	135 MB available for installation
RAM	512 MB	512 MB
Display	1,024 x 768 (minimum) or 1,280 x 800 (recommended) with 16-bit video card.	
Peripherals	DVD-ROM drive if you use product media to install products	

Preparing for package creation

The instructions in this document assume:

- ◆ You have completed the planning described in [Chapter 6, “Planning for Deployment”](#).
- ◆ AAMEE is installed on your administrative system. The default installation location for AAMEE is:

In Windows 32-bit: `<system drive>:\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise`

In Windows 64-bit: `<system drive>:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise`

In Mac OS: `/Applications/Utilities/Adobe Application Manager/Enterprise`

A symbolic link is created on the location used in version 3.1 and earlier:
`/Library/Application Support/Adobe/OOBE/PDApp /Enterprise`

- ◆ The *product-install folder* for the products you are going to package has been created, and is accessible from your administrative system, either copied to a local disk or mounted from another system, and you know the path to it.

This folder must contain all of the files downloaded from the product install media (ESD or DVD), and must contain exactly one set of media files. If you are creating deployment packages for more than one purchased suite product or point product, you must create a separate product-install folder for each one. See [“Preparing the input media” on page 100](#).

Additional components available with AAMEE

When you install AAMEE, the following components are also made available:

- ◆ Adobe Provisioning Toolkit Enterprise Edition, a command-line tool that helps you track and manage serialization of Adobe® Creative Suite® products that you have deployed in your enterprise
For more information on using this tool, see [Chapter 9, “Adobe Provisioning Toolkit Enterprise Edition”](#).
- ◆ Adobe Update Server Setup Tool, a platform-specific command-line tool that helps you configure your own update server for automatic update of Adobe® Creative Suite® products.

For more information on using this tool, see [Chapter 10, “Adobe Update Server Setup Tool”](#).

These components are available in the following directories:

Adobe Update Server Setup Tool

In Windows 32-bit: `<system drive>:\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\AUSST`

In Windows 64-bit: `<system drive>:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\AUSST`

In Mac OS: `/Library/Application Support/Adobe/OOBE/PDApp /Enterprise/utilities/AUSST`

Adobe Provisioning Toolkit Enterprise Edition

In Windows 32-bit: `<system drive>:\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\CS6\APTEE`

In Windows 64-bit: `<system drive>:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\CS6\APTEE`

In Mac OS: `/Library/Application Support/Adobe/OOBE/PDApp /Enterprise/utilities/CS6/APTEE`

Adobe eXceptions Deployer Application

Adobe Exceptions Deployer provides an automated way to deploy the packages in the Exceptions folder, that is, the packages that you would otherwise deploy separately before and/or after deploying the main MSI or PKG file.

For more information, see [Appendix A, “Using Adobe Exceptions Deployer”](#).

Adobe Remote Update Manager

Adobe Remote Update Manager provides a command-line interface that facilitates the remote deployment of the majority of Adobe desktop suite updates on client machines that are specific to the applications installed on that system. Therefore, the administrator need not log into each client machine and run the updates.

For more information, see [Appendix B, “Using Adobe Remote Update Manager”](#).

Deployment packages

A deployment package provides an automated way of invoking an install program to perform an enterprise install – a silent, customized install. Each installation package can install a set of applications belonging to a single suite product. Deployment packages are always executed on the target systems.

You create packages with AAMEE. You can create *installation packages*, for the initial deployment of Creative Suite products.

When creating a product installation folder, one of the first things you do is point AAMEE at the product install folder for the purchased suite product or point product you are packaging. The Application Manager scans this folder and presents you with a list of applications and components that can be installed, from which you make your choices. You can also set a number of options that affect the behavior of the install program, and of the installed applications when launched on an end-user system. All of these choices are recorded in the package.

When you save a newly created package, these files are written:

- ◆ A `Build` folder.
 - In Windows, this contains the MSI file used for installation on the client machine, a `Setup` folder containing complete deployment packages, and a `ProvisioningTool` folder with binaries for required tools.
 - In Mac OS, this contains Install and Uninstall PKG files used for installation on the client machine.
- ◆ An `Exceptions` folder. In Windows, this contains all the exception payloads; in Mac OS, it is empty except when you perform an ssh-based installation. Exception payloads are those that must be installed separately.

NOTE: You can use the Adobe Exceptions Deployer tool to deploy the packages in the `Exceptions` folder. For more information, see [Appendix A, "Using Adobe Exceptions Deployer"](#).

The exception payloads that will be present in the `Exceptions` folder depend on the platform and on the media chosen. Here is the combined list for all the supported suites:

- AdobeHelp
- PDF Settings CS6
- Adobe Story
- Adobe Dreamweaver Widget Browser
- Acrobat X Pro
- Adobe Captivate
- Adobe PDF Creation Add On

For instructions on creating separate installers for these components, see ["Create install and uninstall programs for the SCCM package" on page 121](#).

Workflow options for package creation

The following table lists the workflows that you can use with AAMEE 3.1 and the options within each workflow.

Workflow	Workflow options
Create: Create a new package from existing media or create a serialization file to serialize a Trial package.	Installation Package: Create a package with a valid serial number. Use this workflow to deploy a supported suite or one or more of its products or updates on client machines in a serialized mode. NOTE: Only valid volume serial numbers will be accepted. Serial number should be of media that is selected.
	Trial Package: Create a package without a serial number that the users can run on a trial basis for a limited time. Use this workflow to try out a supported suite or one or more of its products. You can also include updates in the packages created using this workflow. You will need to serialize the package or components once the trial period is over.
	Serialization File: Create a serialization file that you can use to serialize Trial packages on client machines.
Update: Create a new update-only package or modify an existing package to include the latest updates.	New Update Package: Create a new package that consists of only updates. Use this workflow when you want to include only product updates for one or more products in the package. Typically, you would choose this option when the products have already been deployed on client machines, and you want to package and deploy only the latest updates.
	Modify Existing Package: Modify an existing package to include the latest product updates. Use this workflow to enhance an existing package with the latest updates, without having to build a complete package again. Latest updates are added for all the existing products in the package; you can also optionally choose to include updates for other products.

All these workflows are explained in the section, [“Creating Deployment packages”](#). These options are available through the AAMEE 3.1 Welcome screen, shown here:

Package Configuration File

When you create a package, AAMEE creates a configuration file for the package, with the name <package_name>.aamee. This file is located in the folder that you specify for the package.

Creating Deployment packages

As explained in the previous section, you can:

- Create an Installation package
- Create a Trial package
- Create a Serialization File
- Create a new update package
- Modify an existing package to include new updates

To get started with any of these steps, perform the following steps:

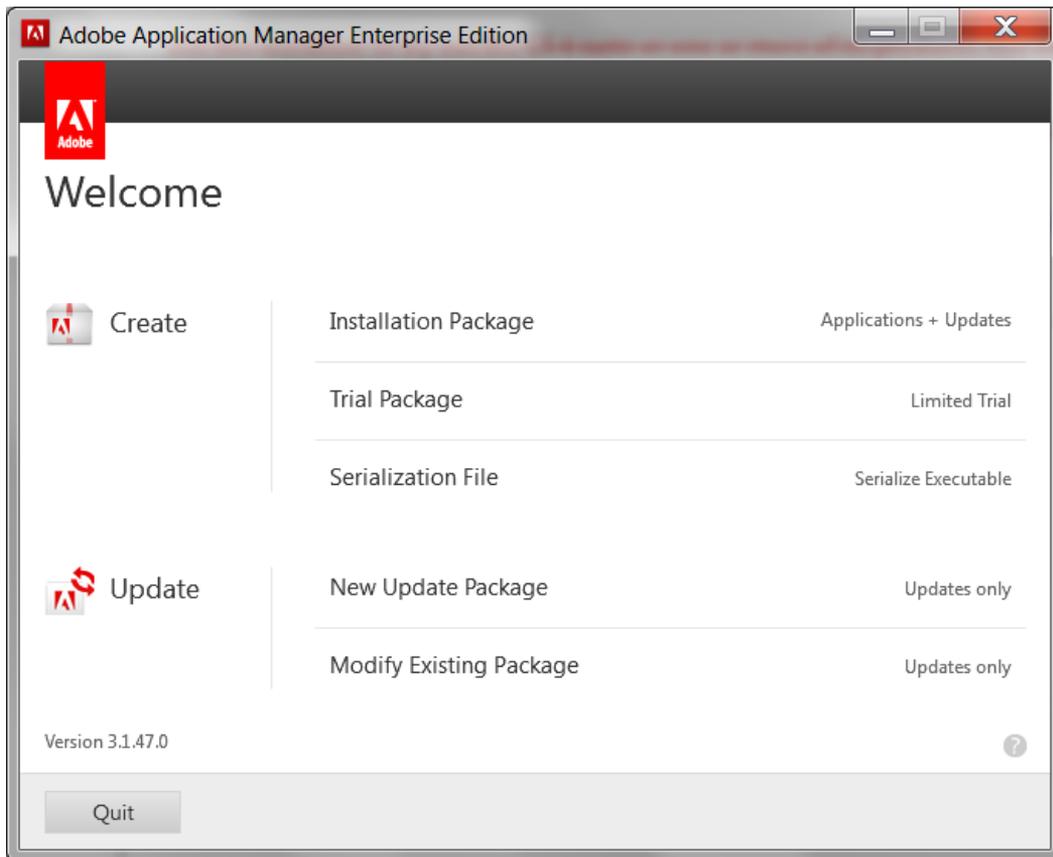
1. *Invoke AAMEE.*

Start the Application Manager on your system.

- In Windows, click the shortcut for the application in the Start menu, under Programs > Adobe > Adobe Application Manager Enterprise Edition.
- In Mac OS, use the alias at /Applications/Adobe Application Manager Enterprise Edition.

This brings up a the EULA; you must accept the license agreement to continue.

2. After you accept the license agreement, the first screen you see is the Welcome page.



- Notice the question icon near the bottom left; this appears on most pages. As you use the tool, you can click this icon at any time to access online documentation.



- You will also see smaller information icons next to certain fields; click these to see additional information about those fields.
- When you select the package type, the page updates to allow you to enter the basic information for that type of package.

If a version of AAMEE that is more current than the one you are using is available, you are prompted to download the latest available AAMEE version.

NOTE: The message is displayed only after you launch AAMEE for the second time.

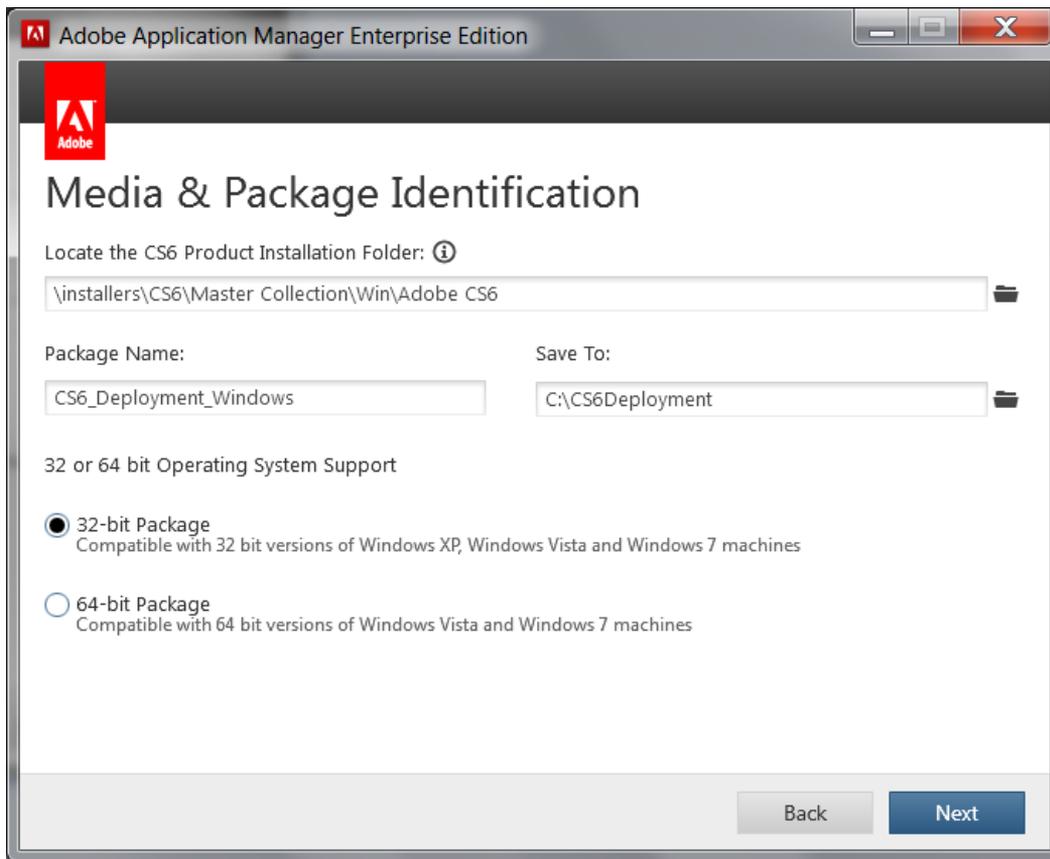
If you select Yes, you are taken to the product download page, from where you can download the new version. If you select No, the current version on your machine continues to run.

Creating a CS6 Installation Package

Use this workflow to deploy a CS 6 suite or one or more of its products on client machines in a serialized mode.

Perform the following steps to create a CS6 Installation package:

1. In the Welcome screen, select Installation Package. The Media and Package Identification page appears.



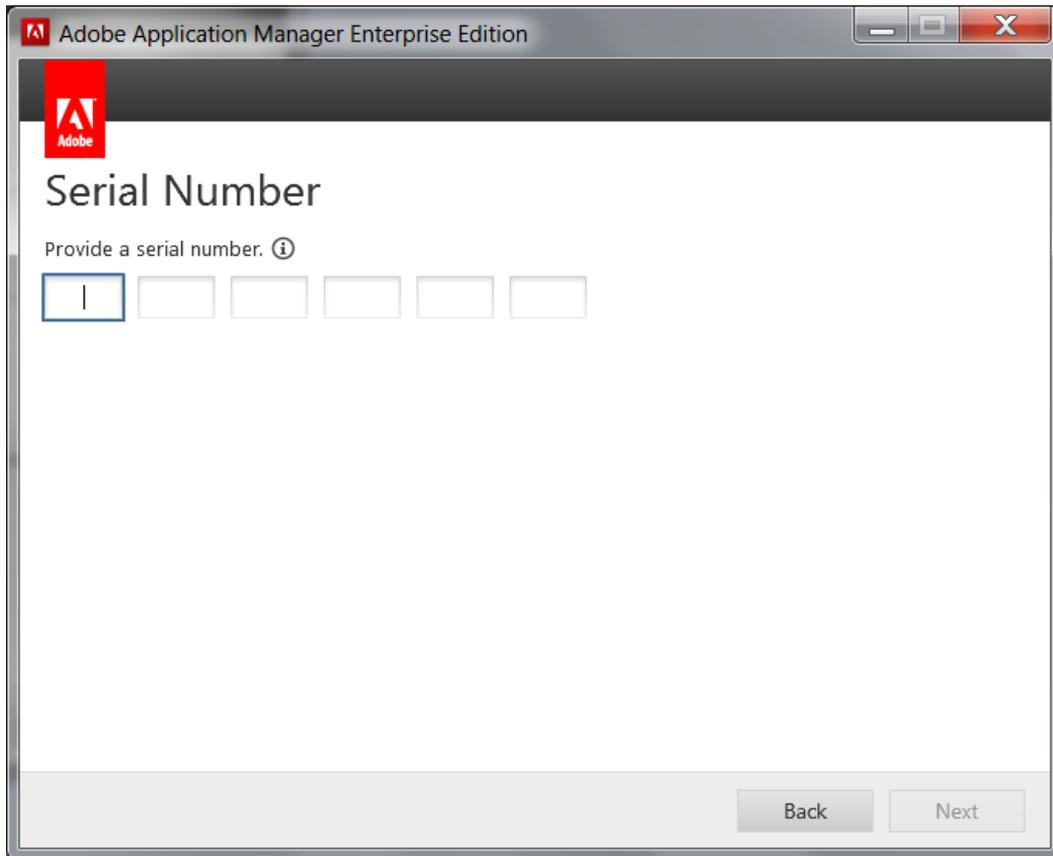
2. Enter package information:

- Enter the name and location to which you want to save the package you create. You can click the Browse icon to locate the destination folder, or enter the absolute path.
- Enter the location of the product-installation folder. This is the location to which you copied the installer files (see [“Preparing the input media” on page 100](#)). You can click the Browse icon to locate the product install folder for the product you are packaging, or enter the absolute path.
- In Windows, choose 32-bit or 64-bit processor support. You must make separate packages for 32-bit and 64-bit installations. A 32-bit package will not run on a 64-bit machine.

NOTE: Windows versions of Adobe Premiere Pro® CS6 and Adobe After Effects® CS6 require a 64-bit edition of Microsoft Windows® Vista or Windows 7. This requirement applies to both the standalone versions of the applications as well as the components of Adobe Creative Suite 6 Production Premium and Adobe Creative Suite 6 Master Collection.

NOTE: The options that you specify in the Media and Package Identification screen and the Configure Package screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine for the same workflow, the options you selected while creating the previous package are pre-populated in the corresponding fields. For more information on this file, see [“AAMEEPreferences.xml file”](#).

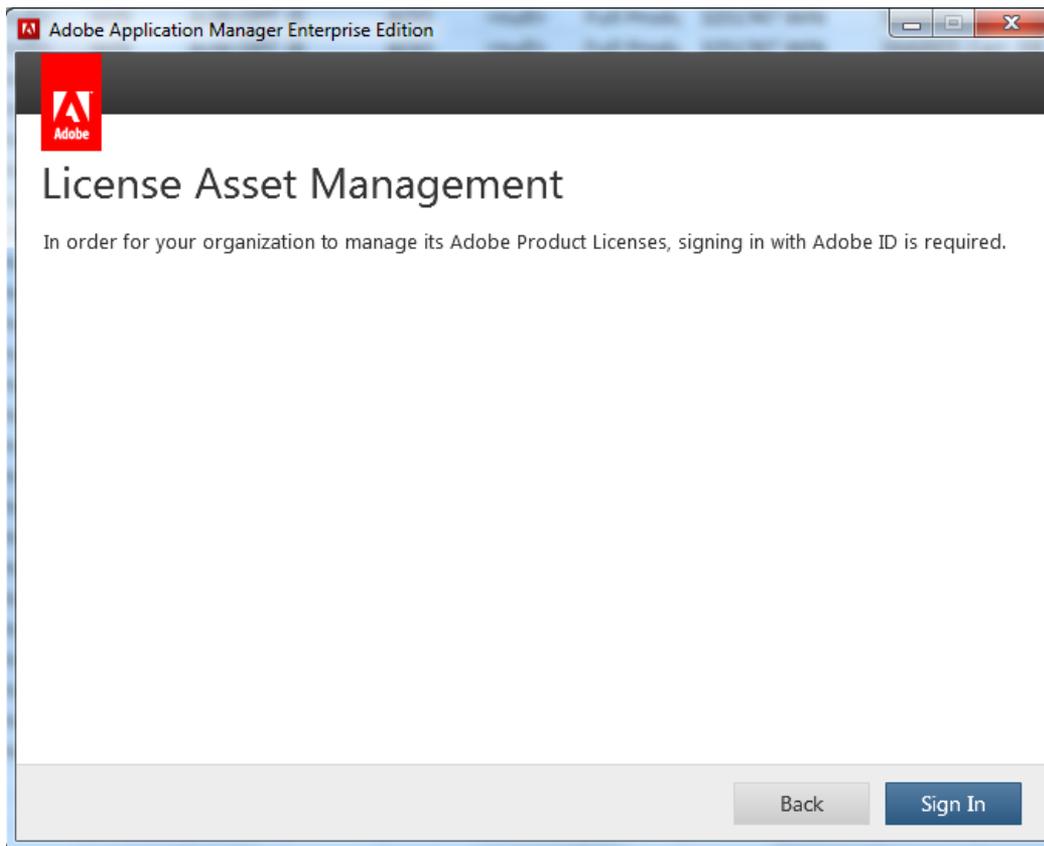
3. Click Next. The tool retrieves information from the installer, which takes some time. When it is finished, the Serial Number page appears:



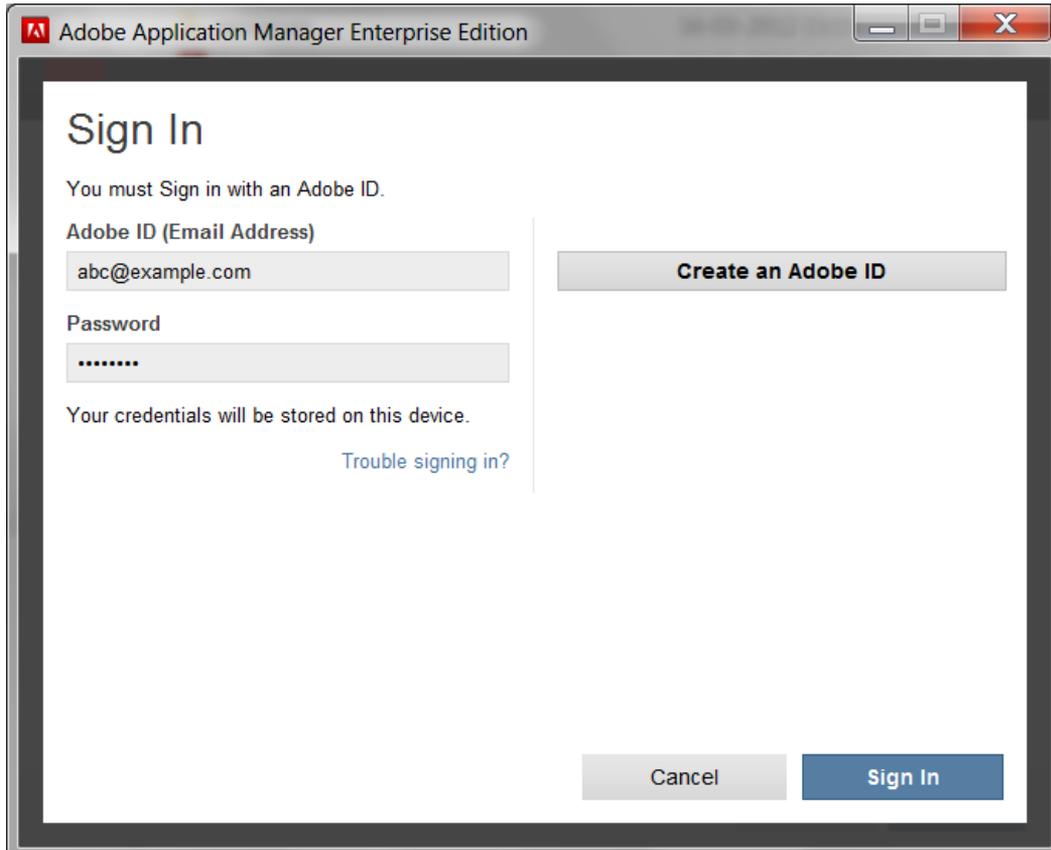
The screenshot shows a window titled "Adobe Application Manager Enterprise Edition". Inside the window, there is a red Adobe logo in the top left corner. Below the logo, the text "Serial Number" is displayed in a large font. Underneath, it says "Provide a serial number. ⓘ". There are six input boxes for the serial number, with the first box containing a vertical cursor. At the bottom right of the window, there are two buttons: "Back" and "Next".

4. Enter a valid volume serial number for the media that you are installing from.
5. Click Next. The Serial Number is validated online. You must be connected to the Internet for the serial number to be validated.

6. Once the serial number is successfully validated, the License Asset Management screen appears, prompting you to sign in with your Adobe ID.



7. Click Sign In. The Sign In screen appears.

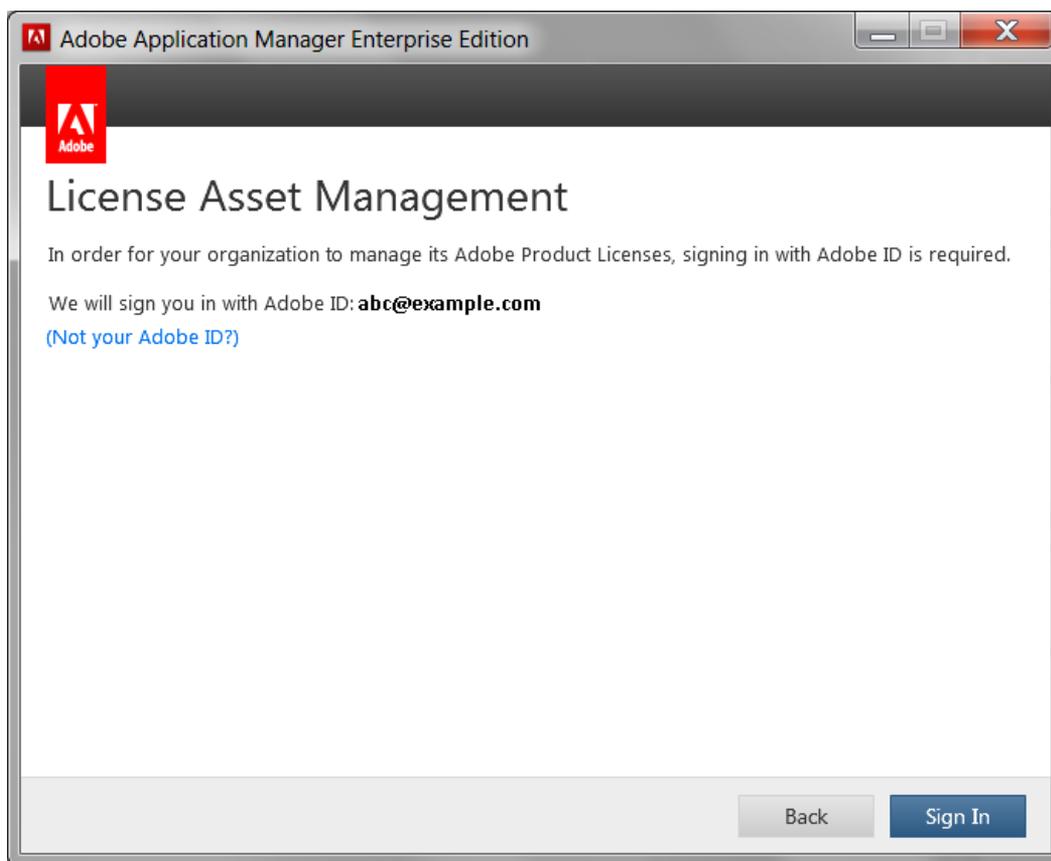


8. Sign in using your organizational Adobe ID. If you do not have an organizational Adobe ID, create a new one by clicking the "Create an Adobe ID" button and following the instructions.

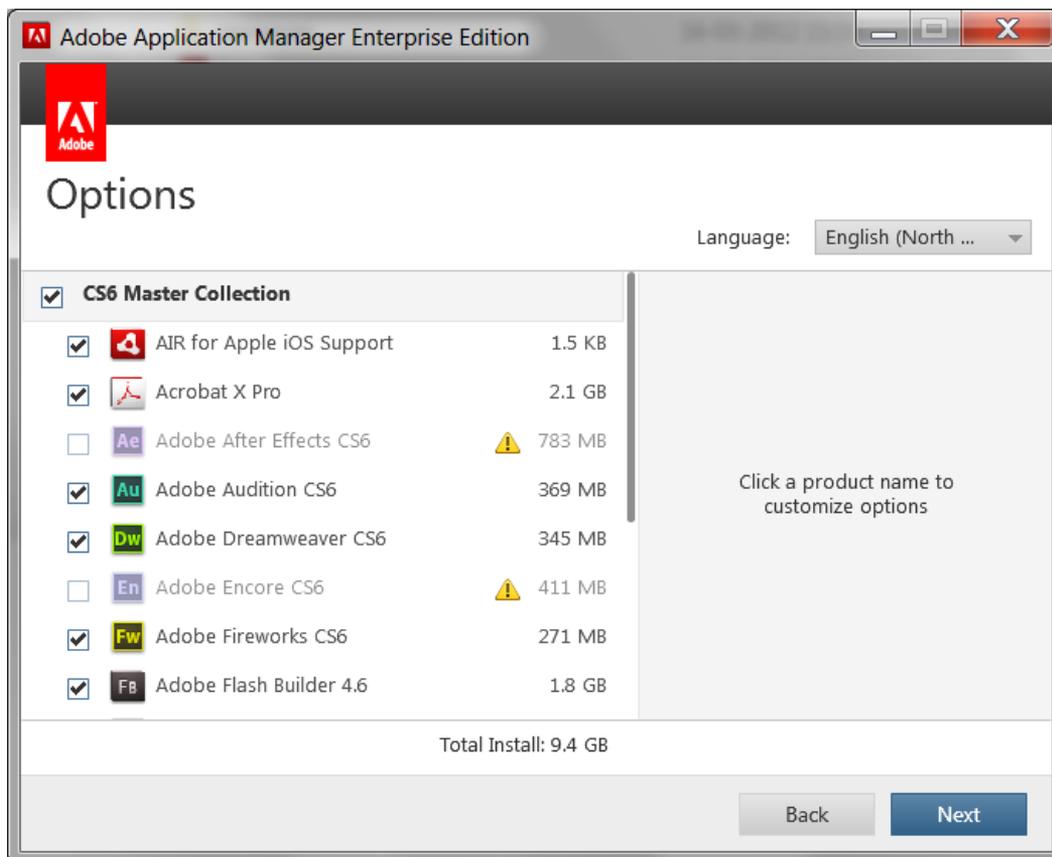
NOTE: This is not your personal Adobe ID, but rather one for your company or IT department.

If you face any problems in signing in with your Adobe id, click the "Trouble signing in" link and follow the instructions.

NOTE: Once you enter your Adobe Id, it is stored on the machine and is automatically used the next time you run AAMEE — you do not have to reenter it. Instead of the Sign-in screen, the following screen is displayed.



9. Click Sign In to continue to the Options page.



This page shows the possible point products and components that can be installed as part of the product in the product-install folder. During the planning process, you must decide which products and components to include in each deployment package. For more information, see [“Making your package list”](#).

10. *Select products or components to include.*

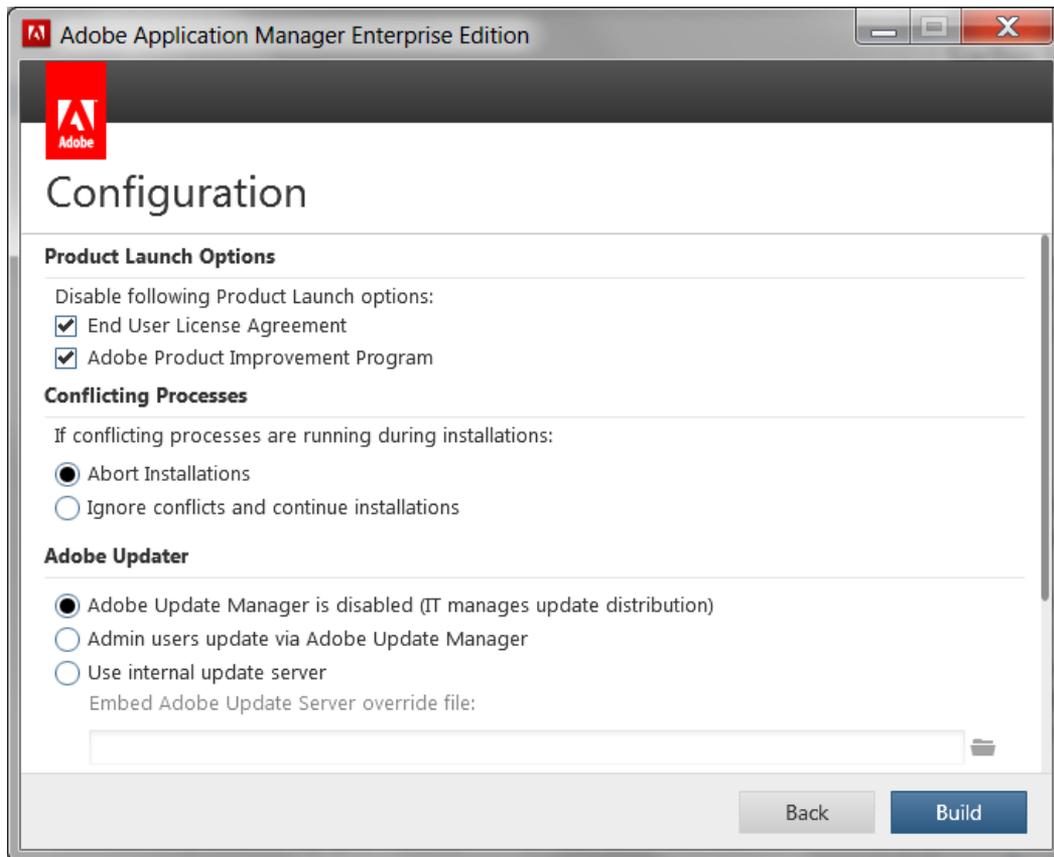
- All products are initially selected, except the 64-bit products if you are creating a 32-bit package. You can deselect any products or components you do not wish to include.

If you create packages for multiple products, you will notice that this list varies depending on the product you are packaging. For example, if you are packaging Adobe InDesign® CS6, the only primary application choice will be InDesign. If you are packaging the Adobe CS6 Master Collection, every application included in that suite appears in the scroll list.

When multiple products are shown on the left, select a product to show its optional component on the right, where you can select the ones you want to include.

The Total Install field at the bottom shows the free space that will be required on the target machine to install the components you have currently selected. The size adjusts as you select and deselect items.

11. Click Next to continue to the Configure Package page.



12. Select configuration options.

On this screen, enter the following values:

- PRODUCT LAUNCH OPTIONS — Set these options per your preference. See [“Configuration: product launch options” on page 110](#).
- DISABLE AIR COMPONENTS IN PACKAGE — This option is available only for the Mac OS-based installations. Select this option if you do not want to install AIR-based packages such as Adobe Community Help. This is required in certain scenarios, for example while performing an ssh-based installation or for avoiding manual entry of proxy credentials.

If you select this option, you should install the AIR-based packages separately as explained in [Downloading and installing components separately on Mac OS](#).

Note: If you do not select the “Disable Air Components in Package” option but later deploy the package via ssh, the machine might stop responding as the AIR-based installer might attempt to update itself and might hang.

Note: If you plan to use Absolute Manage to deploy your package, ensure that you select the “Disable Air Components in Package” option, otherwise the package will not be deployed successfully with Absolute Manage.

- CONFLICTING PROCESSES — Choose whether to abort the installation if conflicting processes are running, or attempt to continue with the installation.

The end-user should be instructed to shut down all Adobe applications and processes, browsers, and applications such as Microsoft Office on the target machine in order to avoid conflicting process issues.

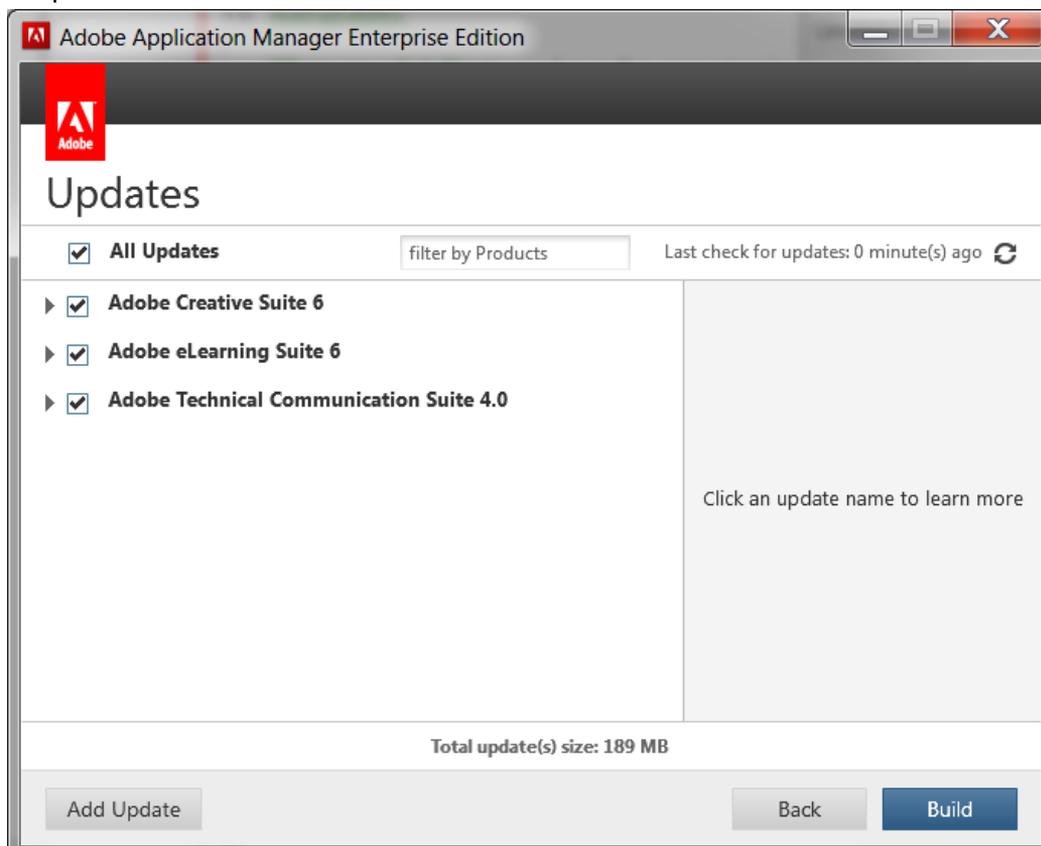
- **ADOBE UPDATER OPTIONS** — You can choose how to handle the update process for deployed applications. You can choose to allow or suppress automatic update checking, or redirect automatic update checking to your own server. See [“Configuration: updater options” on page 112](#).
- **INSTALLATION’S LOCATION** — You can accept the default location, or choose to have the user specify a location during the installation. If you want to specify a different path, select “Deploy to: ” and enter that path. This must be an absolute path; you can use certain environment variables, but you cannot use “~” to represent the home directory. See [“Configuration: installation location options” on page 111](#).

NOTE: The options that you specify in this screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine, the options you selected while creating the previous package are pre-populated in the corresponding fields. For more information on this file, see [“AAMEEPreferences.xml file”](#).

13. Add updates

When you click Next, you have the opportunity to add updates to the package.

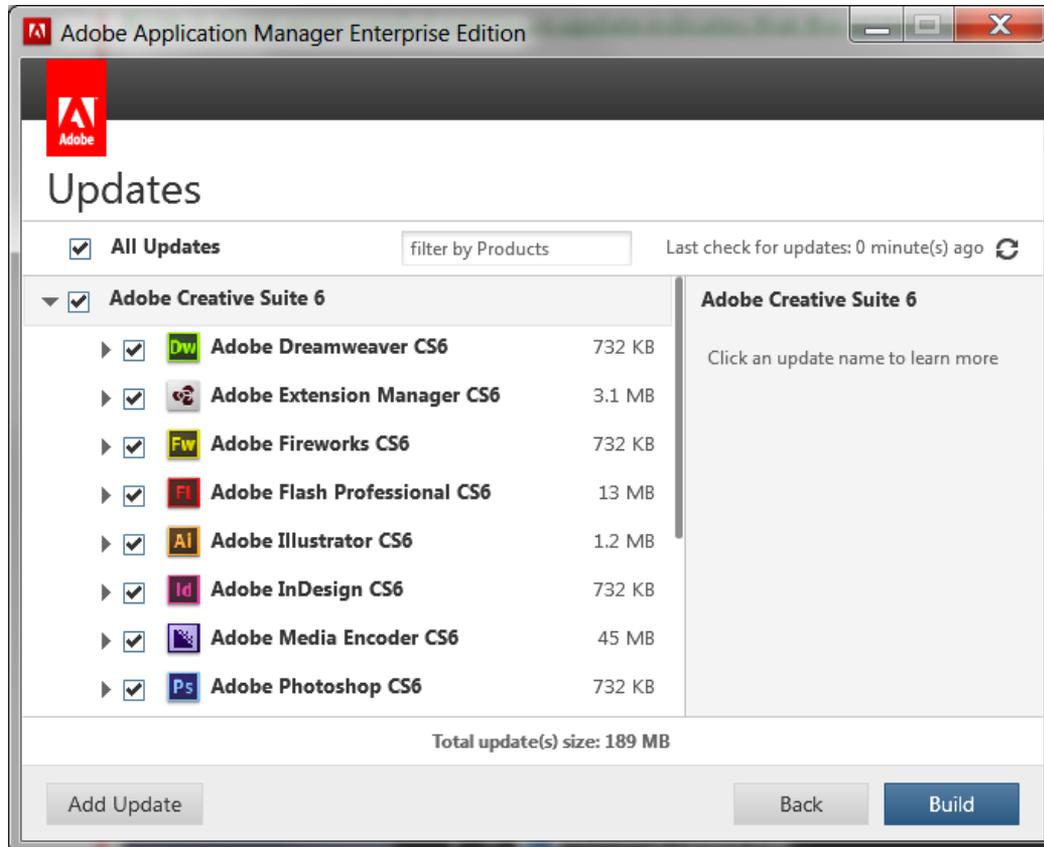
This page lists updates you want to include in your package. AAMEE automatically checks for all available updates and displays available updates for the products and shared components that are part of the media.



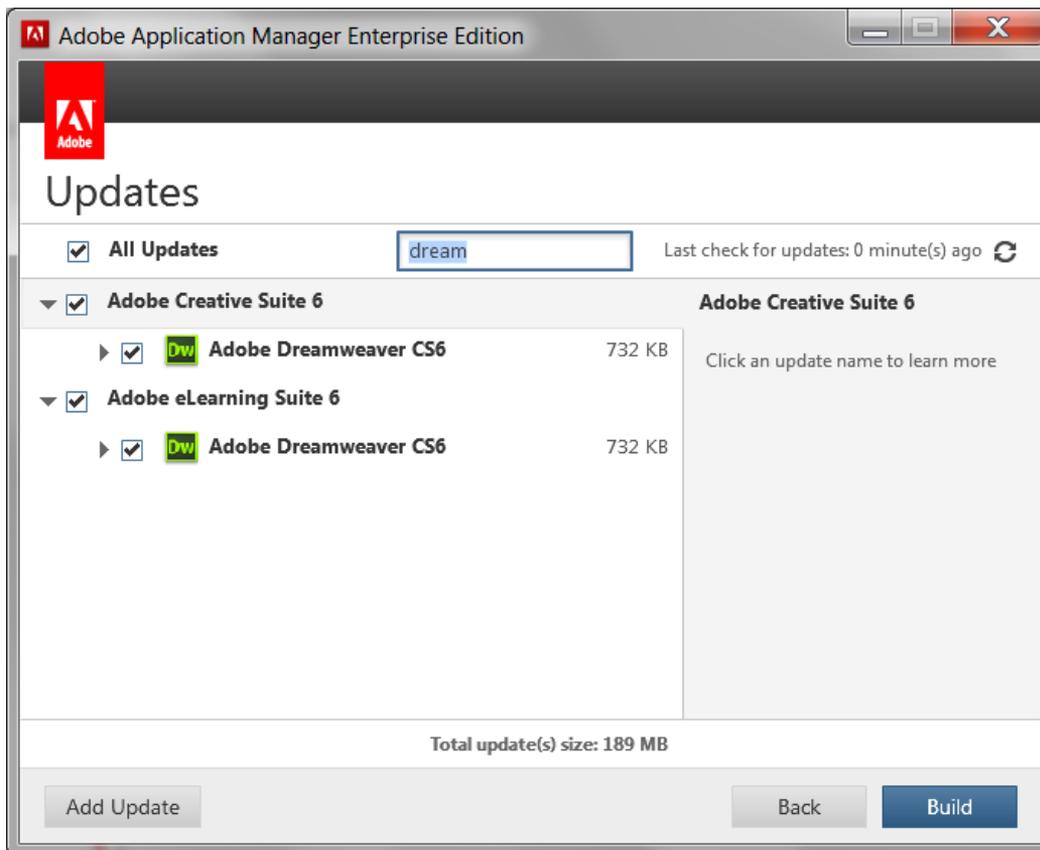
- Expand the product group to display the products/shared components for which updates are available. Updates are displayed for products that are part of the media that you had selected.

NOTE: A down arrow symbol next to an update indicates that the update has already been downloaded.

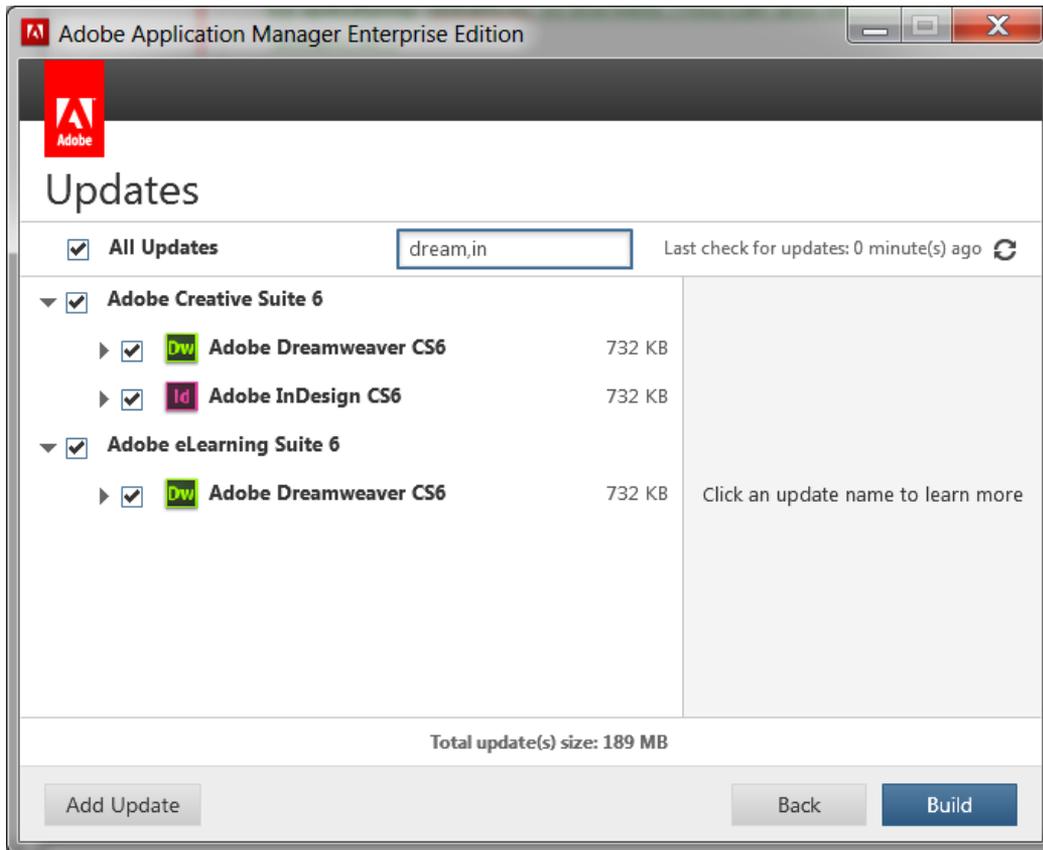
NOTE: The updates are *not* limited based on the products selected at product options screen, but are for all the products/shared components present in media selected. For example, if you selected Photoshop from Master Collection media, updates will be shown for all the products of Master Collection and not just Photoshop.



- You can filter the list of updates based on product name(s) by typing the first few letters of the product in the "Search for Product" field that is next to the All Updates checkbox. For example, if you type "dream" in the field, updates are shown only for products that contain the string "dream" (case-insensitive).



16. You can also filter for multiple products by providing a comma-separated list. For example, as shown in the next screen capture, you can search for product names that contain the string “dream” and “in” by specifying “dream,in” in the field. (You can also include a space after the comma, for example “dream, in”)



17. Select the updates that you want to include. You can include all displayed updates by selecting the All Updates check-box.

NOTE: You can view a brief description about the update by clicking on the update. The description is shown in the right panel.

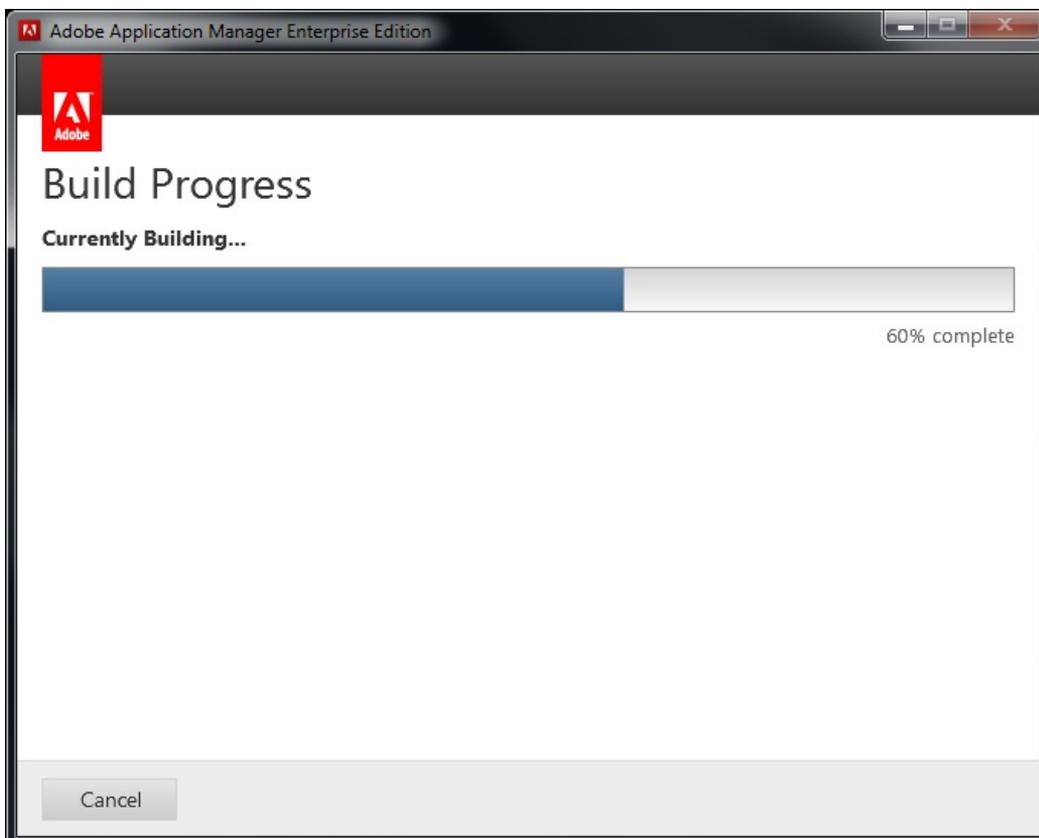
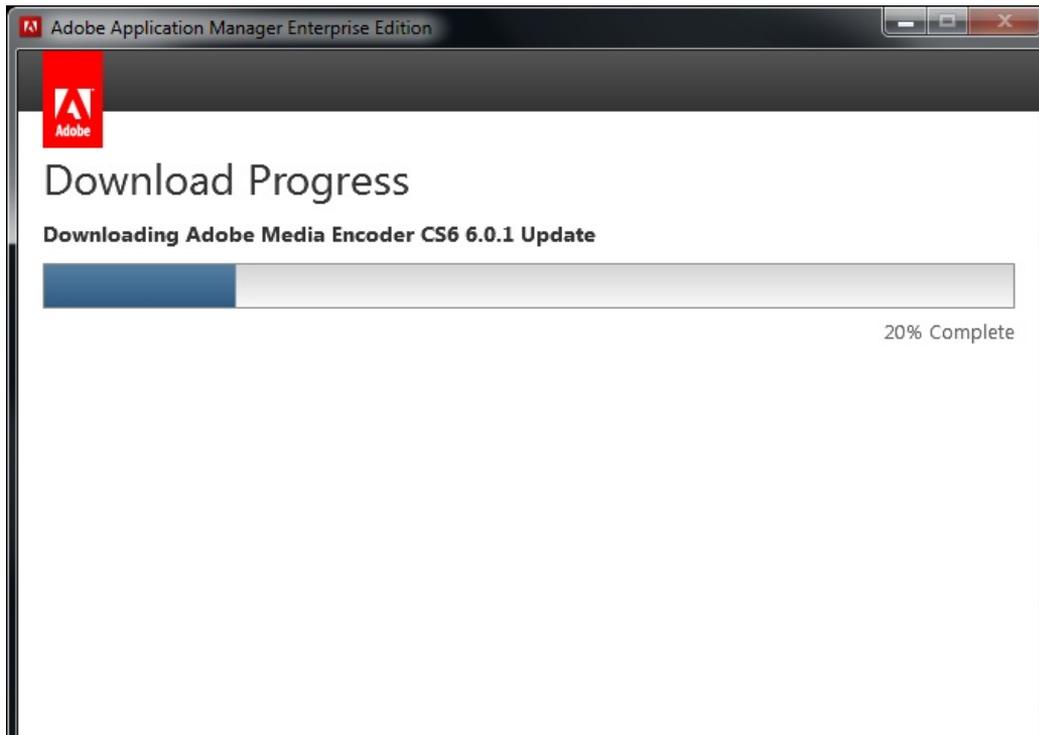
18. If you have already downloaded one or more updates separately, you can add them to the package by clicking the Add Update button and selecting the updates.

NOTE: AAMEE checks if the update packages you have downloaded are the latest available updates. Older versions of updates cannot be added to the package. If the user is online and the check for updates happened successfully, even any higher version updates cannot be added—that is, preference is always given to the updated information fetched from update server.

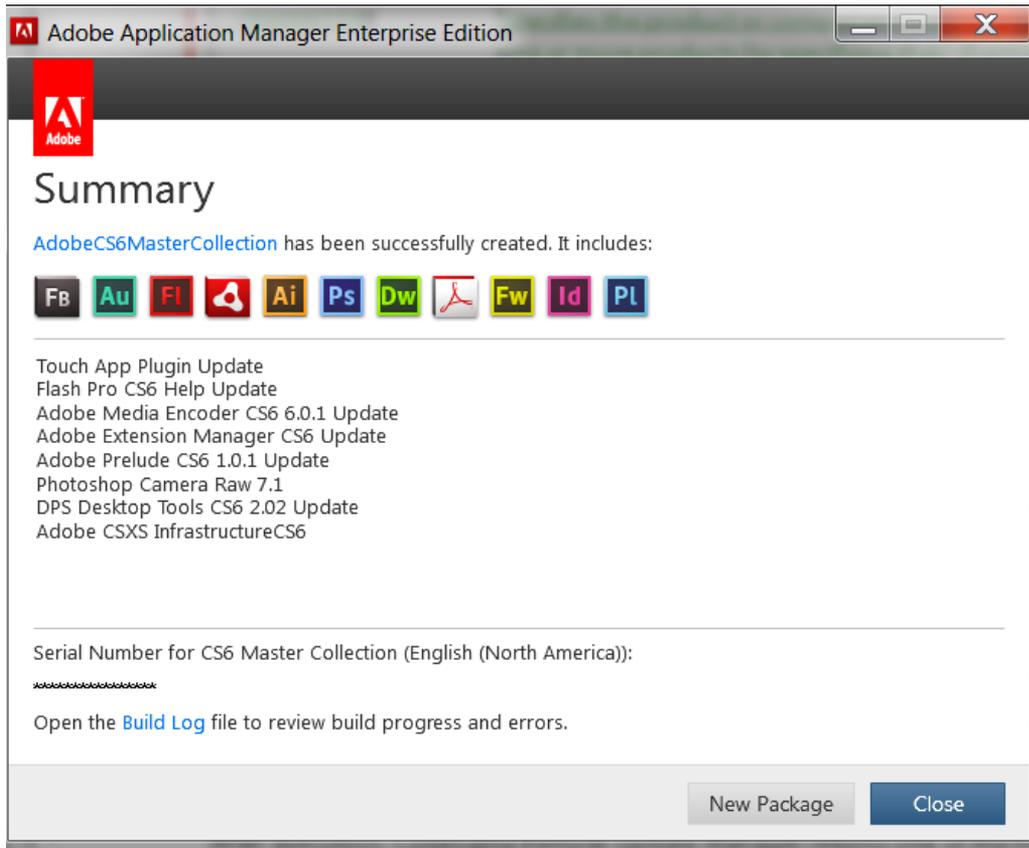
19. Click Build to build the new package. All the selected updates are first downloaded from the Adobe update server, and then packaging process starts. The packaging process creates an MSI-format package in Windows, or a PKG-format package in Mac OS.

NOTE: When the updates are downloaded for the first time, it can take a high amount of time depending on the update size and the bandwidth available.

The completion state of the build process is estimated on the Download Progress and the Build Progress page.



20. When the build completes successfully, the Summary page appears.



This page displays a summary of the products or components included in the build, and the serialization used for the suite or for each point product.

The name of the folder in which the package is created is displayed on the screen. Clicking the folder name opens the folder.

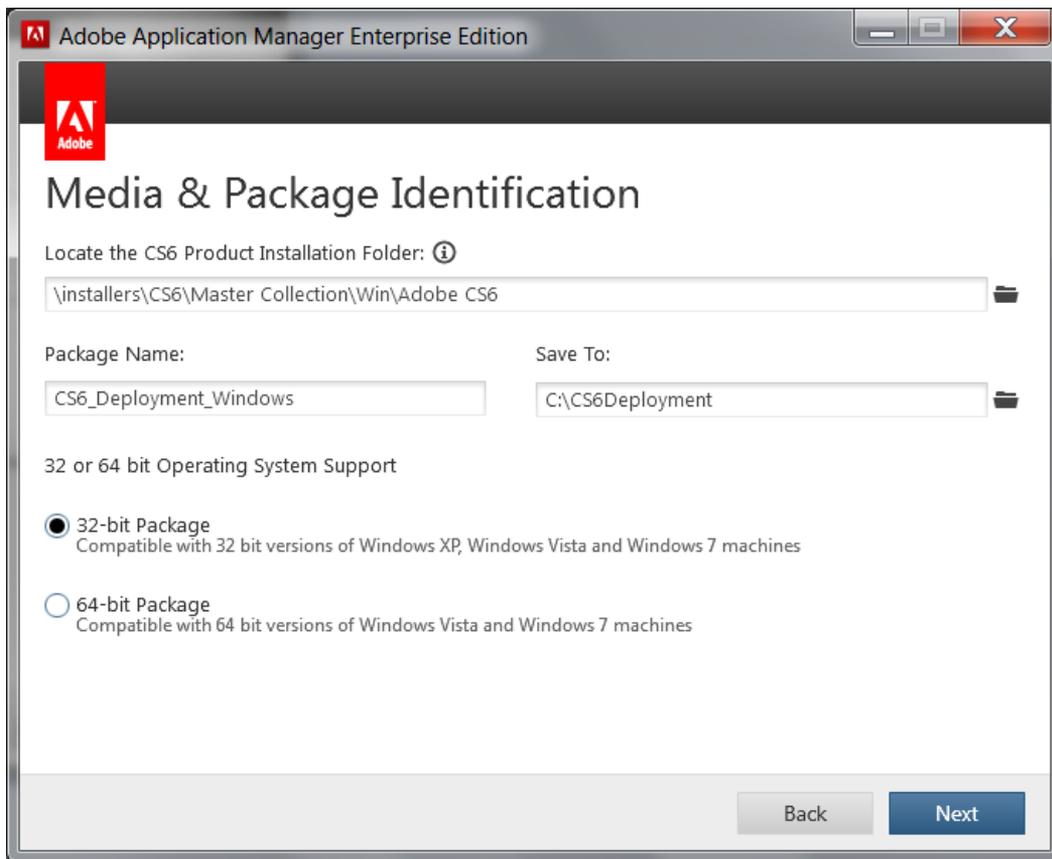
You can click the Build Log link at the bottom to see the detailed progress report, including any errors.

To create another package or to update an existing package, click new Package — this takes you back to the Welcome screen. To exit AAMEE, click Close.

Creating a Trial Package

Perform the following steps to create a Trial package:

1. In the Welcome screen, select Trial Package.



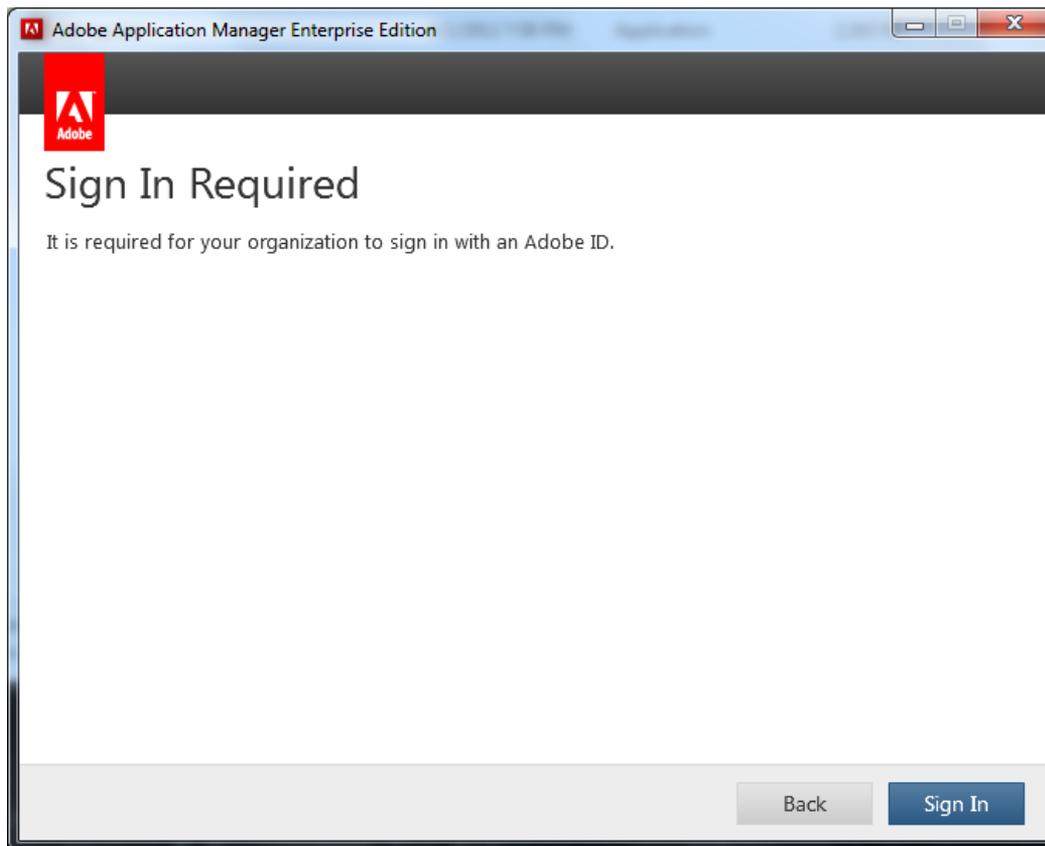
2. Enter package information:

- Enter the name and location to which you want to save the package you create. You can click the Browse icon to locate the destination folder, or enter the absolute path.
- Enter the location of the product-install folder. This is the location to which you copied the installer files (see [“Preparing the input media” on page 100](#)). You can click the Browse icon to locate the product install folder for the product you are packaging, or enter the absolute path.
- In Windows, choose 32-bit or 64-bit processor support. You must make separate packages for 32-bit and 64-bit installations. A 32-bit package will not run on a 64-bit machine.

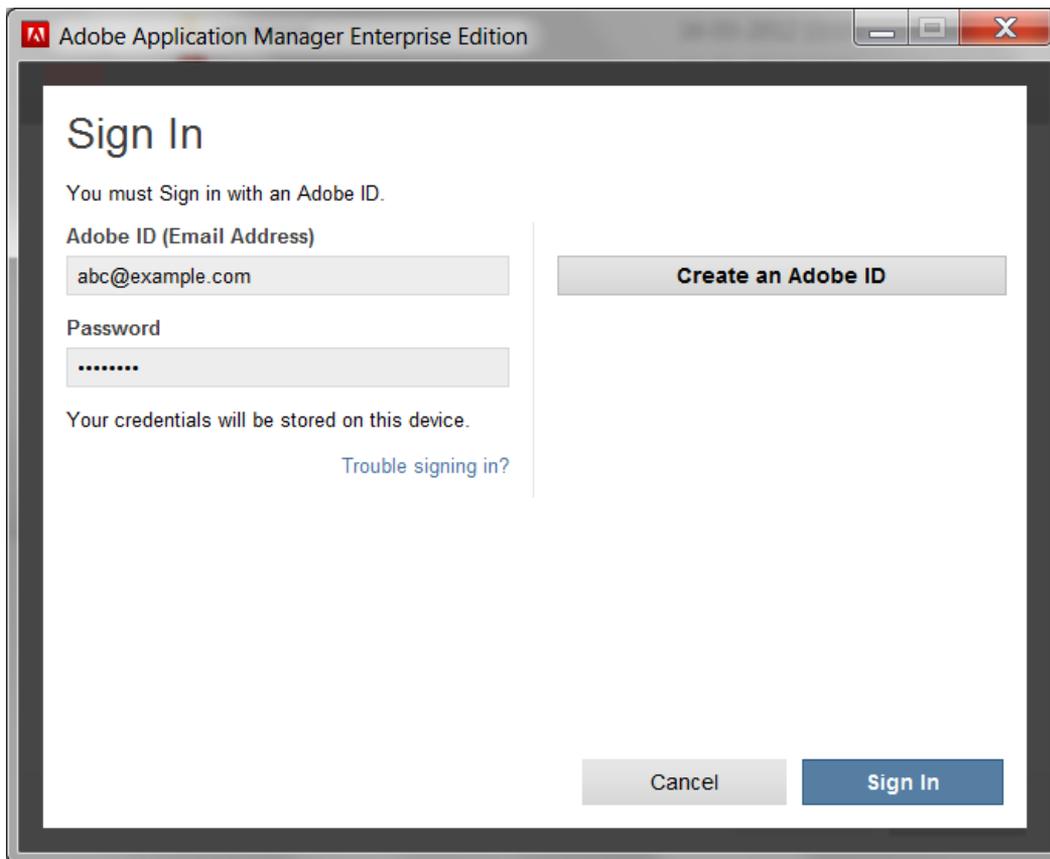
NOTE: Windows versions of Adobe Premiere Pro® CS6 and Adobe After Effects® CS6 require a 64-bit edition of Microsoft Windows® Vista or Windows 7. This requirement applies to both the standalone versions of the applications as well as the components of Adobe Creative Suite 6 Production Premium and Adobe Creative Suite 6 Master Collection.

NOTE: The options that you specify in the Media and Package Identification screen and the Configure Package screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine for the same workflow, the options you selected while creating the previous package are pre-populated in the corresponding fields. For more information on this file, see [“AAMEEPreferences.xml file”](#).

3. Click Next. The tool retrieves information from the installer, which takes some time. When it is finished, the Sign In Required screen appears, prompting you to sign in with your Adobe ID.



4. Click Sign In. The Sign In screen appears.



5.

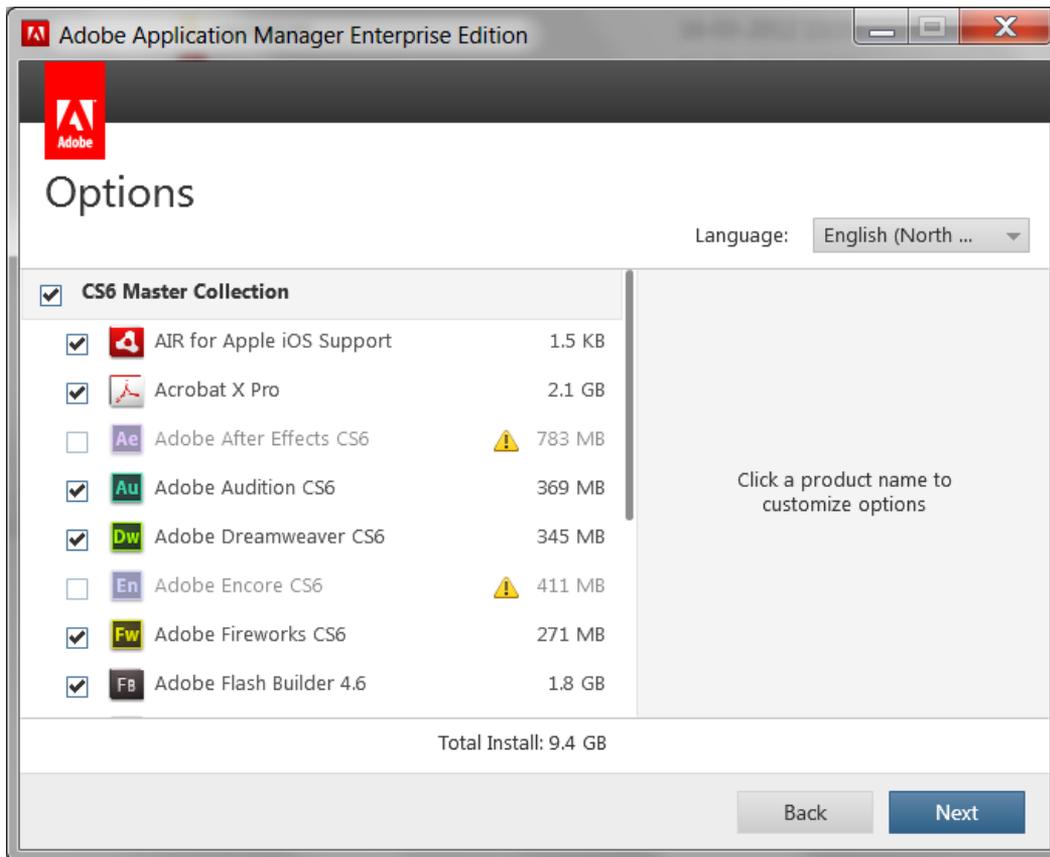
Sign in using your organizational Adobe ID. If you do not have an organizational Adobe ID, create a new one by clicking the "Create an Adobe ID" button and following the instructions.

NOTE: This is not your personal Adobe ID, but rather one for your company or IT department.

If you face any problems in signing in with your Adobe id, click the "Trouble signing in" link and follow the instructions.

Once you enter your Adobe ID, it is stored on the machine and is automatically used the next time you run AAMEE — you do not have to reenter it.

6. Click Sign In to continue to the Options page.



This page shows the possible point products and components that can be installed as part of the product in the product-install folder. During the planning process, you must decide which products and components to include in each deployment package. For more information, see [“Making your package list”](#).

7. *Select products or components to include.*

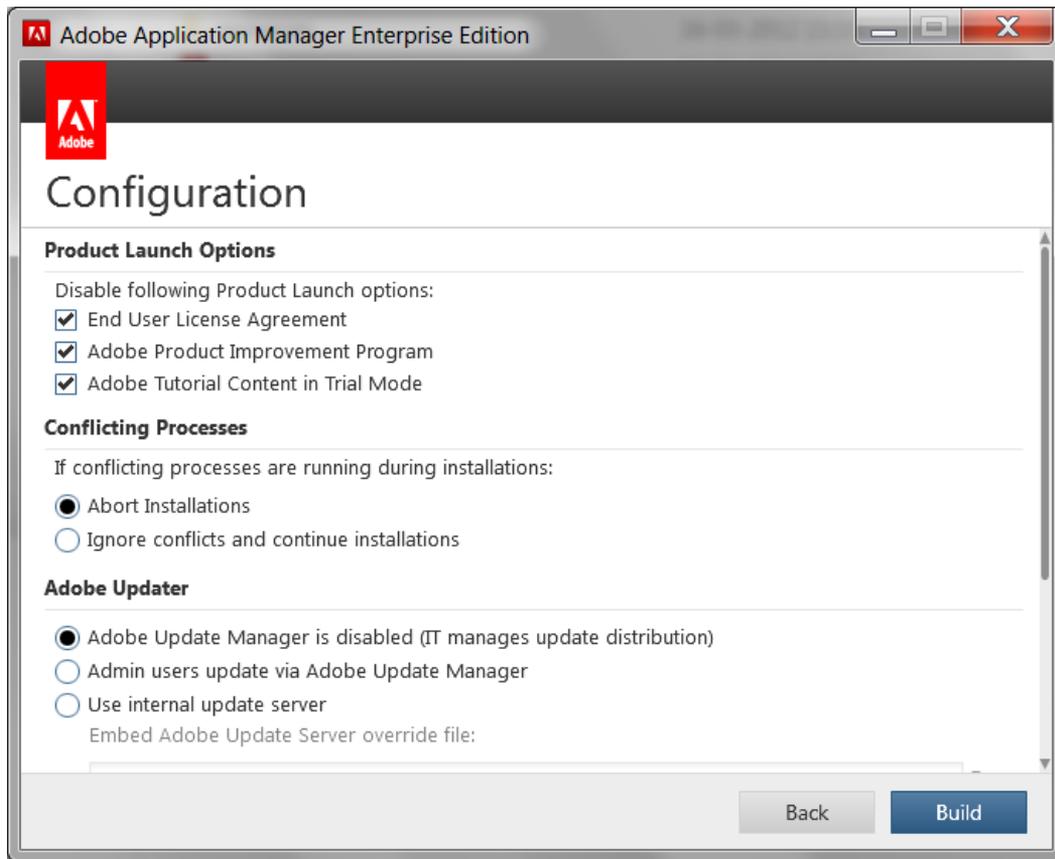
- All products are initially selected, except the 64-bit products if you are creating a 32-bit package. You can deselect any products or components you do not wish to include.

If you create packages for multiple products, you will notice that this list varies depending on the product you are packaging. For example, if you are packaging Adobe InDesign® CS6, the only primary application choice will be InDesign. If you are packaging the Adobe CS6 Master Collection, every application included in that suite appears in the scroll list.

When multiple products are shown on the left, select a product to show its optional component on the right, where you can select the ones you want to include.

The Total Install field at the bottom shows the free space that will be required on the target machine to install the components you have currently selected. The size adjusts as you select and deselect items.

8. Click Next to continue to the Configure Package page.



9. *Select configuration options.*

On this screen, enter the following values:

- **PRODUCT LAUNCH OPTIONS** — Set these options per your preference. See [“Configuration: product launch options” on page 110](#).
- **DISABLE AIR COMPONENTS IN PACKAGE** — This option is available only for the Mac OS-based installations. Select this option if you do not want to install AIR-based packages such as Adobe Community Help. This is required in certain scenarios, for example while performing an ssh-based installation or for avoiding manual entry of proxy credentials.

If you select this option, you should install the AIR-based packages separately as explained in [Downloading and installing components separately on Mac OS](#).

Note: If you do not select the “Disable Air Components in Package” option but later deploy the package via ssh, the machine might stop responding as the AIR-based installer might attempt to update itself and might hang.

Note: If you plan to use Absolute Manage to deploy your package, ensure that you select the “Disable Air Components in Package” option, otherwise the package will not be deployed successfully with Absolute Manage.

- **CONFLICTING PROCESSES** — Choose whether to abort the installation if conflicting processes are running, or attempt to continue with the installation.

For more information on conflicting processes, see [Appendix C, “Conflicting Processes”](#).

The end-user should be instructed to shut down all Adobe applications and processes, browsers, and applications such as Microsoft Office on the target machine in order to avoid conflicting process issues.

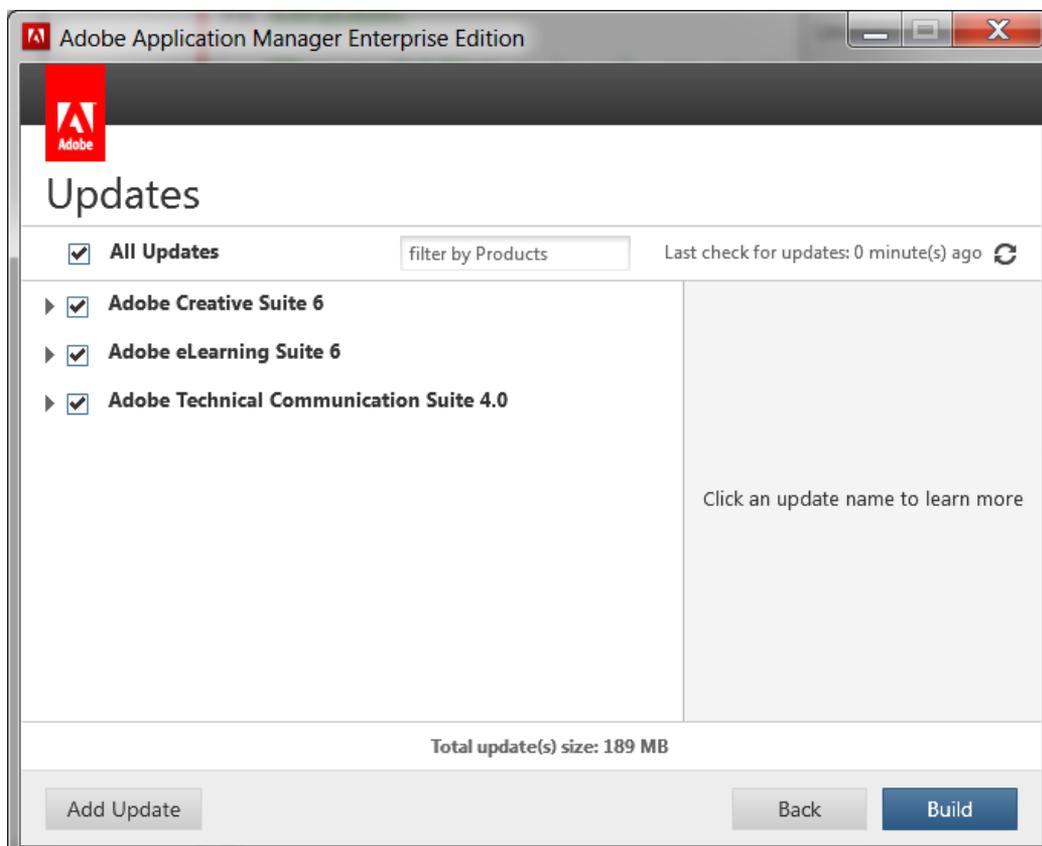
- **ADOBE UPDATER OPTIONS** — You can choose how to handle the update process for deployed applications. You can choose to allow or suppress automatic update checking, or redirect automatic update checking to your own server. See [“Configuration: updater options” on page 112](#).
- **INSTALLATION’S LOCATION** — You can accept the default location, or choose to have the user specify a location during the installation. If you want to specify a different path, select “Deploy to: ” and enter that path. This must be an absolute path; you can use certain environment variables, but you cannot use “~” to represent the home directory. See [“Configuration: installation location options” on page 111](#).

NOTE: The options that you specify in this screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine, the options you selected while creating the previous package are pre-populated in the corresponding fields. For more information on this file, see [“AAMEEPreferences.xml file”](#).

10. Add updates

When you click Next, you have the opportunity to add updates to the package.

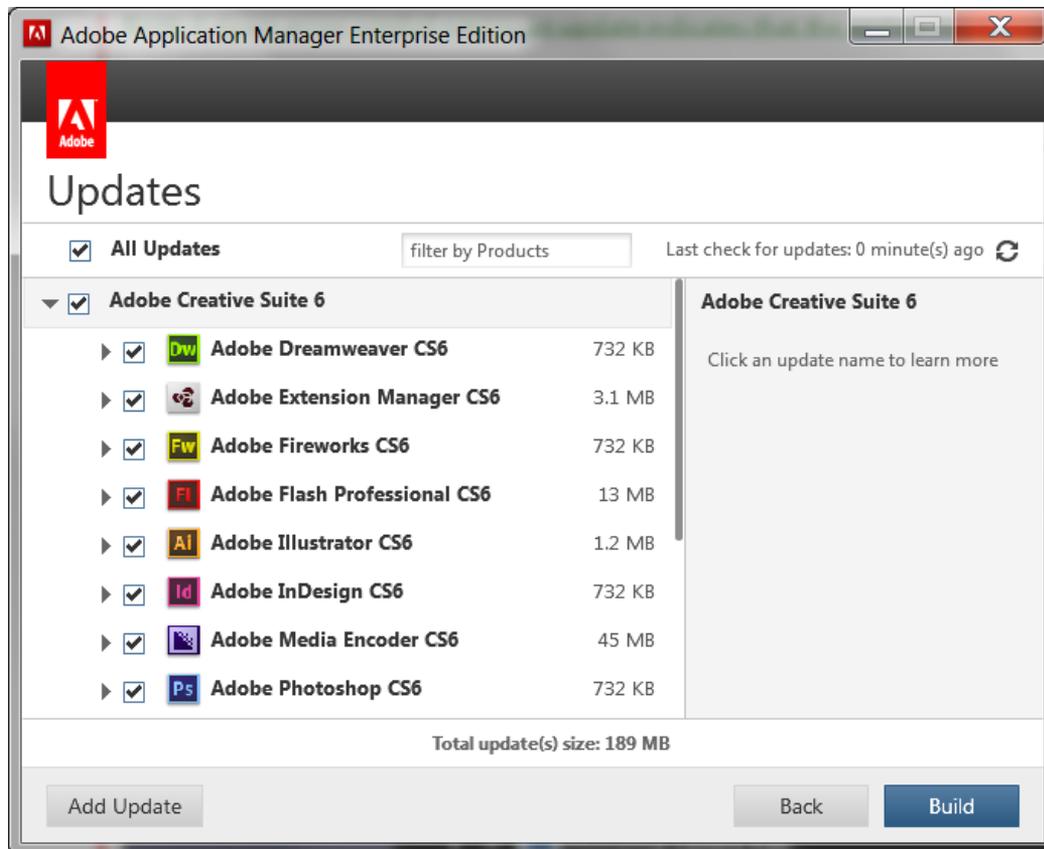
This page lists updates you want to include in your package. AAMEE automatically checks for all available updates and displays available updates for the products and shared components that are part of the media.



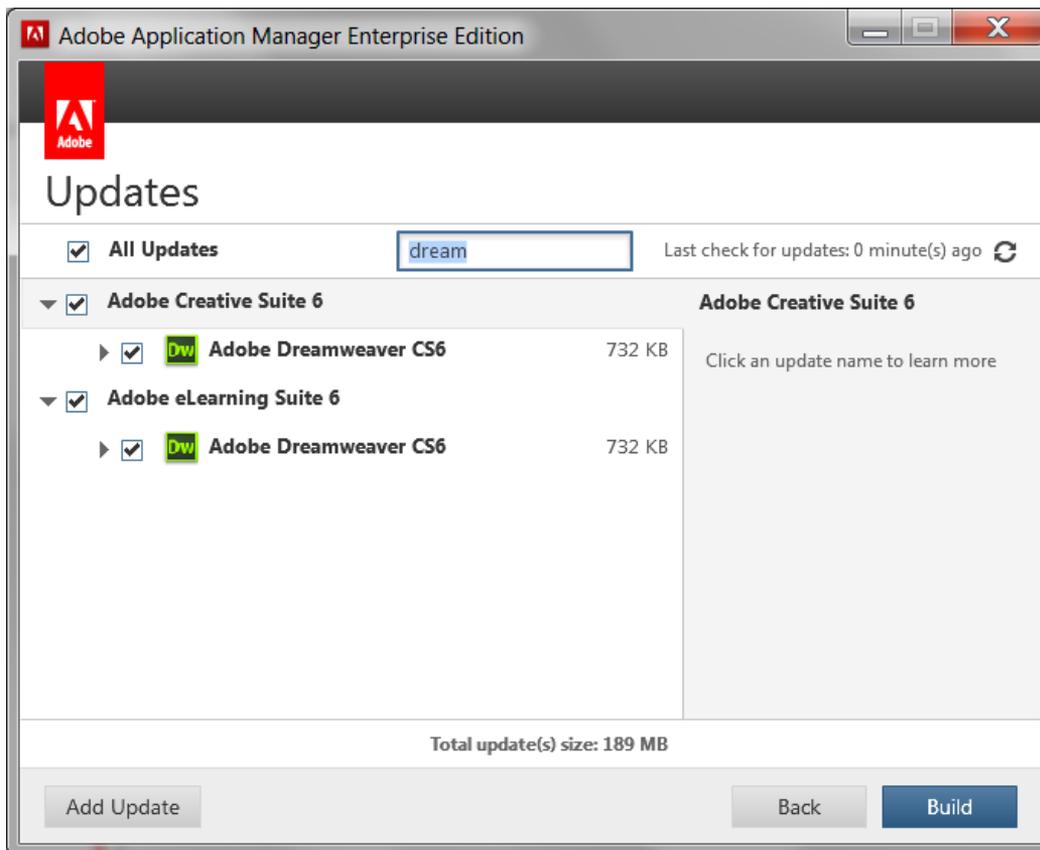
11. Expand the product group to display the products/shared components for which updates are available. Updates are displayed for products that are part of the media that you had selected.

NOTE: A down arrow symbol next to an update indicates that the update has already been downloaded.

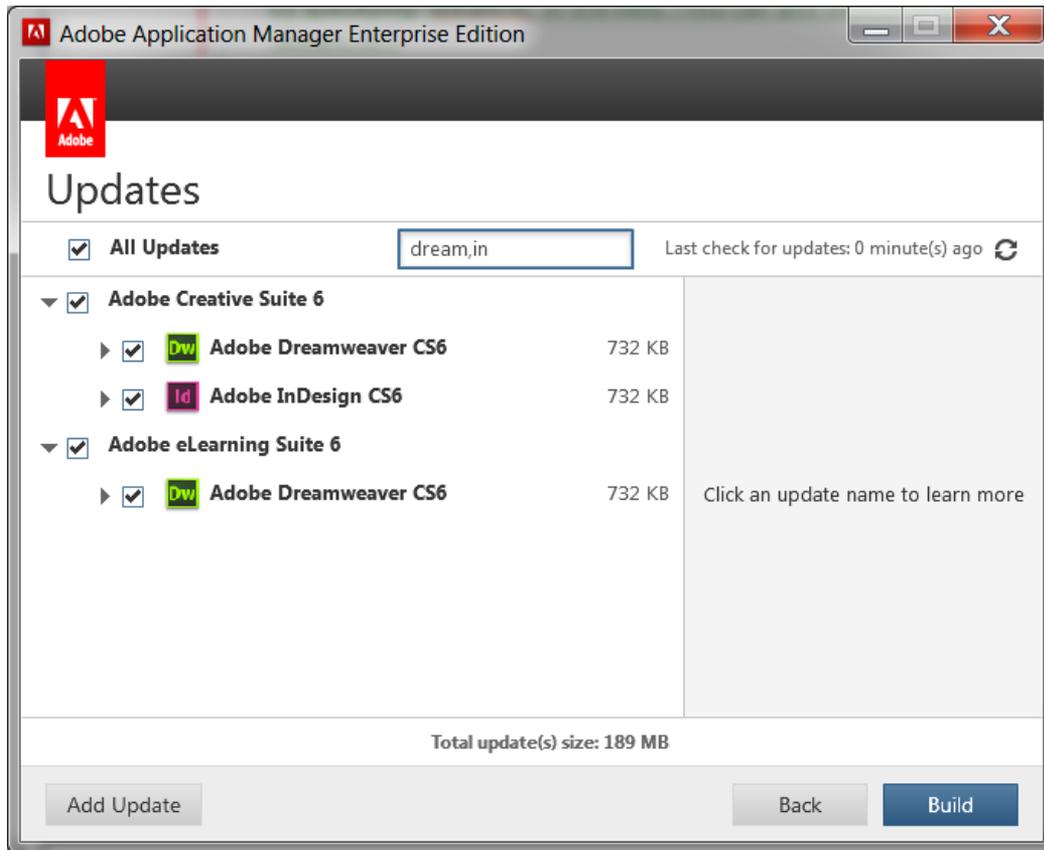
NOTE: The updates are *not* limited based on the products selected at product options screen, but are for all the products/shared components present in media selected. For example, if you selected Photoshop from Master Collection media, updates will be shown for all the products of Master Collection and not just Photoshop.



12. You can filter the list of updates based on product name(s) by typing the first few letters of the product in the "Search for Product" field that is next to the All Updates checkbox. For example, if you type "dream" in the field, updates are shown only for products that contain the string "dream" (case-insensitive).



13. You can also filter for multiple products by providing a comma-separated list. For example, as shown in the next screen capture, you can search for product names that contain the string “dream” and “in” by specifying “dream,in” in the field. (You can also include a space after the comma, for example “dream, in”)



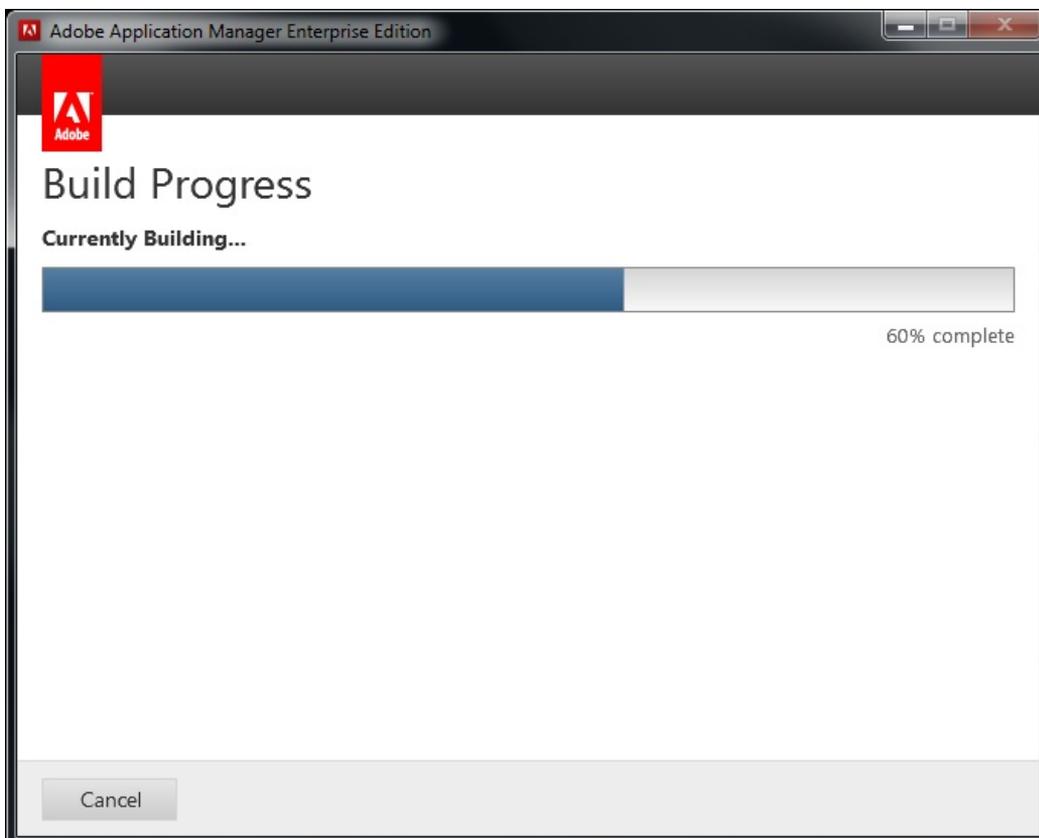
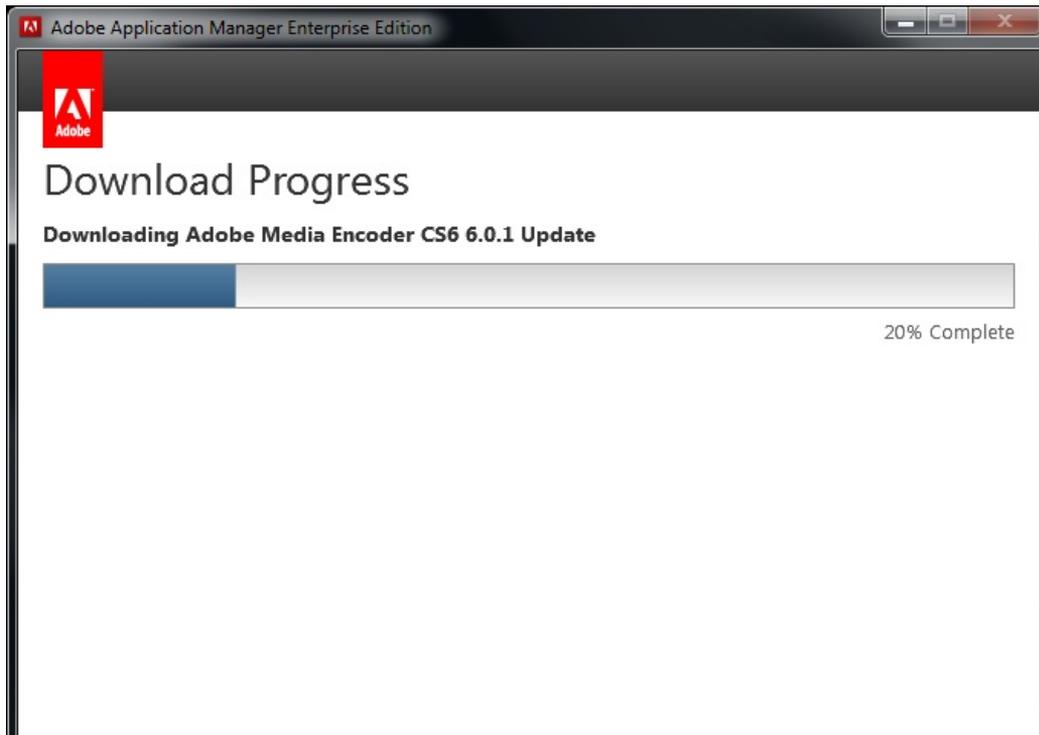
14. Select the updates that you want to include. You can include all displayed updates by selecting the All Updates check-box.
15. If you have already downloaded one or more updates separately, you can add them to the package by clicking the Add Update button and selecting the updates.

NOTE: AAMEE checks if the update packages you have downloaded are the latest available updates. Older versions of updates cannot be added to the package. If the user is online and the check for updates happened successfully, even any higher version updates cannot be added—that is, preference is always given to the updated information fetched from update server.

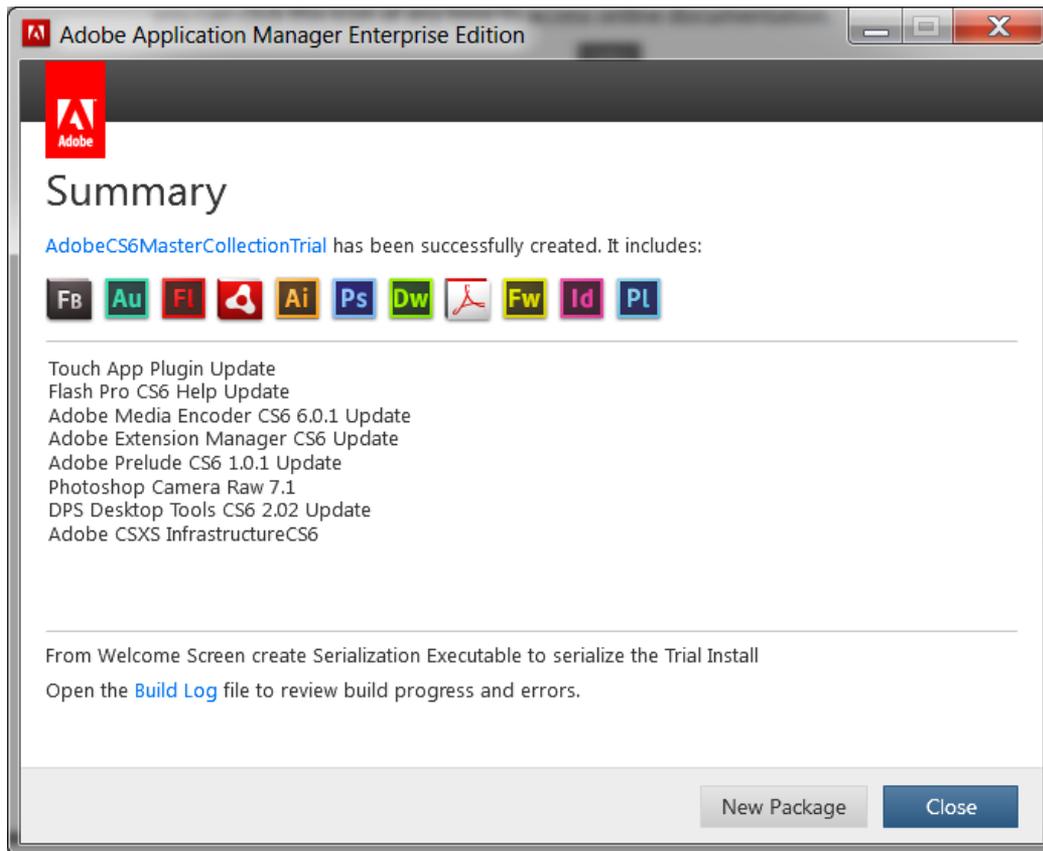
16. Click Build to build the new package. All the selected updates are first downloaded from the Adobe update server, and then packaging process starts. The packaging process creates an MSI-format package in Windows, or a PKG-format package in Mac OS.

NOTE: When the updates are downloaded for the first time, it can take a high amount of time depending on the update size and the bandwidth available.

The completion state of the build process is estimated on the Download Progress and the Build Progress page.



17. When the build completes successfully, the Summary page appears.



This page displays a summary of the products or components included in the build, and the serialization used for the suite or for each point product.

The name of the folder in which the package is created is displayed on the screen. Clicking the folder name opens the folder.

You can click the Build Log link at the bottom to see the detailed progress report, including any errors.

To create another package or to update an existing package, click New Package—this takes you back to the Welcome screen. To exit AAMEE, click Close.

The name of the folder in which the package is created is displayed on the screen. Clicking the folder name opens the folder.

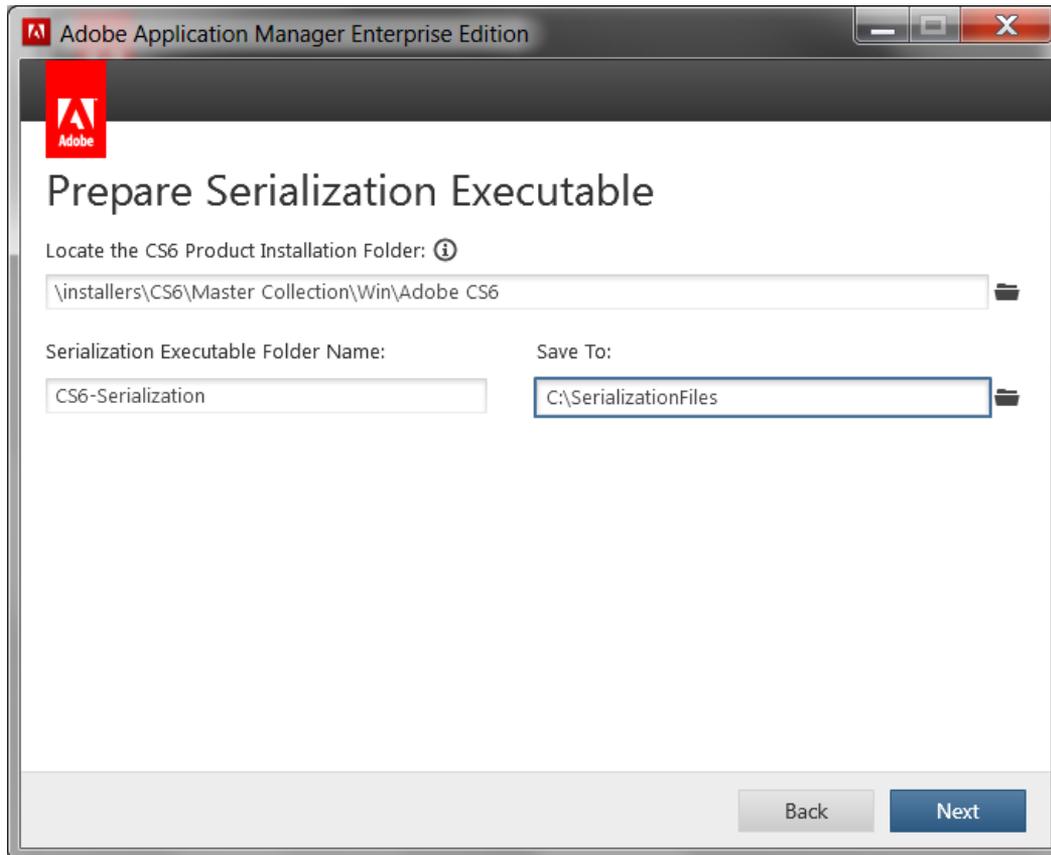
You can click the Build Log link at the bottom to see the detailed progress report, including any errors.

To create another package, click New Package—this takes you back to the Welcome screen. To exit AAMEE, click Close.

Creating a CS 6 Serialization File

Use this workflow to create an executable file that you can use to serialize Trial packages deployed on client machines. When you run this executable file on a client machine, the CS6 Trial Package on the machine is serialized. You need a valid volume license to successfully create a serialization executable file.

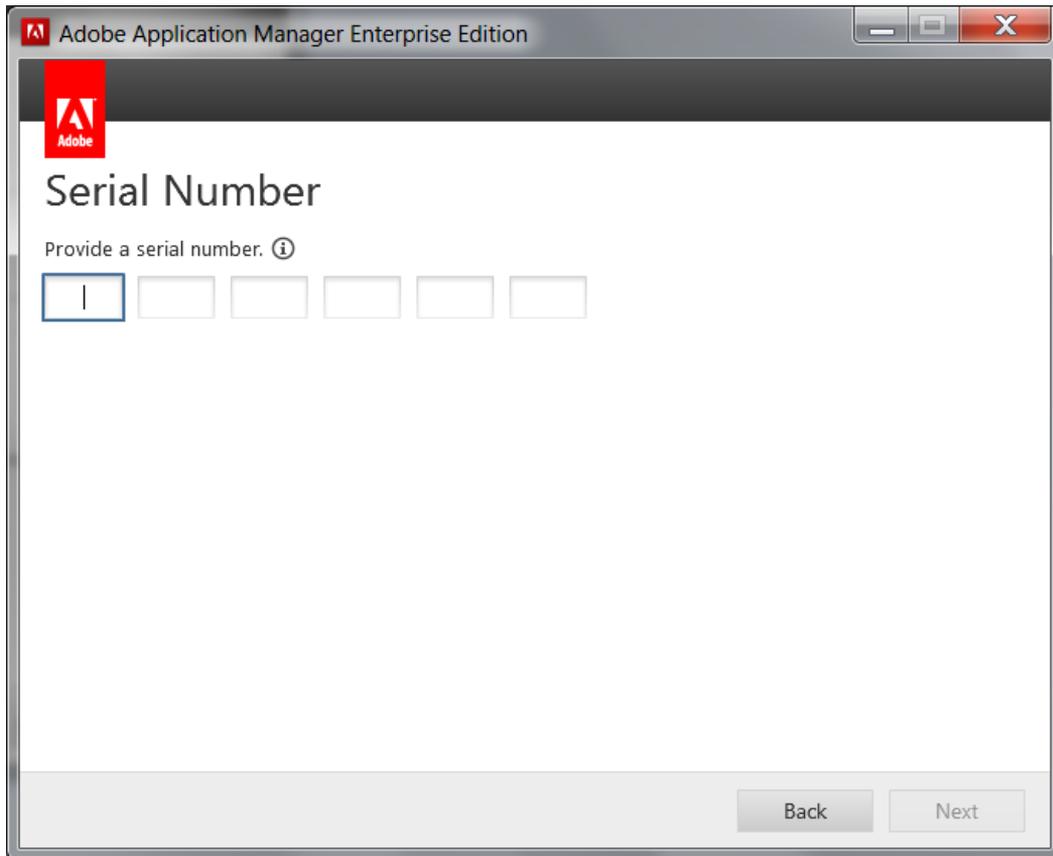
1. In the Welcome screen, select **Serialization File**. The **Prepare Serialization Executable** page appears.



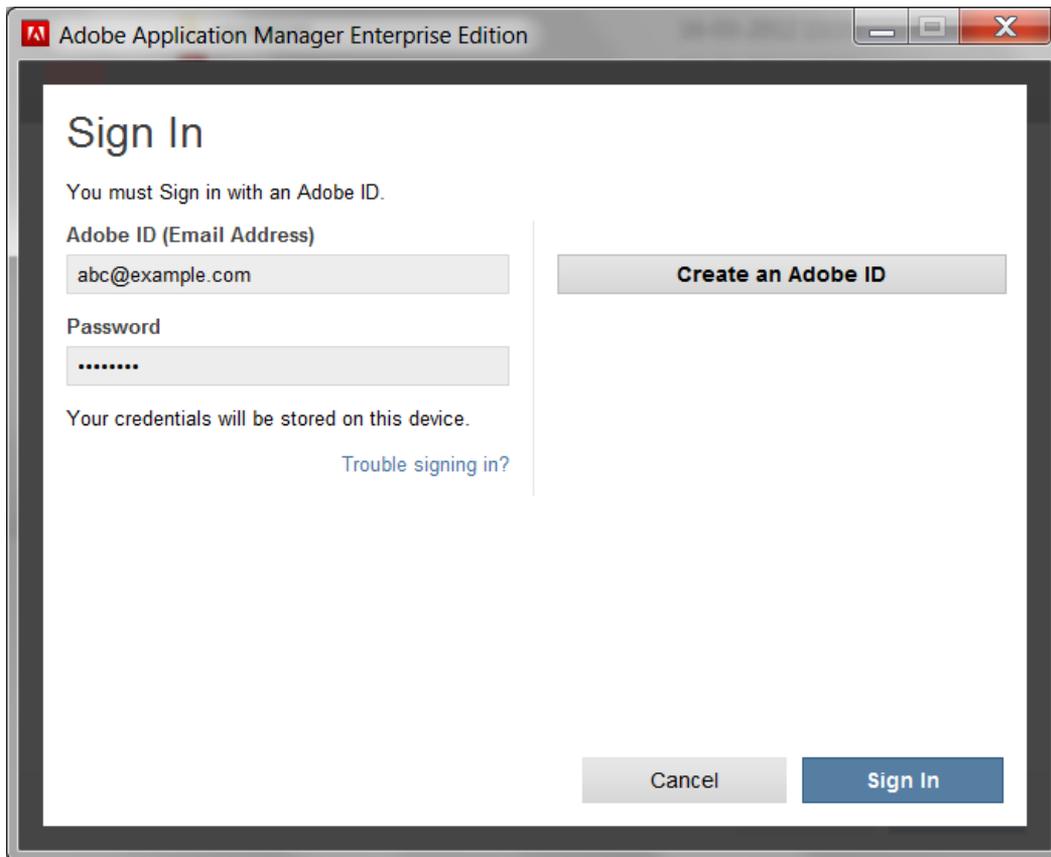
2. *Enter information about the serialization executable file:*
 - Enter the name and location to which you want to save the file. You can click the Browse icon to locate the destination folder, or enter the absolute path.
 - Enter the location of the product-install folder. This is the location to which you copied the installer files (see [“Preparing the input media” on page 100](#)). You can click the Browse icon to locate the product install folder for the product you are packaging, or enter the absolute path.

NOTE: The options that you specify in the screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new serialization executable file on the same machine for the same workflow, the options you selected while creating the previous package are pre-populated in the corresponding fields. For more information on this file, see [“AAMEEPreferences.xml file”](#).

3. Click Next. The tool retrieves information from the installer, which takes some time. When it is finished, the Serial Number page appears:



4. Enter a valid volume serial number for the media that you are installing from. This information will be used to create the serialization executable file.
5. Click Next. The Serial Number is validated online. You must be connected to the Internet for the serial number to be validated.
6. Once the serial number is successfully validated, the Sign In screen appears.



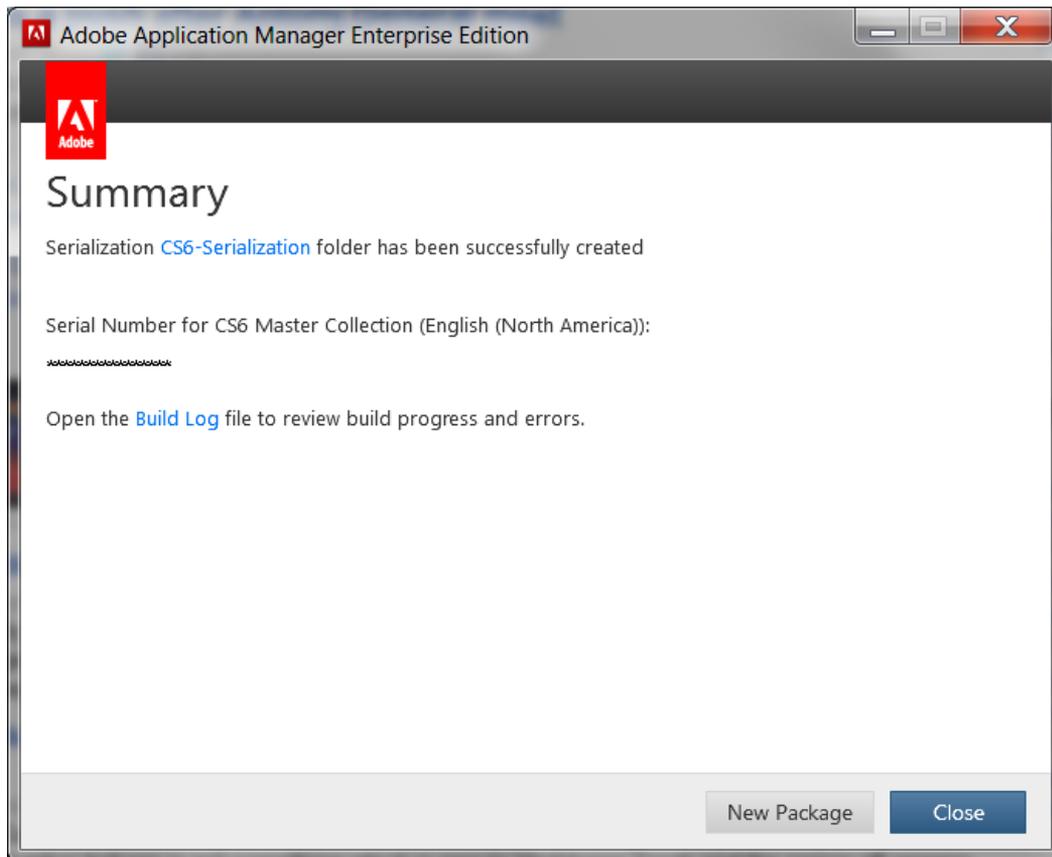
7. Sign in using your organizational Adobe ID. If you do not have an organizational Adobe ID, create a new one by clicking the "Create an Adobe ID" button and following the instructions.

NOTE: This is not your personal Adobe ID, but rather one for your company or IT department.

If you face any problems in signing in with your Adobe id, click the "Trouble signing in" link and follow the instructions.

Once you enter your Adobe ID, it is stored on the machine and is automatically used the next time you run AAMEE — you do not have to reenter it.

8. Click Sign In. Once your organizational Adobe ID is validates, AAMEE starts to create the serialization executable file. When the file has been created the Summary page appears.



9. The folder that you specified in the Serialization Executable Folder Name field in the Prepare Serialization Executable page is created. This contains:

- an executable file, `AdobeSerialization`
- an XML file, `prov.xml`

You can click the name of the folder in the Summary screen to open it and view the contents.

Using any suitable tool or script, copy this folder to the client machines that contain the trial packages that you want to serialize. Once you have copied the folder on each client machine, run the following command remotely through command line or from remote management tools—this will serialize the trial packages on the client machines.

```
AdobeSerialization --tool=VolumeSerialize --stream --provfile=Absolute_Path_of_prov.xml
```

where

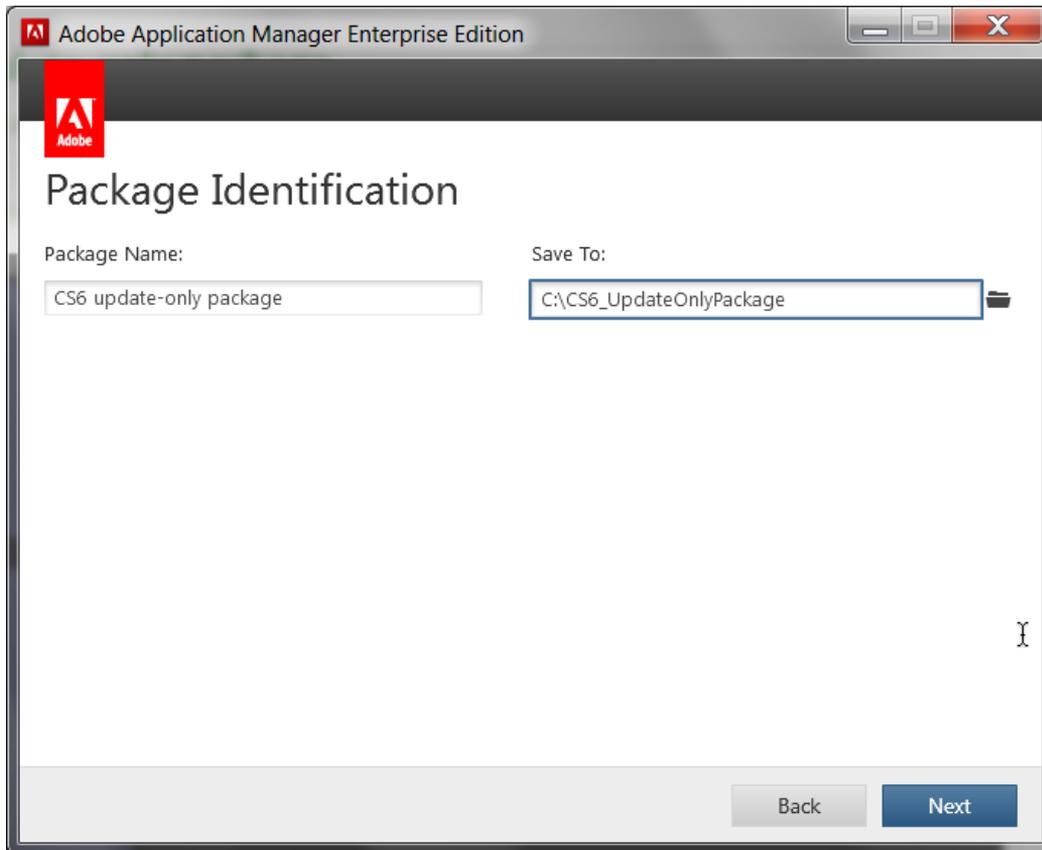
- ◆ `--tool=VolumeSerialize` specifies that the tool needs to process the `prov.xml` file to serialize.
- ◆ `--provfile` specifies the absolute file path to the `prov.xml` file,

By default, the tool looks for the `prov.xml` file in the same directory as the executable file and so typically you do not need to specify this option. (Specify this option only if the `prov.xml` file is in some other location.)

Creating an update-only package

The process for creating an update package is very similar to that of creating the original installation package.

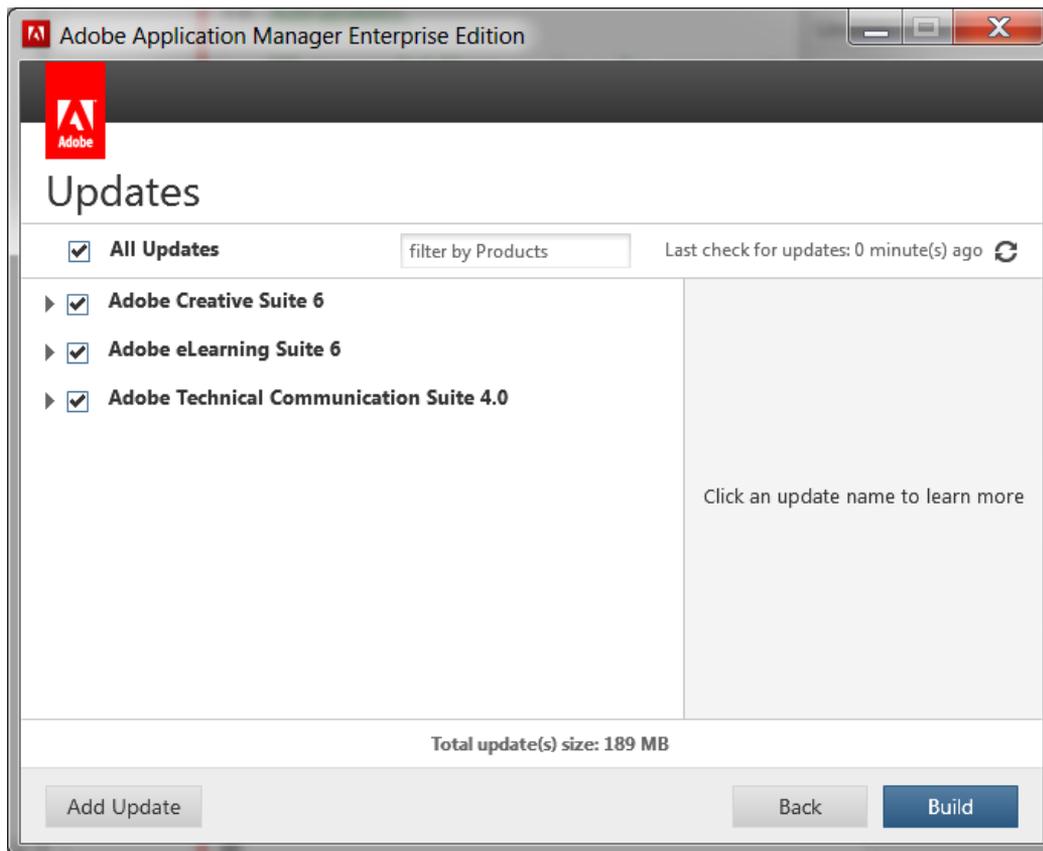
1. In the Welcome screen, select Create Update Package. The Update Package screen appears.



2. Enter package information:
 - Enter a descriptive name for the update package.
 - Enter the location to which you want to save the update package you create. You can click the Browse icon to locate the destination folder, or enter the absolute path.
3. Click Next to continue to the Updates page.

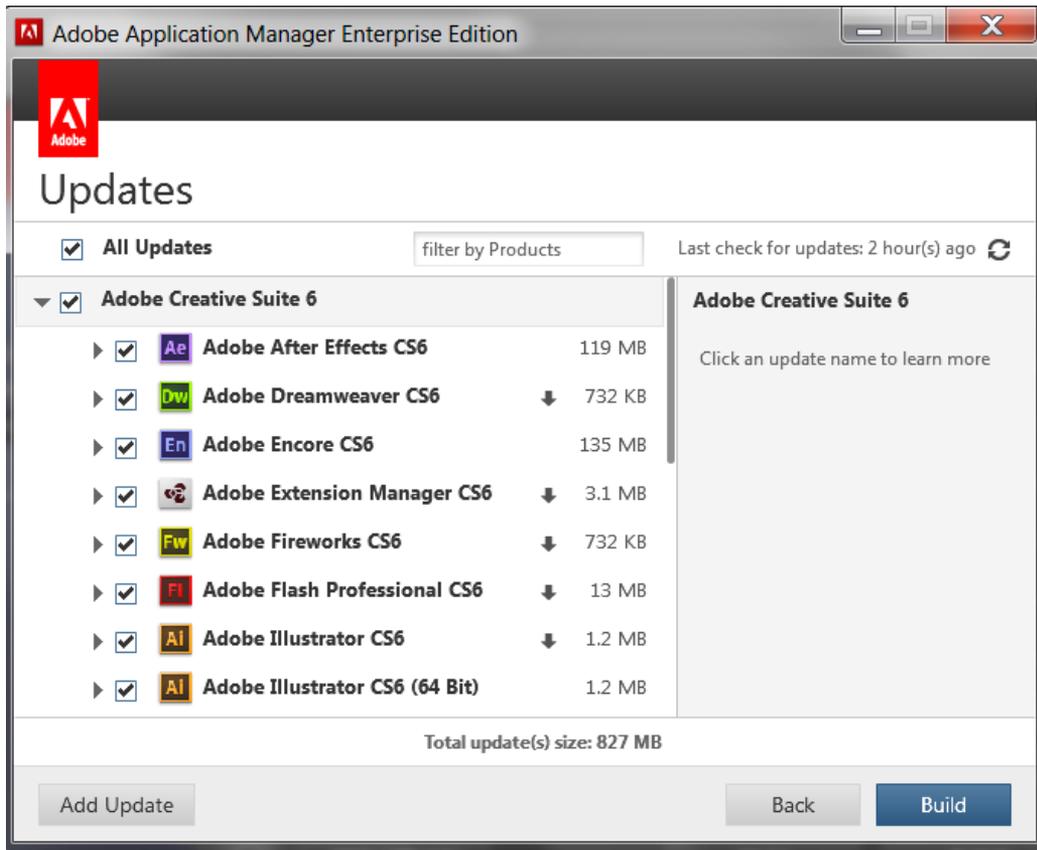
This page lists updates you want to include in your package. AAMEE automatically checks for all available updates and displays available updates for the products and shared components that are

part of the media.



4. Expand the product group to display the products/shared components for which updates are available. Updates are displayed for products that are part of the media that you had selected.

NOTE: A down arrow symbol next to an update indicates that the update has already been downloaded.



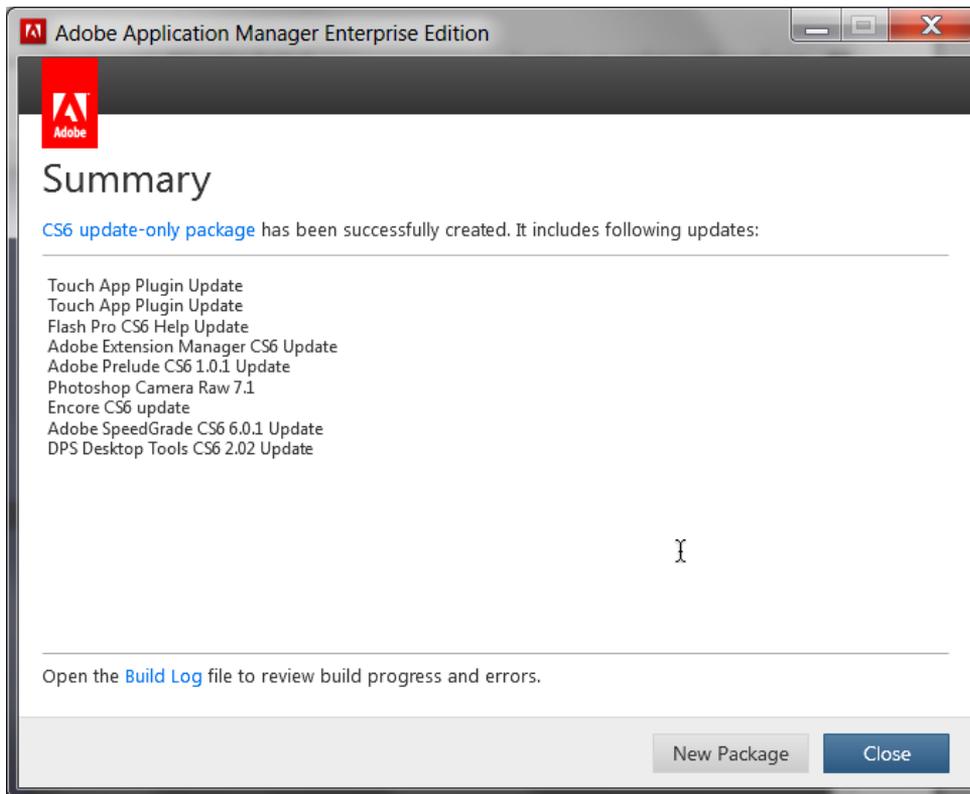
5. You can filter the list of updates based on product name(s) by typing the first few letters of the product in the "Search for Product" field that is next to the All Updates checkbox. For example, if you type "dream" in the field, updates are shown only for products that contain the string "dream" (case-insensitive).



6. Select the updates that you want to include. You can include all displayed updates by selecting the All Updates check-box.
7. If you have already downloaded one or more updates separately, you can add them to the package by clicking the Add Updates button and selecting the updates.

NOTE: AAMEE checks if the update packages you have downloaded are the latest available updates. Older versions of updates cannot be added to the package. If the user is online and the check for updates happened successfully, even any higher version updates cannot be added—that is, preference is always given to the updated information fetched from update server.

8. Click Build to build the new package.
9. When the build completes successfully, the Summary page appears.



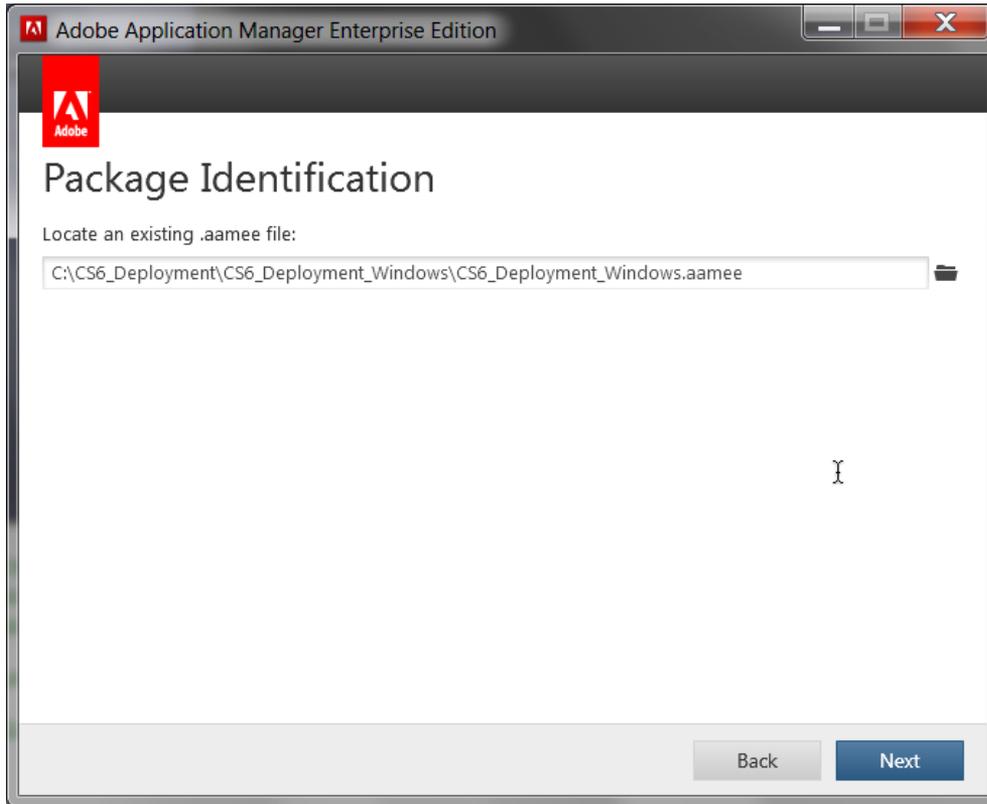
This page displays a summary of the updates included in the build. You can click the Build Log link at the bottom to see the detailed progress report, including any errors.

To create another package or to update an existing package, click new Package—this takes you back to the Welcome screen. To exit AAMEE, click Close.

Modifying an existing package

Use this workflow to add updates to an existing package without having to completely rebuild the package.

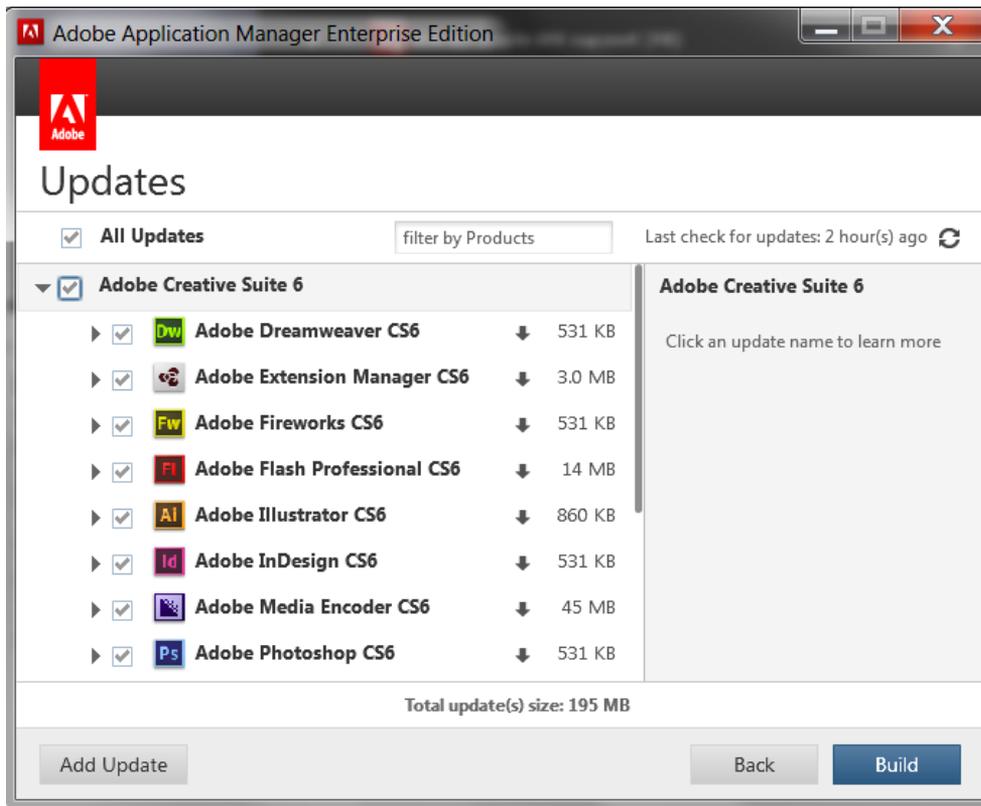
1. In the Welcome screen, select Modify Existing Package. The Package Identification screen appears.



2. You are prompted to browse for the name of the package configuration file, which was created when the package was built the first time. The name of the file is <package name>.aamee and it is located in the package folder.

Navigate to the package configuration file for the package you want to modify, and then click Next.

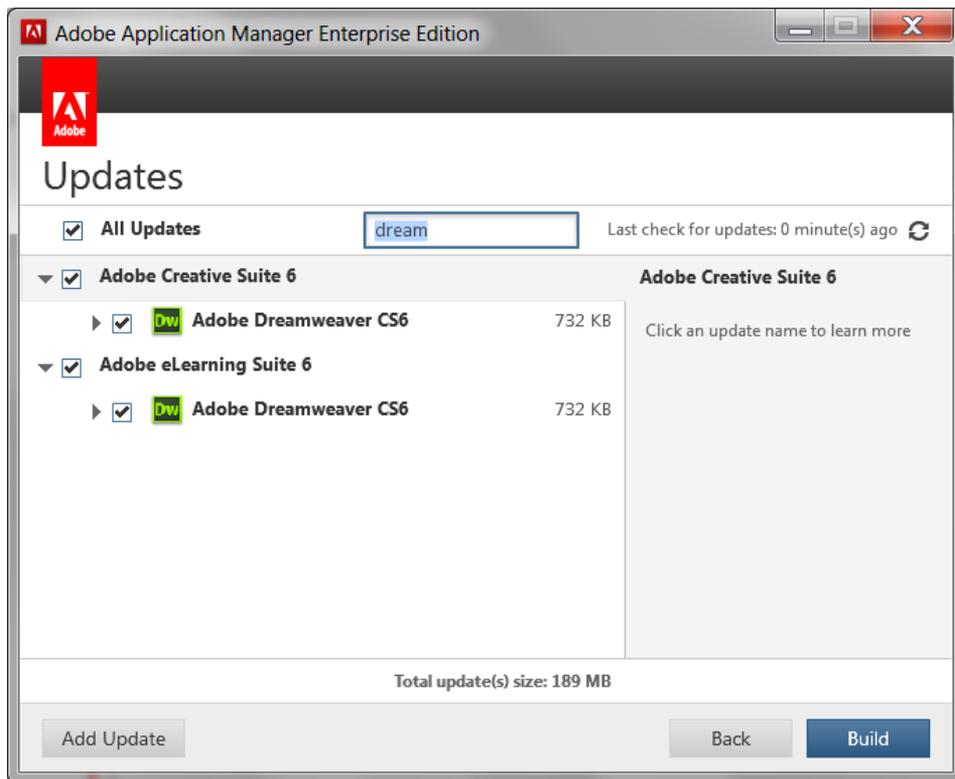
3. The Updates screen is displayed, in which you can select the updates to add to the package.



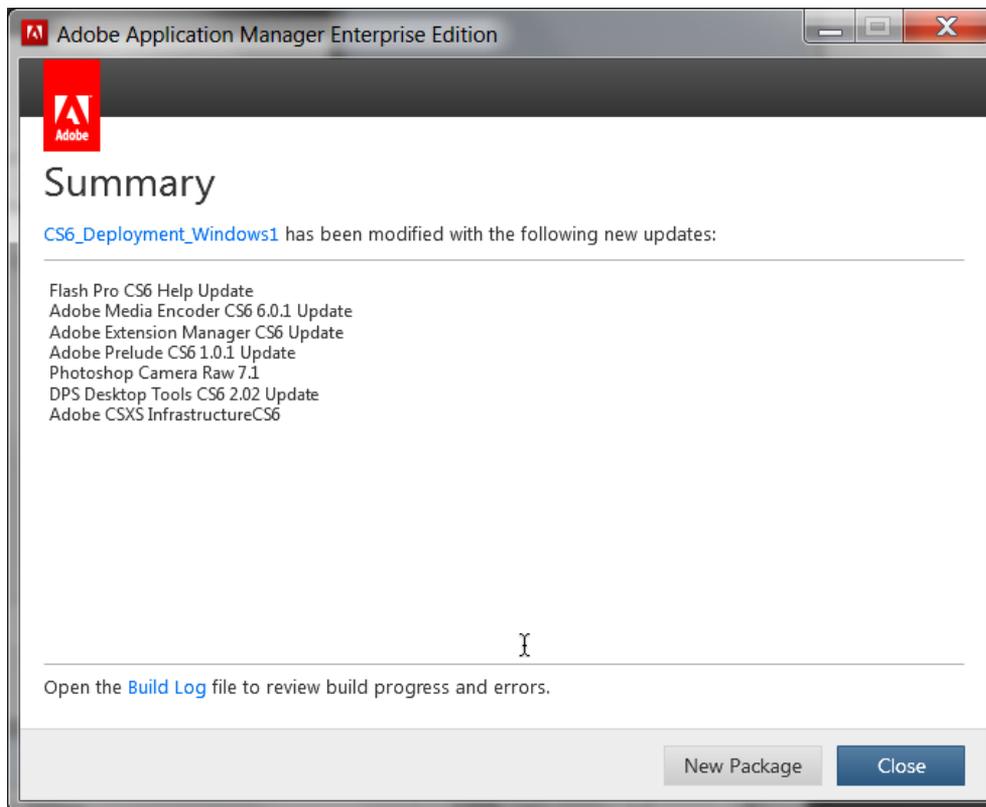
IMPORTANT: Those updates that are already part of the package appear selected by default (in grey) in the screen and cannot be unchecked. If a higher version of such an update is available, the update will be downloaded and added to the package automatically.

You can also choose to add other updates that are not currently part of the package.

4. You can filter the list of updates based on product name(s) by typing the first few letters of the product in the “Search for Product” field that is next to the All Updates checkbox. For example, if you type “dream” in the field, updates are shown only for products that contain the string “dream” (case-insensitive).



5. Select the updates that you want to include. You can include all displayed updates by selecting the All Updates check-box.
6. If you have already downloaded one or more updates separately, you can add them to the package by clicking the Add Updates button and selecting the updates.
NOTE: AAMEE checks if the update packages you have downloaded are the latest available updates. Older versions of updates cannot be added to the package.
7. Click Build to update the existing package with the selected updates.
8. When the build completes successfully, the Summary page appears.



This page displays a summary of the updates added/modified in the build. You can click the Build Log link at the bottom to see the detailed progress report, including any errors.

9. To create another package or to update an existing package, click new Package—this takes you back to the Welcome screen. To exit AAMEE, click Close.

AAMEEPreferences.xml file

The options that you specify in the Welcome screen and the Configure Package screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine, the options you selected while creating the previous package are pre-populated in the corresponding fields.

If you delete this file, a new file is created the next time you successfully create a new package.

The `AAMEEPreferences.xml` file is saved in the following location:

- ◆ Mac OS

`~/Library/Application Support/Adobe/Enterprise`

- ◆ Windows XP

`%HOMEPATH%\Local Settings\Application Data\Adobe\Enterprise`

- ◆ Windows Vista and Windows 7

`%HOMEPATH%\AppData\Local\Adobe\Enterprise`

Installing packages in the Exceptions folder

When you create a package for enterprise deployment with Adobe Update Manager Enterprise Edition (AAMEE), two folders are created:

- ◆ The build folder contains the MSI (Windows) or the PKG (Mac OS) file for deployment with Microsoft SCCM or Apple ARD.
- ◆ The Exceptions folder contains the payloads that must be installed separately. The content of the folder depend on whether you are installing on Mac OS or on Windows, whether you have included Acrobat as part of the package, and whether (for Mac OS), you have selected to disable AIR components.

Information on installing the products in the Exceptions folder is provided in the Chapter [“Installing Products in the Exceptions Folder”](#). Information on deploying Acrobat for Windows is provided in the Chapter [“Deploying Adobe Acrobat”](#).

NOTE: The Adobe Exceptions Deployer tool provides an automated way to deploy the packages in the Exceptions folder. For more information, see [Appendix A, “Using Adobe Exceptions Deployer”](#).

IMPORTANT: Refer to the information in these Chapters before you deploy the packages on the client machines.

Application Manager logs and error messages

When you install or run AAMEE, it creates or writes to log files on the admin system, in your platform’s temporary-file location:

- ◆ In Windows, logs are in the %temp% location.
- ◆ In Mac OS, logs are in the folder ~/Library/Logs/.

PDApp.log

Both the tool installation and the process of configuring a package with the tool write information to this file. Refer to it for any problem in either the tool installation or package-creation workflow.

AdobePB<timestamp>.log

When you have completed the package configuration, you launch the build engine that creates the deployment package. The build engine writes progress, warnings, and build errors to this file. If the build fails, look here for the reason.

Error messages

Welcome Screen		
The path name is not valid. Please provide a valid path.	You have used characters in the package name that are not supported in folder names in Windows or in Mac OS.	Rename the package to conform to platform restrictions for folder names.
A folder named <foldername> already exists. Please provide a unique folder name.	The package save location already has a folder with the given name.	Provide a save path to a folder that does not yet exist.

The package name and path exceeds maximum limit by <x> character(s). Please retry with a shorter path and/or package name.	The target path for package creation exceeds the path length limit specified by Microsoft Windows.	Use a shorter path.
You do not have sufficient privileges to write to this path.	The user does not have write access at the save location.	Provide write access, or write to a location to which you have access.
A valid installer could not be found.	The Application Manager did not find the files and executables for a valid product install folder at the path you entered for "Locate the installation media."	Make sure the location you specify is the product install folder you placed on your admin system or staging area.
The installer could not be parsed correctly.	The product install folder has something wrong with it.	Make sure the location you specified for the product install folder is correct, readable, complete, and contains uncorrupted product install files.
You cannot package a non serialized component. Please provide a serialized product in the product install folder	Non-serializable media were provided.	Make sure the product install folder contains serializable products.
You have selected the 32-bit package option. Please provide 32-bit media or select 64-bit package option.	You chose a 32-bit package, but the product install folder contains 64-bit installation media.	Provide 32-bit media or choose the 64-bit package option.
Serialization Screen		
The serial number is not valid for this product.	You have typed the serial number incorrectly, or have the wrong serial number, or the serial number locale does not match the installation media.	Verify that you have typed the serial number correctly, that its locale is available for the product you are installing, and that you got the number from a volume licensing program.
Configuration Screen		
Deploy location is required.	You have selected the "Deploy to" option, then clicked Next without entering a location.	You must supply a location when you select the "Deploy to" option.
Invalid file	You have selected the "Redirect AAM Updater to internal server" option, but provided invalid XML for the redirect.	Provide a correct XML file for redirection.
Summary Screen		
Your build encountered unrecoverable errors.	The build failed. Check the build log to find the reason.	Take appropriate action and try again. For example, if the cause is insufficient space, allocate more space.
This patch was not packaged as a higher version is already included in this package.	You have selected the wrong version or multiple versions of an update.	Select the highest available update version.
Updates Screen		
DMG/ZIP unavailable.	The path specified for the ZIP or the DMG files is not accessible.	Verify that the location specified for the ZIP or the DMG update files is accessible. Select the updates again after they become available
Valid DMG/ZIP files not found.	The update files that you have selected are not actually ZIP or DMG files (even though they might be named as such).	Ensure that the files are valid ZIP or DMG files.

DMG mount failed.	<p>Application Manager could not mount the DMG file. This could be because of the following reasons:</p> <ul style="list-style-type: none"> ◆ The files might have been auto-mounted when the updates were downloaded. ◆ There could be a system error, incorrect permission, insufficient disc space, or any other error. 	Ensure that the disc space is sufficient and the folders have the appropriate permissions.
Invalid DMG/ZIP.	<p>This could be because of the following reasons:</p> <ul style="list-style-type: none"> ◆ The required files were not found. ◆ The update files do not have the right content (for example the files might have become corrupt). ◆ There is an error in processing the ZIP or the DMG files. 	Ensure that the correct update files have been downloaded and retry the steps. If required, restart the Application Manager. If this doesn't work, download the files again.
ZIP extraction failure.	The ZIP files could not be extracted in the temporary folder because of a system error, permission issue or a miscellaneous error.	Ensure that the ZIP files can be correctly extracted in the temporary folder.
The update server is not responding. The server might be offline temporarily, or the internet or firewall settings may be incorrect. Please try again later.	Network connectivity was not available while AAMEE was checking for updates or downloading updates.	Either ensure that the network is present, or click Continue and then add updates from a location where you have stored the updates downloaded manually.
Unable to authenticate user. Please check the user name and password and try again.	You are using a proxy server to connect to the network and the credentials provided for proxy server authentication are incorrect.	Provide the correct login credentials for proxy server authentication.
There is insufficient disk space on your drive to download this update. Please make more space available and try again.	Disk space available is less than the space required to download the updates.	<p>Ensure that there is sufficient disk space to download the updates. The updates are downloaded at the following locations:</p> <p>Mac OS: ~/Library/Application Support/Adobe/AAMUpdater/1.0/Install</p> <p>Windows XP: %HOMEPATH%\Local Settings\Application Data\Adobe\AAMUpdater\1.0\Install</p> <p>Windows Vista and Windows 7: %HOMEPATH%\AppData\Local\Adobe\AAMUpdater\1.0\Install</p>

There was an error downloading this update. You may try packaging this update by manually downloading it from www.adobe.com .	There was an error while downloading the update.	Retry downloading the update. If it does not work, package the update manually after downloading it from www.adobe.com .
There was an error downloading this update. Please verify the write permissions and try again.	The folder in which the updates are being downloaded does not have write permissions.	Ensure that the folder where the updates are stored has write permissions. Mac OS: ~/Library/Application Support/Adobe/AAMUpdater/1.0/Install Windows XP: %HOMEPATH%\Local Settings\Application Data\Adobe\AAMUpdater\1.0\Install Windows Vista and Windows 7: %HOMEPATH%\AppData\Local\Adobe\AAMUpdater\1.0\Install
Modify Existing Updates Workflow		
Invalid file	The file may not be a valid package configuration (.aamee) file	Provide the path to a valid package configuration (.aamee) file.
Selected package is corrupt	One or more of the following: ◆ The package that you are trying to modify is corrupt ◆ The package does not contain a valid package configuration (.aamee) file	Ensure that the package is not corrupt and contains a valid package configuration (.aamee) file.
Insufficient write privileges.	Write permission not available at the location of the package	Ensure that the folder containing the package has appropriate write permissions
An error has occurred. Please check the file again.	Unknown error	Check the build log for possible information about the error
Your build encountered unrecoverable errors	Unknown error	Check the build log for possible information about the error

2 Using the Adobe Application Manager 2.1 for Enterprise Deployment

This chapter describes how to create deployment packages for the [“Supported Suites”](#) with the Adobe Application Manager Enterprise Edition 2.1. In this document, Creative Suite 5 is abbreviated to “CS5”, Creative Suite 5.5 is abbreviated to “CS5.5”, and the tool is called the “Application Manager.”

NOTE: To create deployment packages for Adobe Creative Suite 6, refer to [Chapter 1, “Using Adobe Application Manager 3.1 for Enterprise Deployment of Creative Suite 6”](#).

This chapter walks you through the task of creating the necessary deployment packages for an enterprise. It introduces you to the deployment process; before actually using the tool to create packages, you will need to plan exactly what you want to deploy and how you want to deliver it in your enterprise. The rest of this document describes the preparation and planning process in more detail.

When you have finished the planning process, you will want to come back to this chapter to begin the actual creation of your first package.

Deployment tools

Adobe Application Manager Enterprise Edition is an efficient, easy-to-use, and reliable application that packages an Adobe Creative Suite 5 or Adobe Creative Suite 5.5 product install folder as an MSI or PKG for deployment on multiple computers. It is available on both Windows and Mac OS platforms. Packages created by the Windows version can be deployed only in Windows; packages created by the Mac-OS version can be deployed only in Mac OS. If you plan to install software on both platforms, you need both versions of the Application Manager.

Download the Adobe Application Manager Enterprise Edition from <http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html>.

The Application Manager has been tested on Windows server 2003 and 2008 as well as Apple Mac OS X server.

NOTE: It is recommended that Adobe Application Manager Enterprise Edition should not be installed on a system where a Creative Suite 5 or Creative Suite 5.5 product has been installed.

Supported Suites

Adobe Application Manager Enterprise Edition 2.1 supports the following suites:

- ◆ Adobe® Creative Suite® 5
- ◆ Adobe® Creative Suite® 5.5
- ◆ Adobe® Technical Communication Suite 3.5
- ◆ Adobe® eLearning Suite 2.5
- ◆ Adobe® Acrobat® X Suite

NOTE: Adobe Application Manager Enterprise Edition provides *limited* support for Adobe® eLearning Suite 2.5 and Adobe® Acrobat® X Suite. The following limitations apply to the packaging and deployment of products in the Adobe eLearning Suite 2.5 and Adobe Acrobat X Suite:

- ◆ (Windows only) When you package Adobe eLearning Suite 2.5 or Adobe Acrobat X Suite, Adobe Presenter can be included in the package that is created and, if included, is also displayed in the Summary screen. However, Adobe Presenter is not deployed when you deploy the MSI package. No error message is displayed during deployment.

As Adobe Presenter cannot be deployed, it is recommended that you do not include Adobe Presenter when you package Adobe eLearning Suite 2.5 or Adobe Acrobat X Suite.

- ◆ (Windows only) Deploying a package of Adobe Acrobat X Suite that also contains Adobe Presenter requires client machines to have Microsoft PowerPoint installed. This problem does not arise if Adobe Presenter is not included in the package.

As Adobe Presenter cannot be deployed, it is recommended that you do not include Adobe Presenter when you package the Adobe Acrobat X Suite. Else, ensure that Microsoft PowerPoint is installed on client machines before you deploy a package of Adobe Acrobat X suite that also contains Adobe Presenter.

System requirements for the Application Manager

The system on which you run the Adobe Application Manager Enterprise Edition must meet the following requirements.

	Windows	Mac OS
Processor Speed	1 GHz or faster	Multicore Intel processor
Operating System	Microsoft Windows XP with Service Pack 3 (32-bit) or Windows Vista Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 (Service Pack 2 recommended) 32-bit or 64-bit or Windows 7 (64-bit)	Mac OS X v10.5 to 10.6.x
Hard Disk Space	175 MB space available for installation	135 MB available for installation
RAM	512 MB	512 MB
Display	1,024 x 768 (minimum) or 1,280 x 800 (recommended) with 16-bit video card.	
Peripherals	DVD-ROM drive if you use product media to install products	

Preparing for package creation

The instructions in this document assume:

- ◆ You have completed the planning described in [Chapter 6, "Planning for Deployment"](#).
- ◆ The Application Manager is installed on your administrative system. The default installation location for the Application Manager is:

In Windows 32-bit: `<system drive>:\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise`

In Windows 64-bit: `<system drive>:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise`

In Mac OS: `/Library/Application Support/Adobe/OOBE/PDApp /Enterprise`

- ◆ The *product-install folder* for the products you are going to package has been created, and is accessible from your administrative system, either copied to a local disk or mounted from another system, and you know the path to it.

This folder must contain all of the files downloaded from the product install media (ESD or DVD), and must contain exactly one set of media files. If you are creating deployment packages for more than one purchased suite product or point product, you must create a separate product-install folder for each one. See [“Preparing the input media” on page 100](#).

Adobe Application Manager Enterprise Edition automatically checks for updates and downloads the selected updates. If, however, for some reason you want to download updates separately yourself, you must download the required updates from the Adobe website, and copy the contents into a folder. The copied files must be accessible from your administrative system.

The location of the downloaded updates is as follows:

Mac OS

`~/Library/Application Support/Adobe/AAMUpdater/1.0/Install`

Windows XP

`%HOMEPATH%\Local Settings\Application Data\Adobe\AAMUpdater\1.0\Install`

Windows Vista and Windows 7

`%HOMEPATH%\AppData\Local\Adobe\AAMUpdater\1.0\Install`

Additional components available with Application Manager

When you install the Application Manager, the following components are also made available:

- ◆ Adobe Provisioning Toolkit Enterprise Edition, a command-line tool that helps you track and manage serialization of Adobe® Creative Suite® products that you have deployed in your enterprise

For more information on using this tool, see [Chapter 9, “Adobe Provisioning Toolkit Enterprise Edition”](#).

- ◆ Adobe Update Server Setup Tool, a platform-specific command-line tool that helps you configure your own update server for automatic update of Adobe® Creative Suite® products.

For more information on using this tool, see [Chapter 10, “Adobe Update Server Setup Tool”](#)

These components are available in the following directories

Adobe Update Server Setup Tool

In Windows 32-bit: `<system drive>:\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\AUSST`

In Windows 64-bit: `<system drive>:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\AUSST`

In Mac OS: `/Library/Application Support/Adobe/OOBE/PDApp /Enterprise/utilities/AUSST`

Adobe Provisioning Toolkit Enterprise Edition

In Windows 32-bit: `<system drive>:\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\APTEE`

In Windows 64-bit: `<system drive>:\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise\utilitites\APTEE`

In Mac OS: `/Library/Application Support/Adobe/OOBE/PDApp /Enterprise/utilities/APTEE`

Deployment packages

A deployment package provides an automated way of invoking an install program to perform an enterprise install – a silent, customized install. Each installation package can install a set of applications belonging to a single suite product. Deployment packages are always executed on the target systems.

You create packages with the Adobe Application Manager Enterprise Edition. You can create *installation packages*, for the initial deployment of Creative Suite products. After initial deployment, you can choose to include updates to previously installed products in *installation-and-update packages*, or you can use the same tool to create *update-only packages*.

When creating an installation package, one of the first things you do is point the Application Manager at the product install folder for the purchased suite product or point product you are packaging. The Application Manager scans this folder and presents you with a list of applications and components that can be installed, from which you make your choices. You can also set a number of options that affect the behavior of the install program, and of the installed applications when launched on an end-user system. All of these choices are recorded in the package.

When you save a newly created package, these files are written:

- ◆ A `Build` folder.
 - In Windows, this contains the MSI file used for installation on the client machine, a `Setup` folder containing complete deployment packages, and a `ProvisioningTool` folder with binaries for required tools.
 - In Mac OS, this contains Install and Uninstall PKG files used for installation on the client machine.
- ◆ An `Exceptions` folder. In Windows, this contains all the exception payloads; in Mac OS, it is empty except when you perform an ssh-based installation. Exception payloads are those that must be installed separately. The exception payloads that will be present in the `Exceptions` folder depend on the platform and on the media chosen. Here is the combined list for all the supported suites:

- ◆ AdobeHelp
- ◆ PDF Settings CS5
- ◆ Adobe Flash Player 10 ActiveX
- ◆ Adobe Story
- ◆ Adobe Dreamweaver Widget Browser
- ◆ Adobe Flash Player 10 Plugin
- ◆ Adobe AIR
- ◆ Adobe Content Viewer
- ◆ Adobe Media Player (for CS5 only)
- ◆ Adobe Captivate Reviewer
- ◆ Adobe Captivate Quiz Results Analyzer
- ◆ Acrobat X Pro

For instructions on creating separate installers for these components, see [“Create install and uninstall programs for the SCCM package” on page 121](#).

Workflow options for package creation and modification

You can create or modify packages in the following ways:

- ◆ Create a new package that consists of products and/or product updates

Use this workflow when you want to package one or more products for deploying on client machines. You can also optionally include product updates in the package.

- ◆ Create a new package that consists of only updates

Use this workflow when you want to include only product updates for one or more products in the package. Typically, you would choose this option when the products have already been deployed on client machines, and you want to package and deploy only the latest updates.

- ◆ Modify an existing package to include the latest product updates

Use this workflow to enhance an existing package with the latest updates, without having to build a complete package again. For example, if you have a package that consists of two products and their updates, you can now modify this package by adding the latest available update—the updates will be added to the existing MSI or PKG file, without rebuilding the entire package. This helps you maintain your packages more easily. For example, in this case, when an update for one of the products in the package is available, you can simply replace the existing update in the package with the new update, without having to create and maintain a new package.

Latest updates are added for all the existing products in the package; you can also optionally choose to include updates for other products.

NOTE: When you select this workflow, latest updates for the products that are already in the package are always included. You can optionally include other product updates as well. For example, if your package consists of Dreamweaver and Photoshop, the latest updates for these products will always be

included in the package. This ensures that the latest updates are always added for the products in the package.

The list of updates displays available updates for all supported products, and you can additionally select updates for other products as well. For example, in this case, you can choose to include updates for Adobe Illustrator and Captivate also.

All these workflows are explained in the section, [“Creating deployment packages”](#).

Package Configuration File

When you create a package, Adobe Application Manager Enterprise Edition creates a configuration file for the package, with the name `<package_name>.aamee`. This file is located in the folder that you specify for the package. This file is required if you want to later modify an existing package to add updates to it, as explained in [“Modifying an existing package”](#).

Creating deployment packages

This section walks you through the creation of a single package. [“Application Manager logs and error messages” on page 85](#) contains a list of Application Manager error messages, what they mean, and how to recover from the errors.

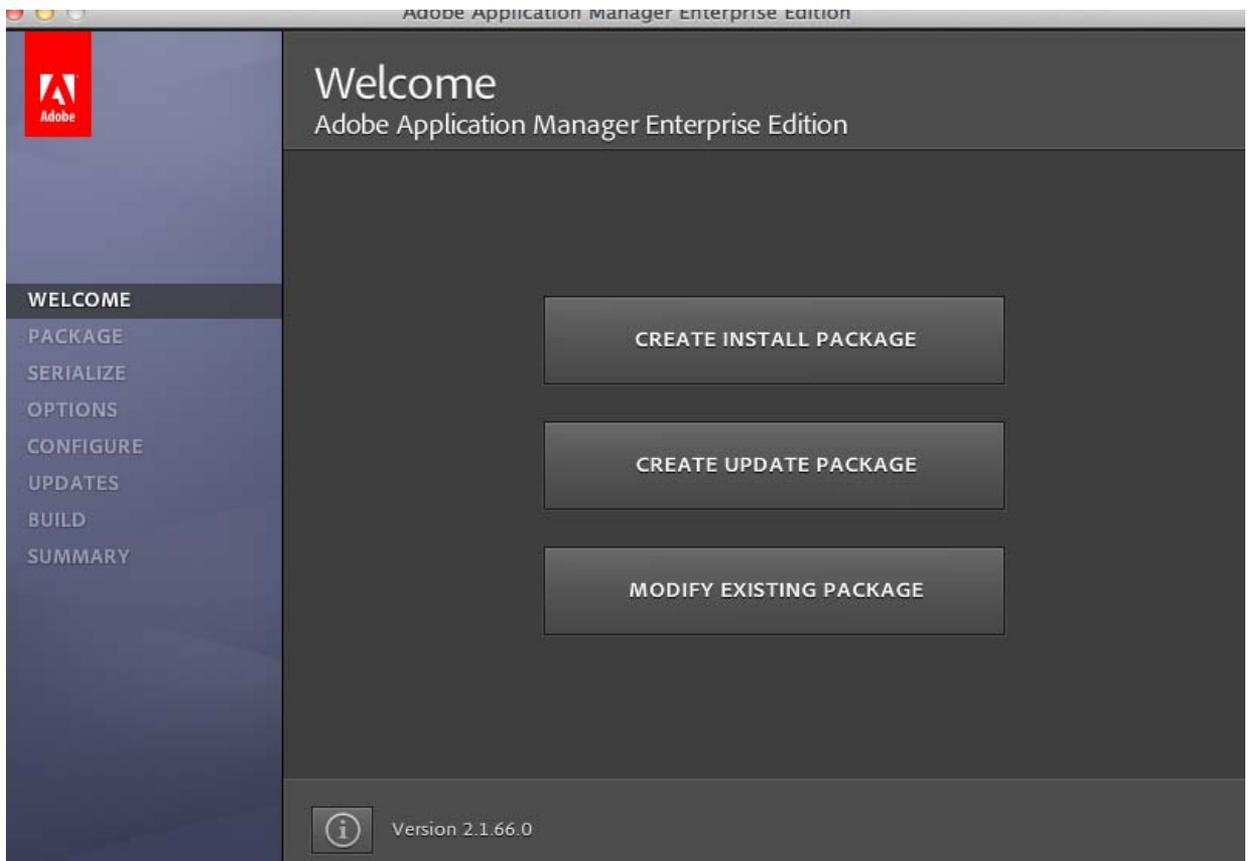
1. *Invoke the Adobe Application Manager Enterprise Edition.*

Start the Application Manager on your system.

- In Windows, click the shortcut for the application in the Start menu, under Programs > Adobe > Adobe Application Manager Enterprise Edition.
- In Mac OS, use the alias at `/Applications/Adobe Application Manager Enterprise Edition`.

This brings up a the EULA; you must accept the license agreement to continue.

2. After you accept the license agreement, the first screen you see is the Welcome page.



- Notice the information icon near the bottom left; this appears on most pages. As you use the tool, you can click this icon at any time to access online documentation.



- You will also see smaller information icons next to certain fields; click these to see additional information about those fields.
- When you select the package type, the page updates to allow you to enter the basic information for that type of package.

As explained in the previous section, you can:

- Create an installation package,
- Create an update package, or
- Update an existing package

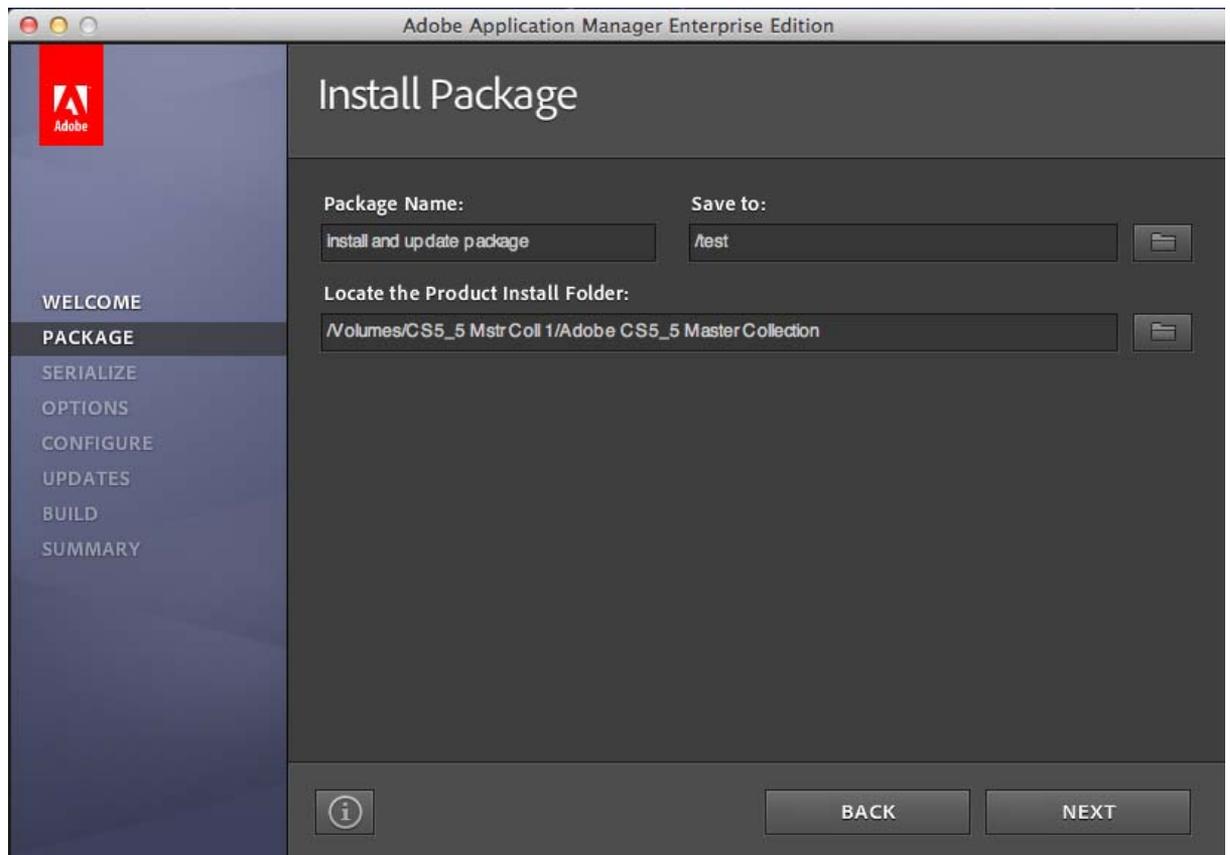
You will initially create Installation Packages; an installation package can also include updates to previously deployed products. Later, you might want to create update-only packages or update an existing package; see [“Creating an update-only package” on page 73](#) and [“Modifying an existing package” on page 80](#).

If a version of AAMEE that is more current than the one you are using is available, a dialog box is displayed when you launch the Adobe Application Manager Enterprise Edition. The dialog box prompts you to confirm if you want to download the new version.



If you select Yes, you are taken to the product download page, from where you can download the new version. If you select No, the current version on your machine continues to run.

3. In the Welcome screen, select Create Install Package.



4. Enter package information. For an installation package:

- Enter the name and location to which you want to save the package you create. You can click the Browse icon to locate the destination folder, or enter the absolute path.

NOTE: Do not save the package to the root directory — doing so can cause problems during package modification.

- Enter the location of the product-install folder. This is the location to which you copied the installer files from the distribution DVD or ESD (see [“Preparing the input media” on page 100](#)). You can click the Browse icon to locate the product install folder for the product you are packaging, or enter the absolute path.
- In Windows, choose 32-bit or 64-bit processor support. You must make separate packages for 32-bit and 64-bit installations. A 32-bit package will not run on a 64-bit machine.

NOTE: Windows versions of Adobe Premiere Pro® CS5/5.5 and Adobe After Effects® CS5/5.5 require a 64-bit edition of Microsoft Windows® Vista or Windows 7. This requirement applies to both the standalone versions of the applications as well as the components of Adobe Creative Suite 5/5.5 Production Premium and Adobe Creative Suite 5/5.5 Master Collection.

To ease the transition to a 64-bit operating system, CS5/5.5 Production Premium and CS5/5.5 Master Collection include a 32-bit support package that contains 32-bit versions of Adobe Premiere Pro CS4 and After Effects CS4. To package these applications for deployment, please use the Creative Suite 4 Deployment Toolkit:

http://www.adobe.com/aboutadobe/volumelicensing/cs/deployment_toolkit.html

NOTE: The options that you specify in the Welcome screen and the Configure Package screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine, the options you selected while creating the previous package are pre-populated in the corresponding fields. For more information on this file, see [“AAMEEPreferences.xml file”](#).

5. Click Next. The tool retrieves information from the installer, which takes some time. When it is finished, the Serial Number page appears:



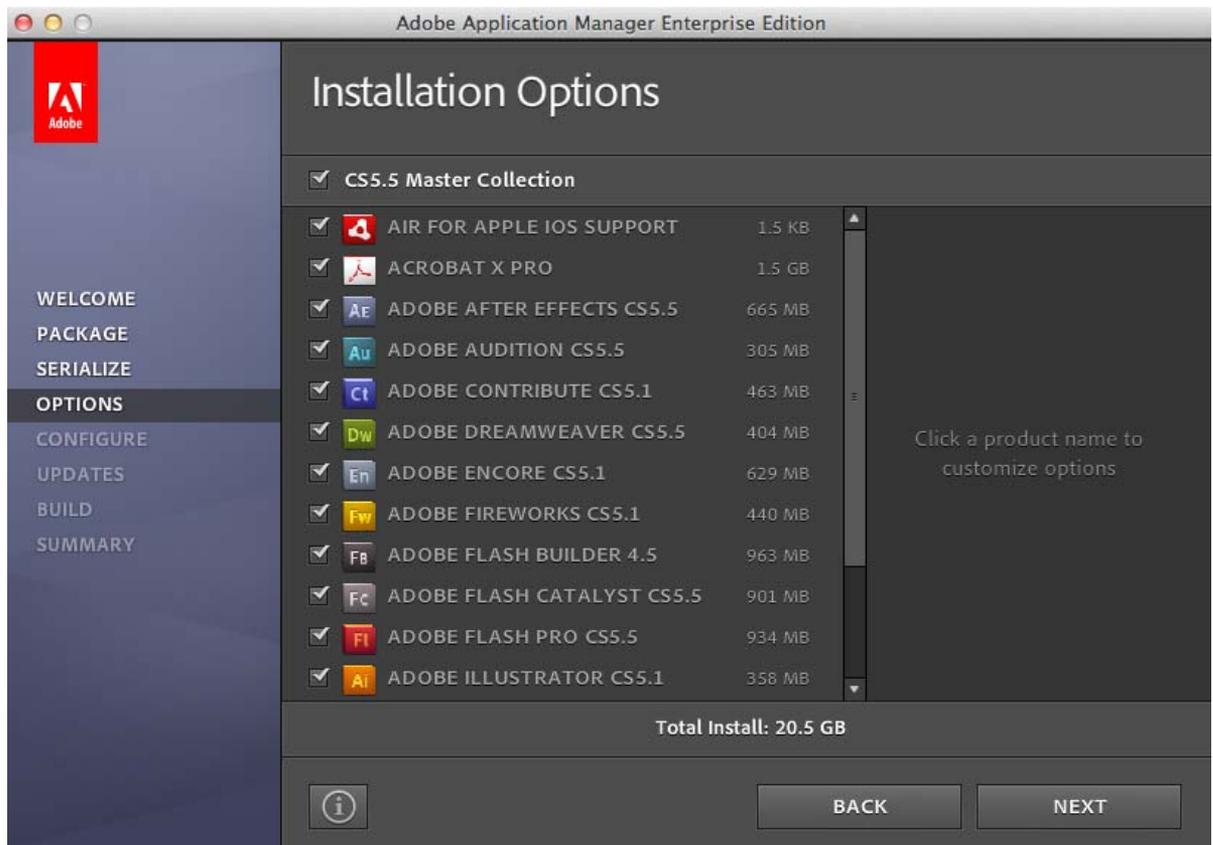
6. *Enter serial number and language.*

Enter the serial number or choose “Proceed without serializing” to create a package for trial-mode installation. See [“Serial number” on page 109](#) for details of which serial number to use. It is possible to change a serial number after deployment using the Adobe Provisioning Toolkit Enterprise Edition; see [“Managing serialization in deployed products” on page 110](#).

If you enter a serial number, the Application Manager verifies if it is valid. If the serial number you supplied is valid, a green check appears to the right of the number field, along with the language for which it is valid.

If the serial number is not valid, you can re-enter it. You cannot proceed with package creation until you provide a valid serial number, or select “Proceed without serializing.”

7. Click Next to continue to the Installation Options page.



This page shows the possible point products and components that can be installed as part of the product in the product-install folder. During the planning process, you must decide which products and components to include in each deployment package; see [“Product components” on page 112](#).

8. *Select products or components to include.*

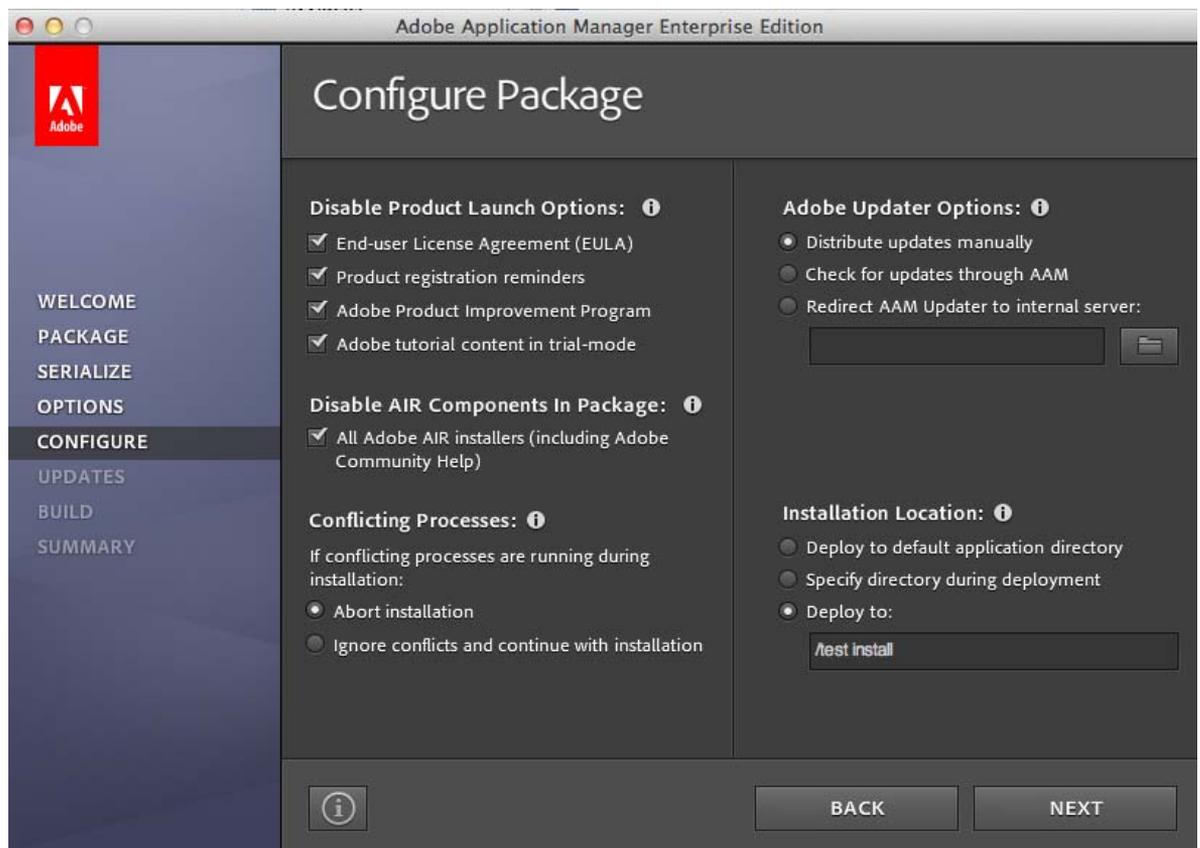
- All products are initially selected. You can deselect any products or components you do not wish to include.
- If you chose not to enter a serial number, all products that you include are installed in trial mode.

If you create packages for multiple products, you will notice that this list varies depending on the product you are packaging. For example, if you are packaging Adobe InDesign® CS5.5, the only primary application choice will be InDesign. If you are packaging the Adobe CS5.5 Master Collection, every application included in that suite appears in the scroll list.

When multiple products are shown on the left, select a product to show its optional component on the right, where you can select the ones you want to include.

The Total Install field at the bottom shows the free space that will be required on the target machine to install the components you have currently selected. The size adjusts as you select and deselect items.

9. Click Next to continue to the Configure Package page.



10. Select configuration options.

On this screen, enter the following values:

- PRODUCT LAUNCH OPTIONS — Set these options per your preference. See [“Configuration: product launch options” on page 110](#).
- DISABLE AIR COMPONENTS IN PACKAGE — This option is available only for the Mac OS-based installations. Select this option if you do not want to install AIR-based packages such as Adobe Community Help, and Adobe Media Player. This is required in certain scenarios, for example while performing an ssh-based installation or for avoiding manual entry of proxy credentials.

If you select this option, you should install the AIR-based packages separately as explained in [Downloading and installing components separately on Mac OS](#).

Note: If you do not select the “Disable Air Components in Package” option but later deploy the package via ssh, the machine might stop responding as the AIR-based installer might attempt to update itself and might hang.

Note: If you plan to use Absolute Manage to deploy your package, ensure that you select the “Disable Air Components in Package” option, otherwise the package will not be deployed successfully with Absolute Manage.

- CONFLICT HANDLING — Choose whether to abort the installation if conflicting processes are running, or attempt to continue with the installation.

The end-user should be instructed to shut down all Adobe applications and processes, browsers, and applications such as Microsoft Office on the target machine in order to avoid conflicting process issues.

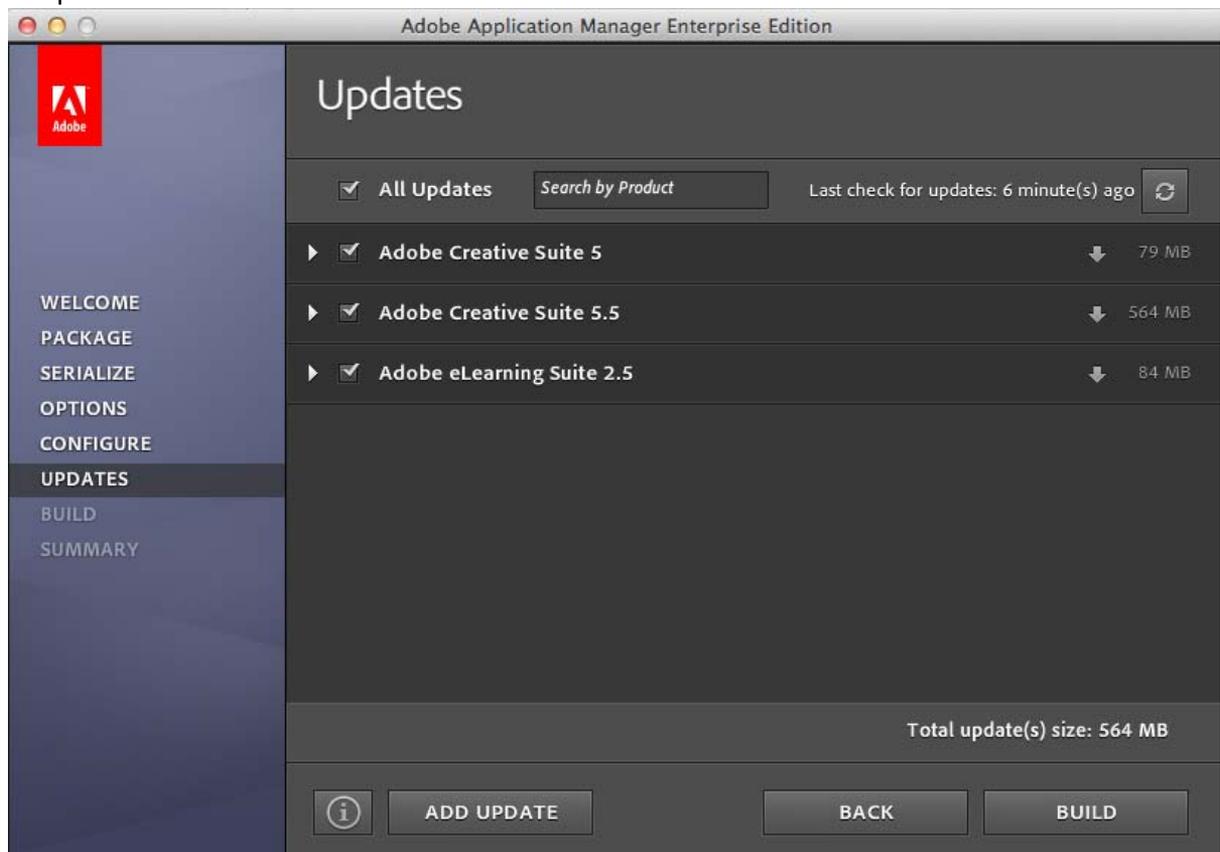
- **INSTALLATION LOCATION** — You can accept the default location, or choose to have the user specify a location during the installation. If you want to specify a different path, select “Deploy to: ” and enter that path. This must be an absolute path; you can use certain environment variables, but you cannot use “~” to represent the home directory. See [“Configuration: installation location options” on page 111](#).
- **ADOBE UPDATER OPTIONS**— You can choose how to handle the update process for deployed applications. You can choose to allow or suppress automatic update checking, or redirect automatic update checking to your own server. See [“Configuration: updater options” on page 112](#).

NOTE: The options that you specify in this screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine, the options you selected while creating the previous package are pre-populated in the corresponding fields. For more information on this file, see [“AAMEEPreferences.xml file”](#).

11. Add updates

When you click Next, you have the opportunity to add updates to the package.

This page lists updates you want to include in your package. AAMEE automatically checks for all available updates and displays available updates for the products and shared components that are part of the media.



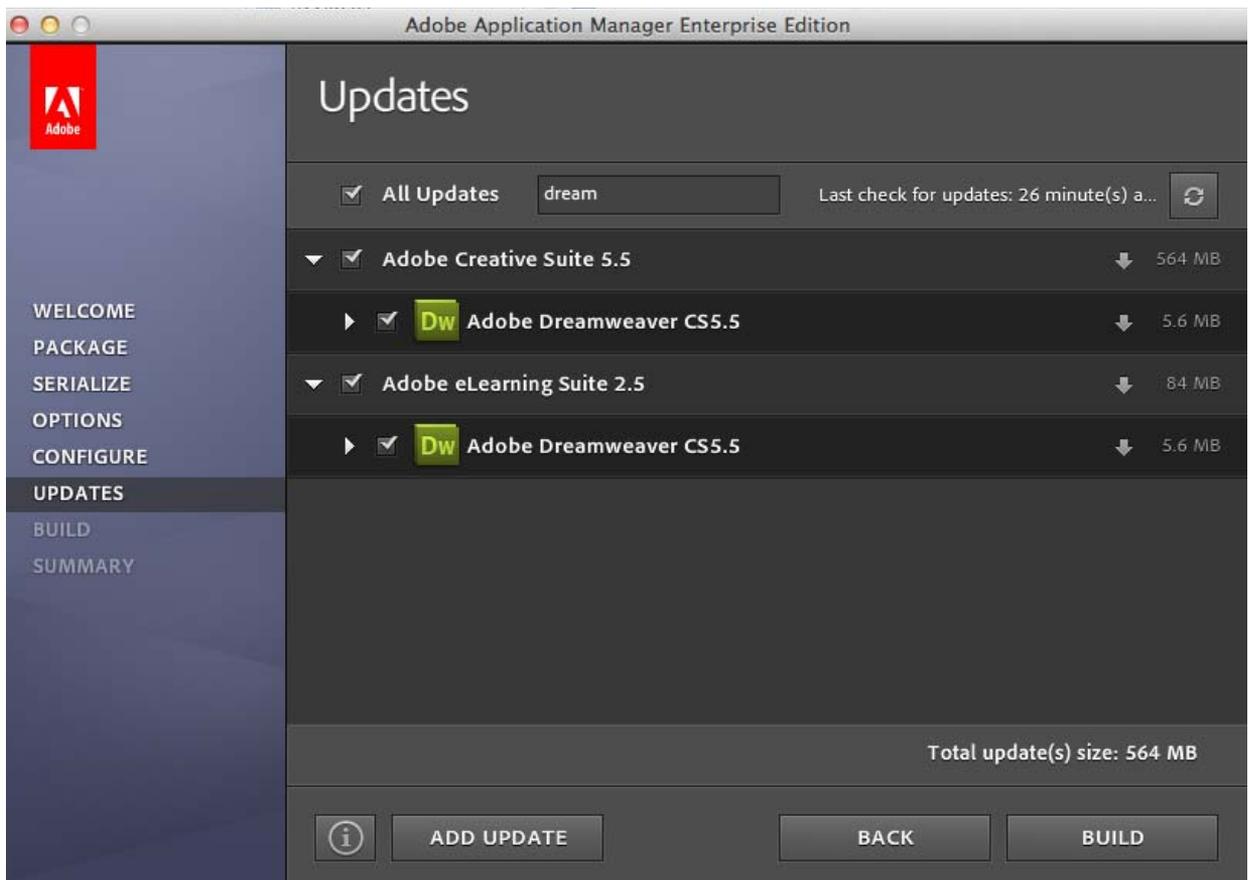
- Expand the product group to display the products/shared components for which updates are available. Updates are displayed for products that are part of the media that you had selected.

NOTE: A down arrow symbol next to an update indicates that the update has already been downloaded.

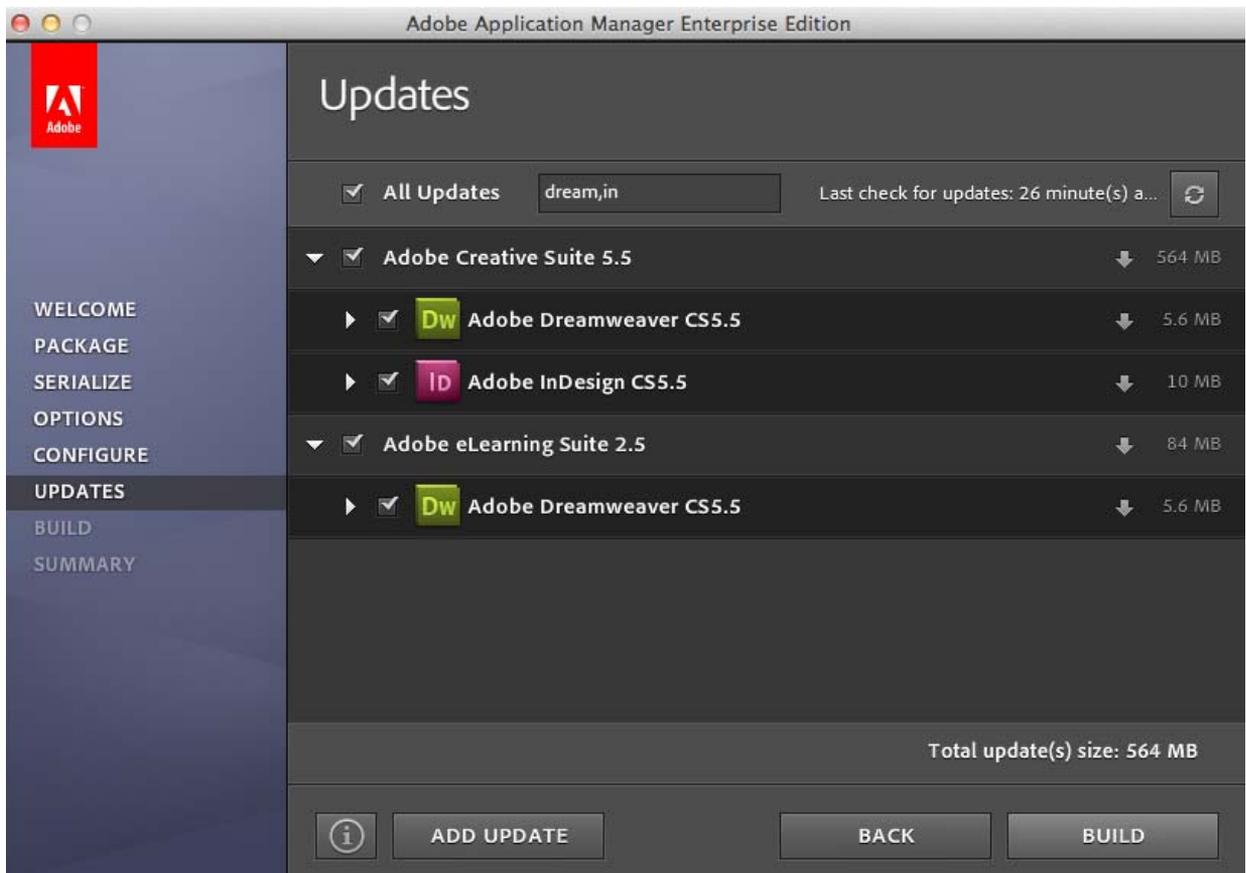
NOTE: The updates are *not* limited based on the products selected at product options screen, but are for all the products/shared components present in media selected. For example, if you selected Photoshop from Master Collection media, updates will be shown for all the products of Master Collection and not just Photoshop.



- You can filter the list of updates based on product name(s) by typing the first few letters of the product in the "Search for Product" field that is next to the All Updates checkbox. For example, if you type "dream" in the field, updates are shown only for products that contain the string "dream" (case-insensitive).



14. You can also filter for multiple products by providing a comma-separated list. For example, as shown in the next screen capture, you can search for product names that contain the string "dream" and "in" by specifying "dream,in" in the field. (You can also include a space after the comma, for example "dream, in")



15. Select the updates that you want to include. You can include all displayed updates by selecting the All Updates check-box.

NOTE: If you are installing updates for Adobe After Effects, Adobe Encore, or Adobe Premiere Pro, there is a difference in the product update names for DVD media and Electronic Software Distribution media. For more information, see the next section, [“Difference between Product Update Names for DVD and Electronic Software Distribution — Combination Package”](#).

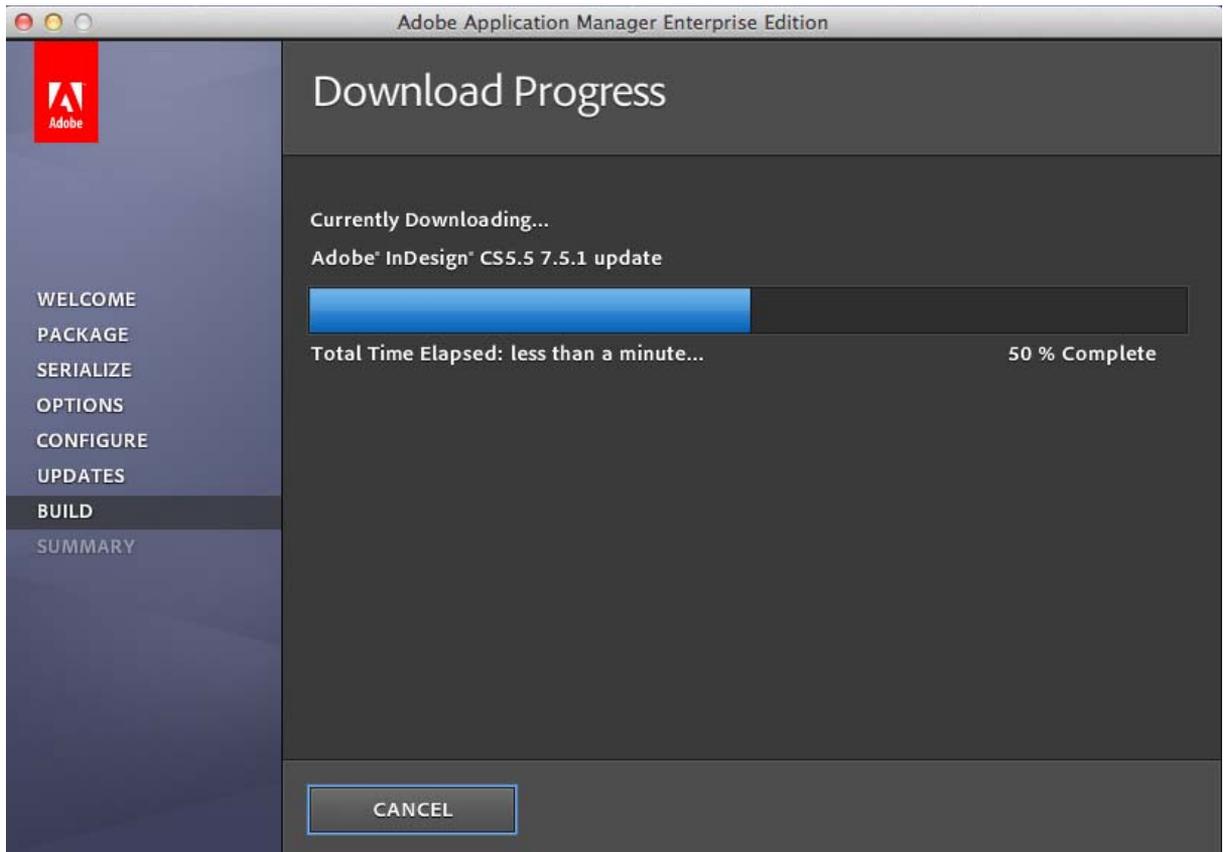
16. If you have already downloaded one or more updates separately, you can add them to the package by clicking the Add Update button and selecting the updates.

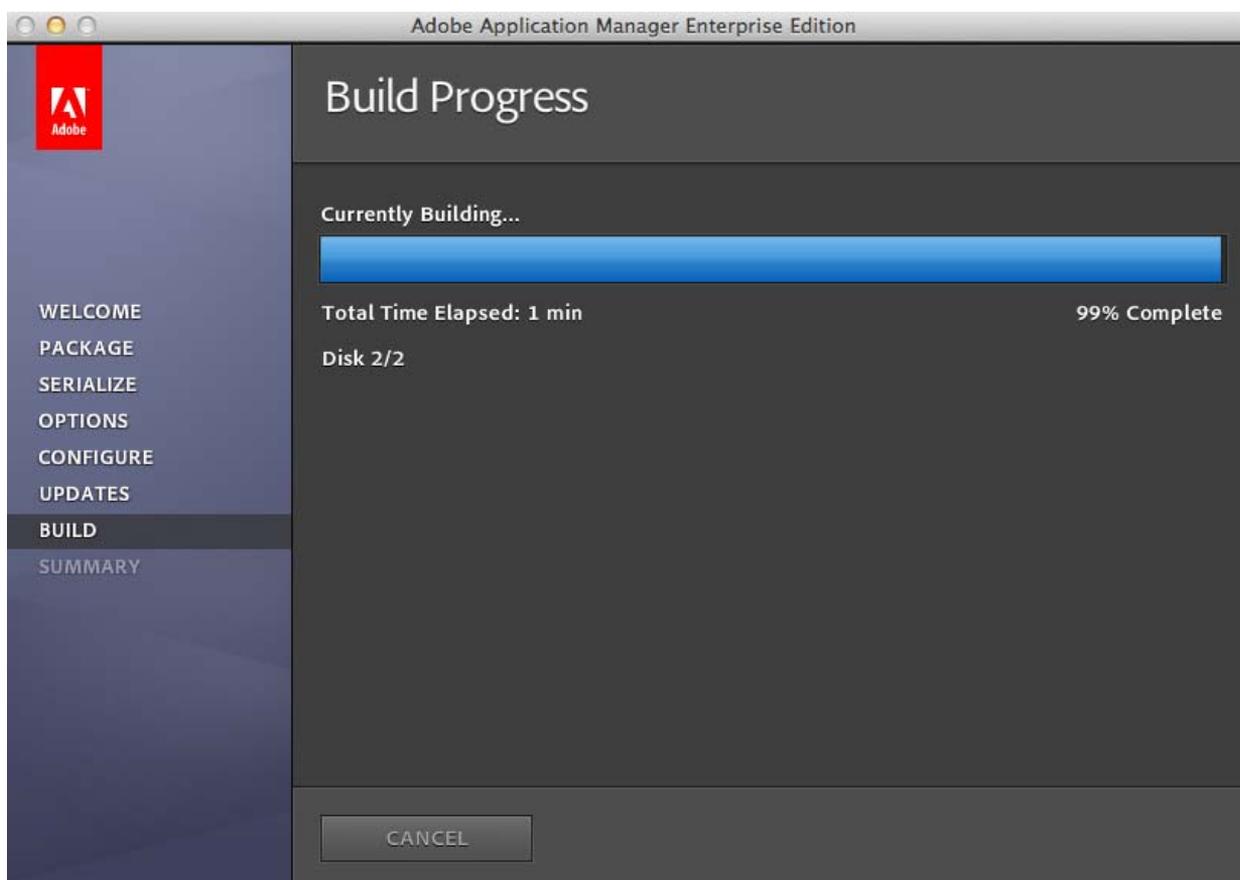
NOTE: AAMEE checks if the update packages you have downloaded are the latest available updates. Older versions of updates cannot be added to the package.

17. Click Build to build the new package. All the selected updates are first downloaded from the Adobe update server, and then packaging process starts. The packaging process creates an MSI-format package in Windows, or a PKG-format package in Mac OS.

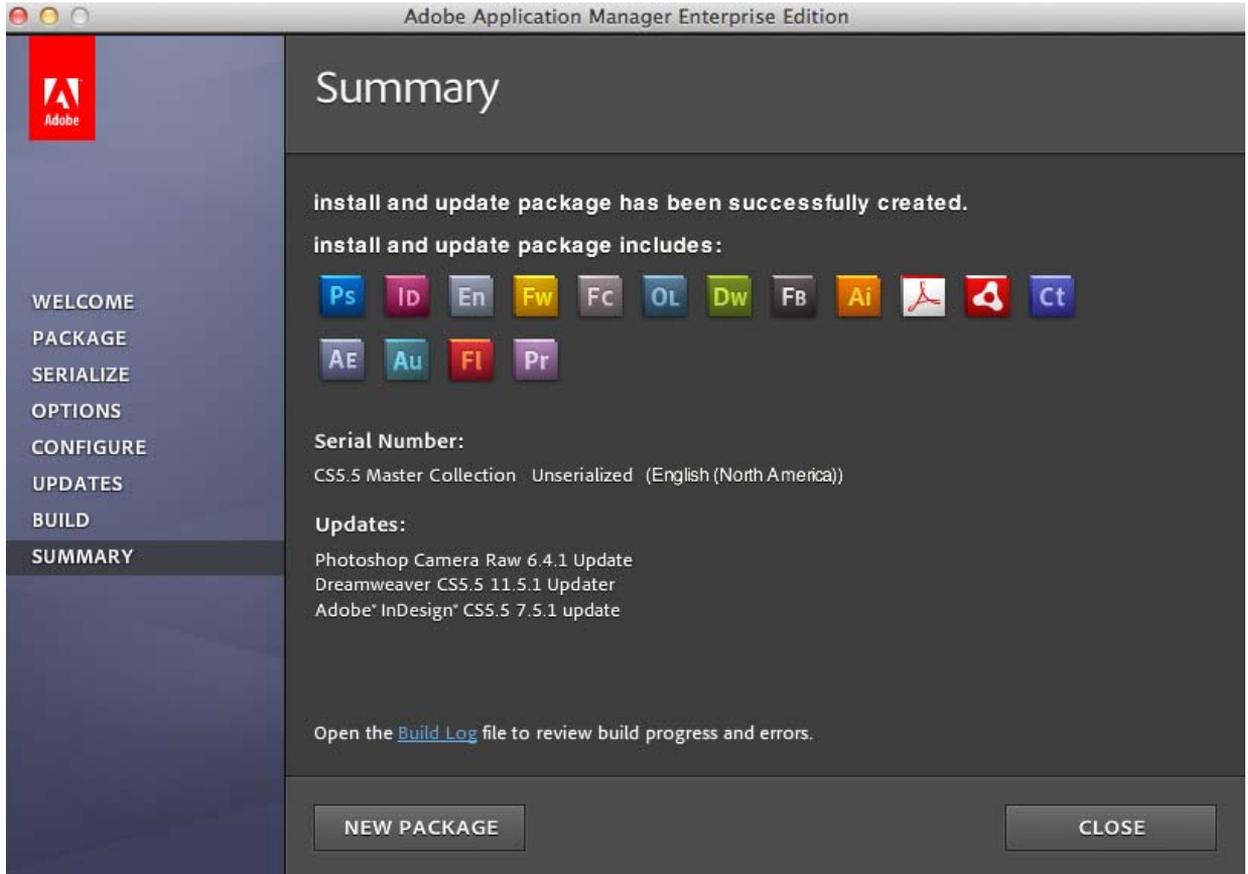
NOTE: When the updates are downloaded for the first time, it can take a high amount of time depending on the update size and the bandwidth available.

The completion state of this process is estimated on the Download Progress and the Build Progress page.





18. When the build completes successfully, the Summary page appears.



This page displays a summary of the products or components included in the build, and the serialization used for the suite or for each point product.

You can click the Build Log link at the bottom to see the detailed progress report, including any errors.

To create another package or to update an existing package, click new Package—this takes you back to the Welcome screen. To exit AAMEE, click Close.

Difference between Product Update Names for DVD and Electronic Software Distribution — Combination Package

When you create a combination package (containing both installation package and update package) the update names for the following products differ depending on whether you are using DVD media or Electronic Software Distribution (including the media downloaded from Adobe website):

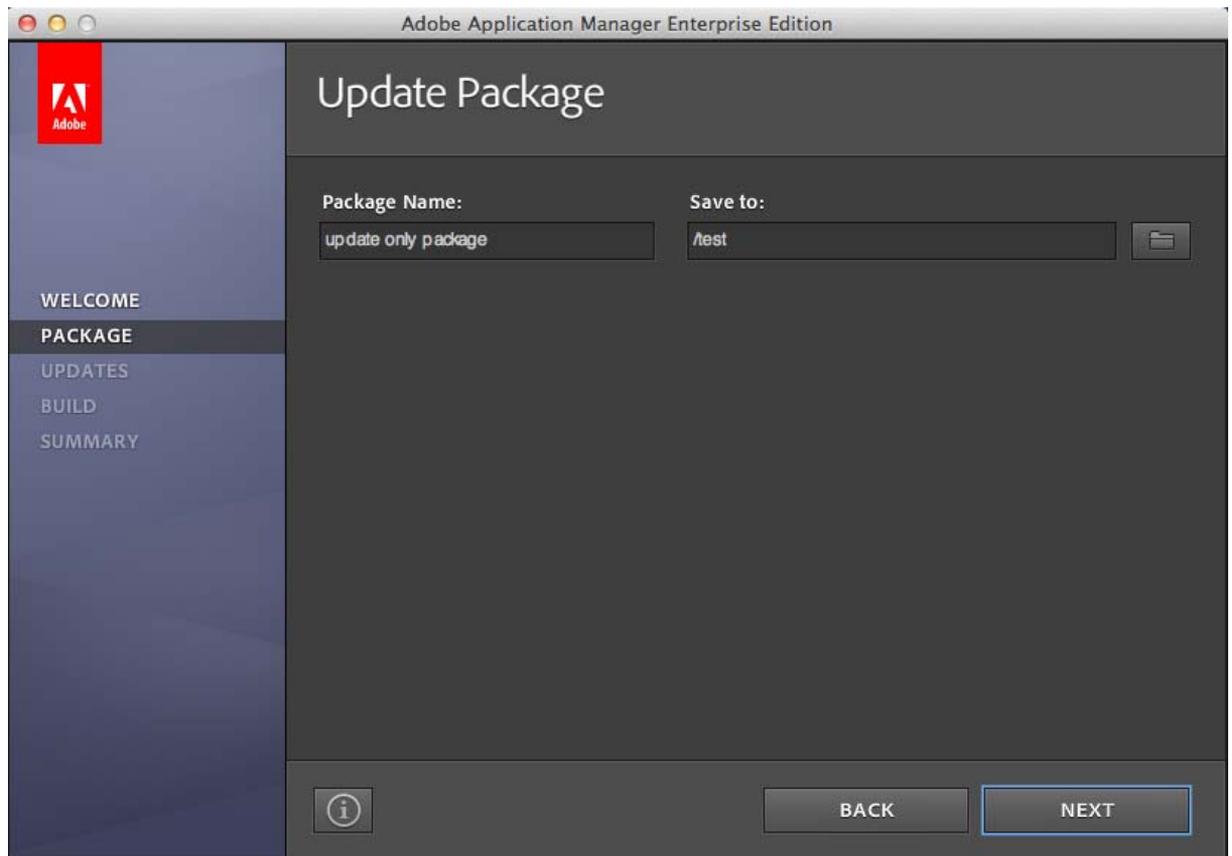
The following table illustrates the difference:

Suite	Name displayed in Updates screen for DVD media	Name displayed in Updates screen for Electronic Software Distribution media
Creative Suite 5.0	Adobe After Effects CS5	Adobe After Effects CS5 - Trial
	Adobe Encore CS5	Adobe Encore CS5 - Trial
	Adobe Premiere Pro CS5	Adobe Premiere Pro CS5 - Trial
Creative Suite 5.5	Adobe Encore CS5	Adobe Encore CS5 - Trial
	Adobe Premiere Pro CS5	Adobe Premiere Pro CS5 - Trial

Creating an update-only package

The process for creating an update package is very similar to that of creating the original installation package.

1. In the Welcome screen, select Create Update Package. The Update Package screen appears.

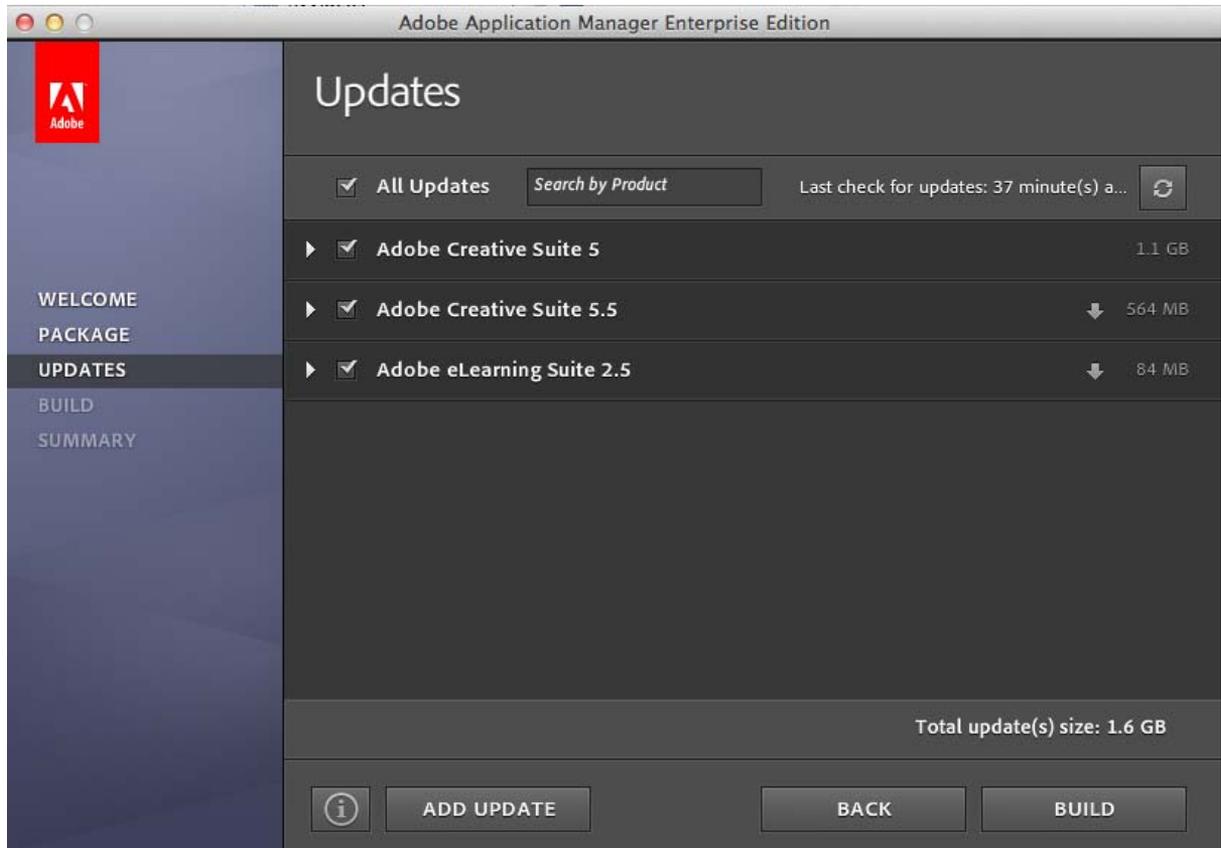


2. Enter package information:
 - Enter a descriptive name for the update package.
 - Enter the location to which you want to save the update package you create. You can click the Browse icon to locate the destination folder, or enter the absolute path.

NOTE: The options that you specify in this screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine, the options you selected while creating the previous package are pre-populated in the corresponding fields. For more information on this file, see [“AAMEEPreferences.xml file”](#).

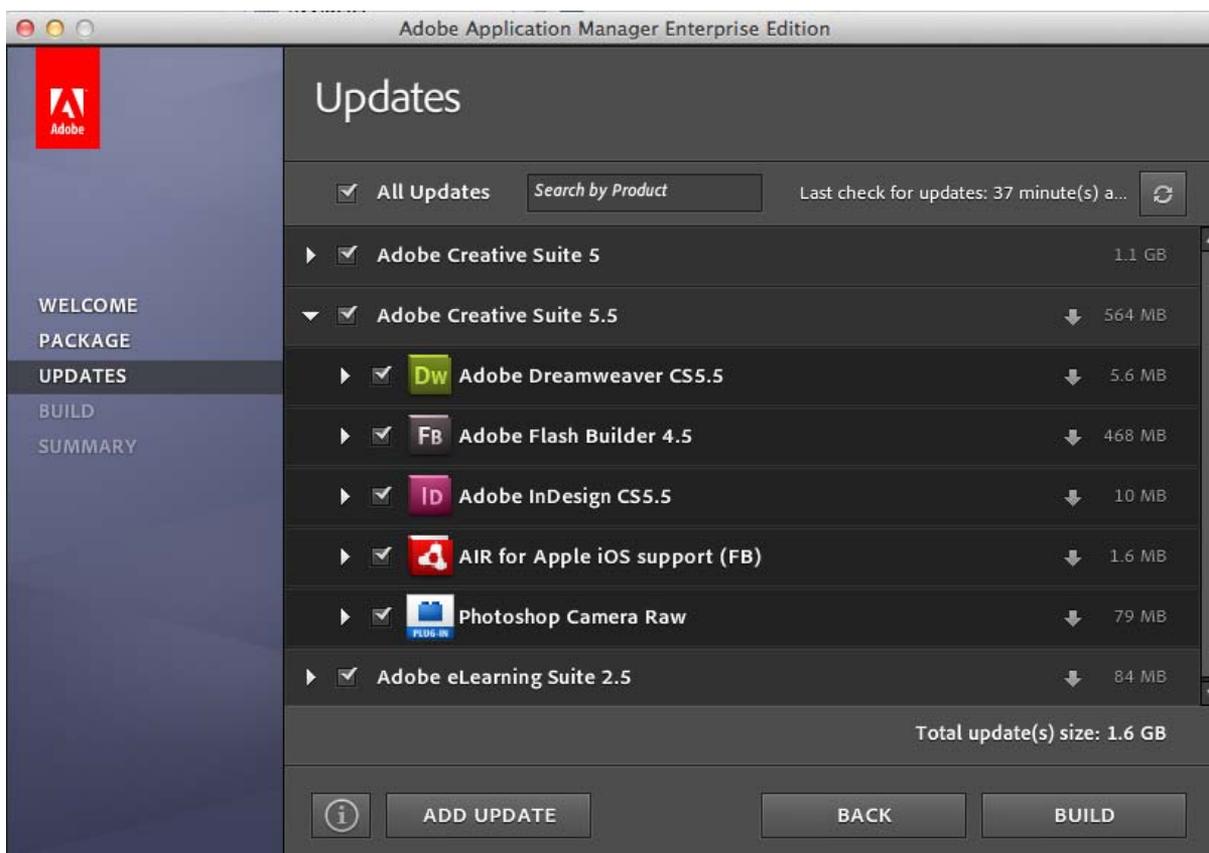
3. Click Next to continue to the Updates page.

This page lists updates you want to include in your package. AAMEE automatically checks for all available updates and displays available updates for the products and shared components that are part of the media.

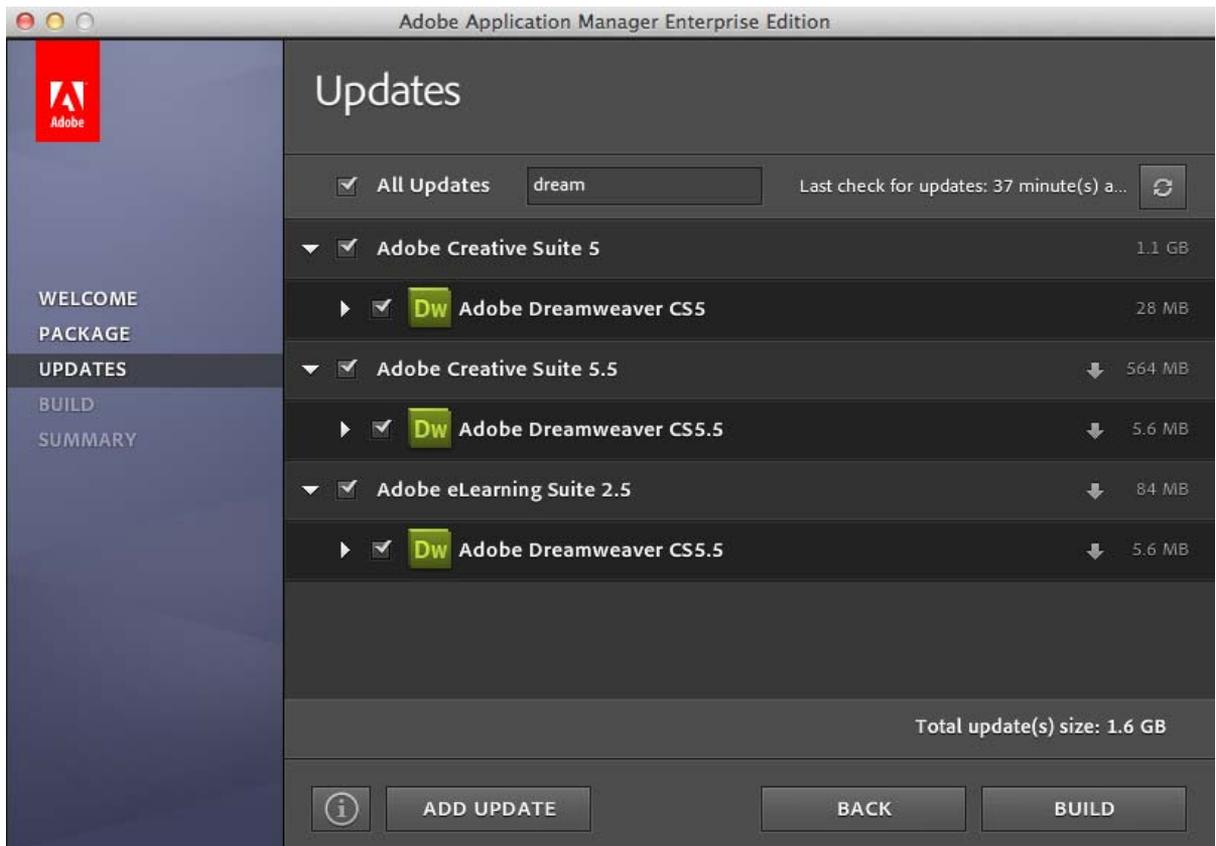


4. Expand the product group to display the products/shared components for which updates are available. Updates are displayed for products that are part of the media that you had selected.

NOTE: A down arrow symbol next to an update indicates that the update has already been downloaded.



5. You can filter the list of updates based on product name(s) by typing the first few letters of the product in the "Search for Product" field that is next to the All Updates checkbox. For example, if you type "dream" in the field, updates are shown only for products that contain the string "dream" (case-insensitive).



6. You can also filter for multiple products by providing a comma-separated list. For example, as shown in the next screen capture, you can search for product names that contain the string "dream" and "in" by specifying "dream,in" in the field. (You can also include a space after the comma, for example "dream, in")



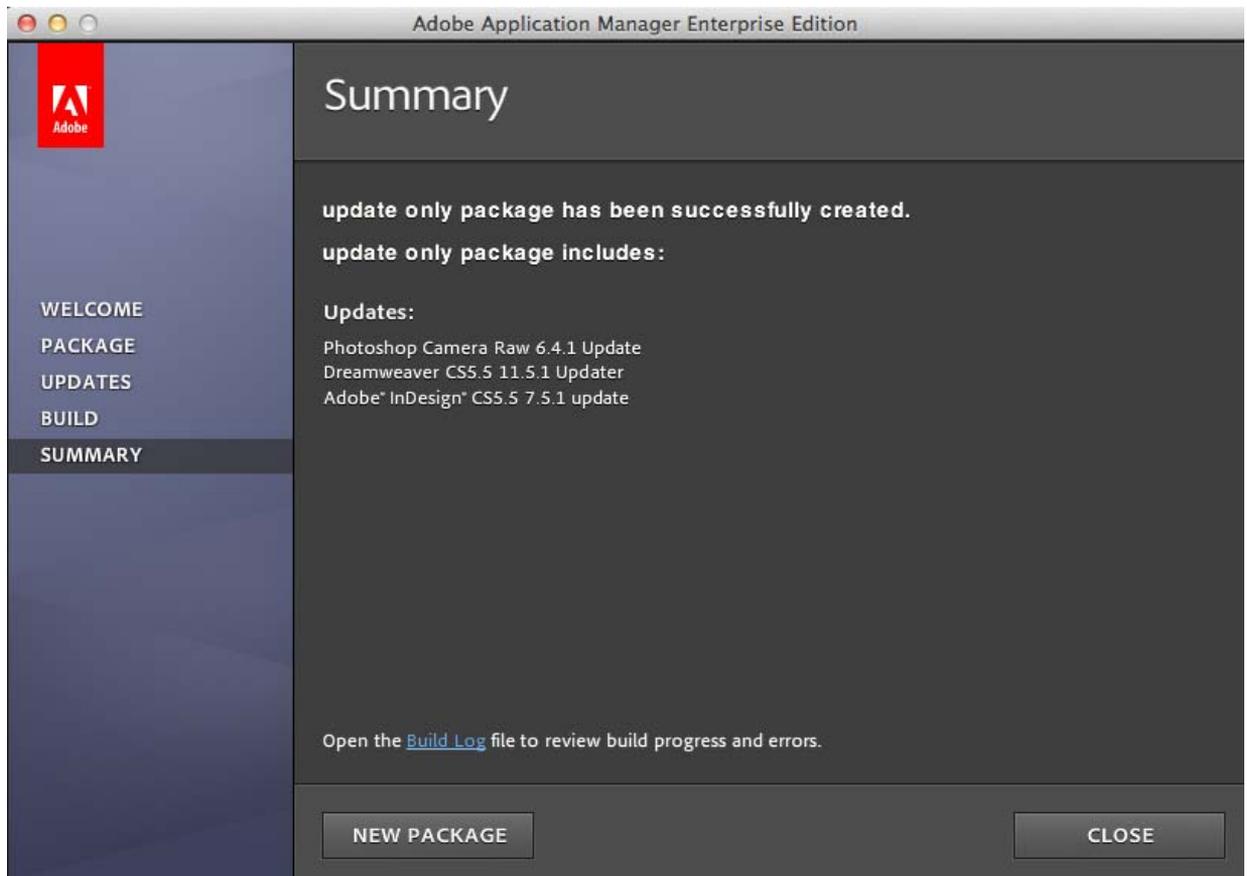
7. Select the updates that you want to include. You can include all displayed updates by selecting the All Updates check-box.

NOTE: If you are installing updates for Adobe After Effects, Adobe Encore, or Adobe Premiere Pro, two update names are shown for each product. Select the correct product name as explained in the next section, [“Product Update Names for DVD and for Electronic Software Distribution — Update-only Package”](#).

8. If you have already downloaded one or more updates separately, you can add them to the package by clicking the Add Updates button and selecting the updates.

NOTE: AAMEE checks if the update packages you have downloaded are the latest available updates. Older versions of updates cannot be added to the package.

9. Click Build to build the new package.
10. When the build completes successfully, the Summary page appears.



This page displays a summary of the updates included in the build. You can click the Build Log link at the bottom to see the detailed progress report, including any errors.

To create another package or to update an existing package, click new Package—this takes you back to the Welcome screen. To exit AAMEE, click Close.

Product Update Names for DVD and for Electronic Software Distribution — Update-only Package

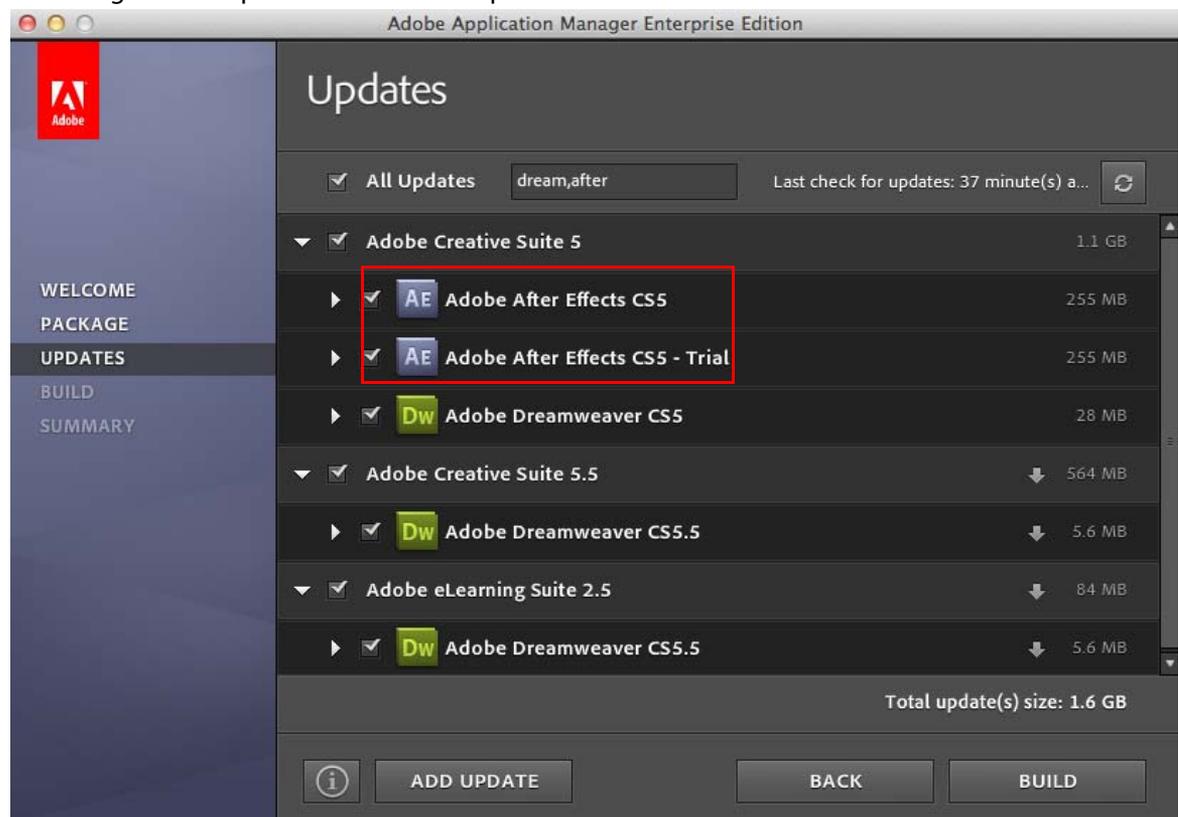
When you create an updates-only package, two update names are shown for the following products in the Updates screen:

- ◆ Adobe After Effects
- ◆ Adobe Encore
- ◆ Adobe Premiere Pro

The following table explains this:

Suite	Product Name	Names displayed in Updates screen
Creative Suite 5.0	Adobe After Effects	Adobe After Effects CS5 Adobe After Effects CS5 - Trial
	Adobe Encore	Adobe Encore CS5 Adobe Encore CS5 - Trial
	Adobe Premiere Pro	Adobe Premiere Pro CS5 Adobe Premiere Pro CS5 - Trial
Creative Suite 5.5	Adobe Encore	Adobe Encore CS5.5 Adobe Encore CS5.5 - Trial
	Adobe Premiere Pro	Adobe Premiere Pro CS5.5 Adobe Premiere Pro CS5.5 - Trial

The following screen capture shows an example:



Select one of the two names depending on whether you installed the main package using DVD media or Electronic Software Distribution (including the media downloaded from Adobe website).

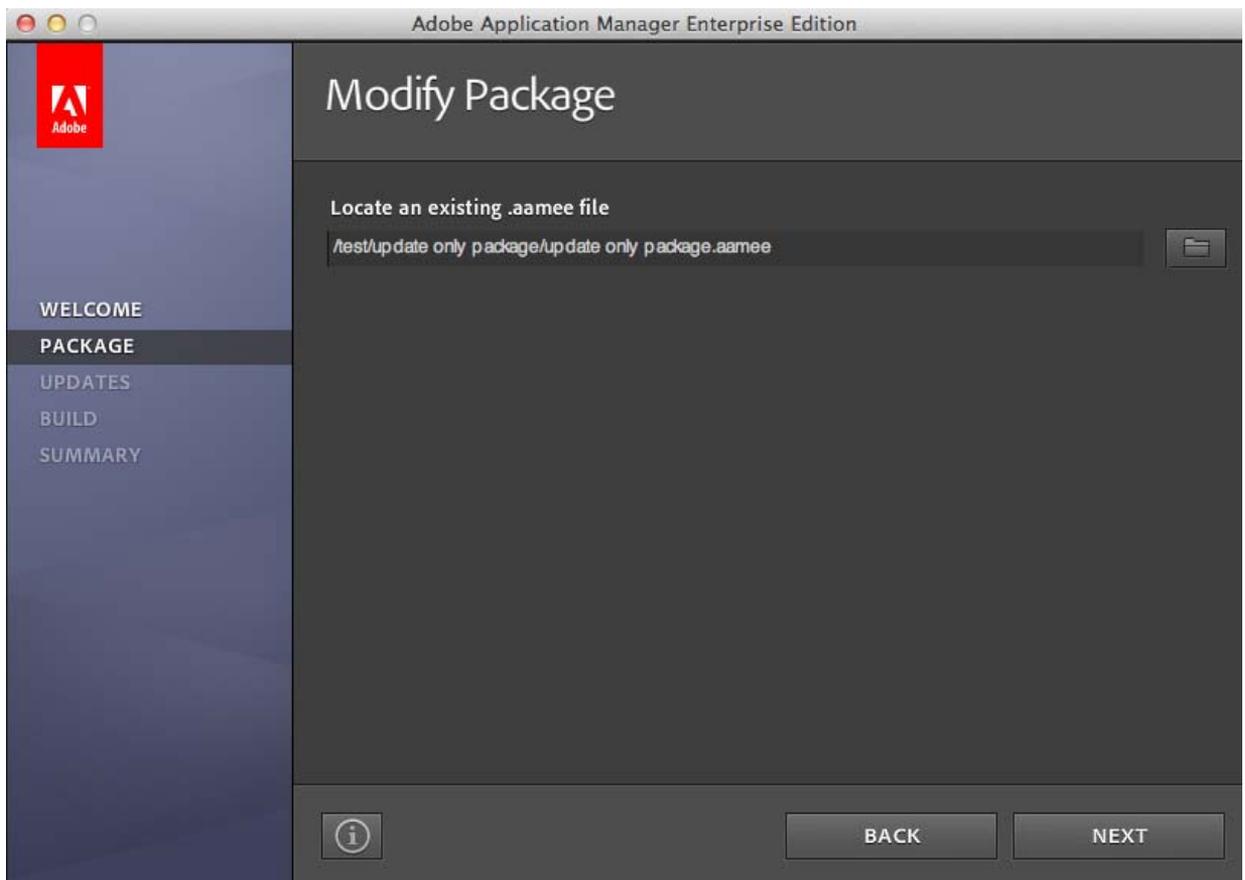
- ◆ If you installed the main package from DVD media, use the name *without* the “Trial” string.
- ◆ If you installed the main package using Electronic Software Distribution, use the name *with* the “Trial” string.

For example, if you installed Adobe After Effects by downloading from the Adobe web site (which is a form of Electronic Software Distribution), select the update named “Adobe After Effects Trial”.

Modifying an existing package

Use this workflow to add updates to an existing package without having to completely rebuild the package.

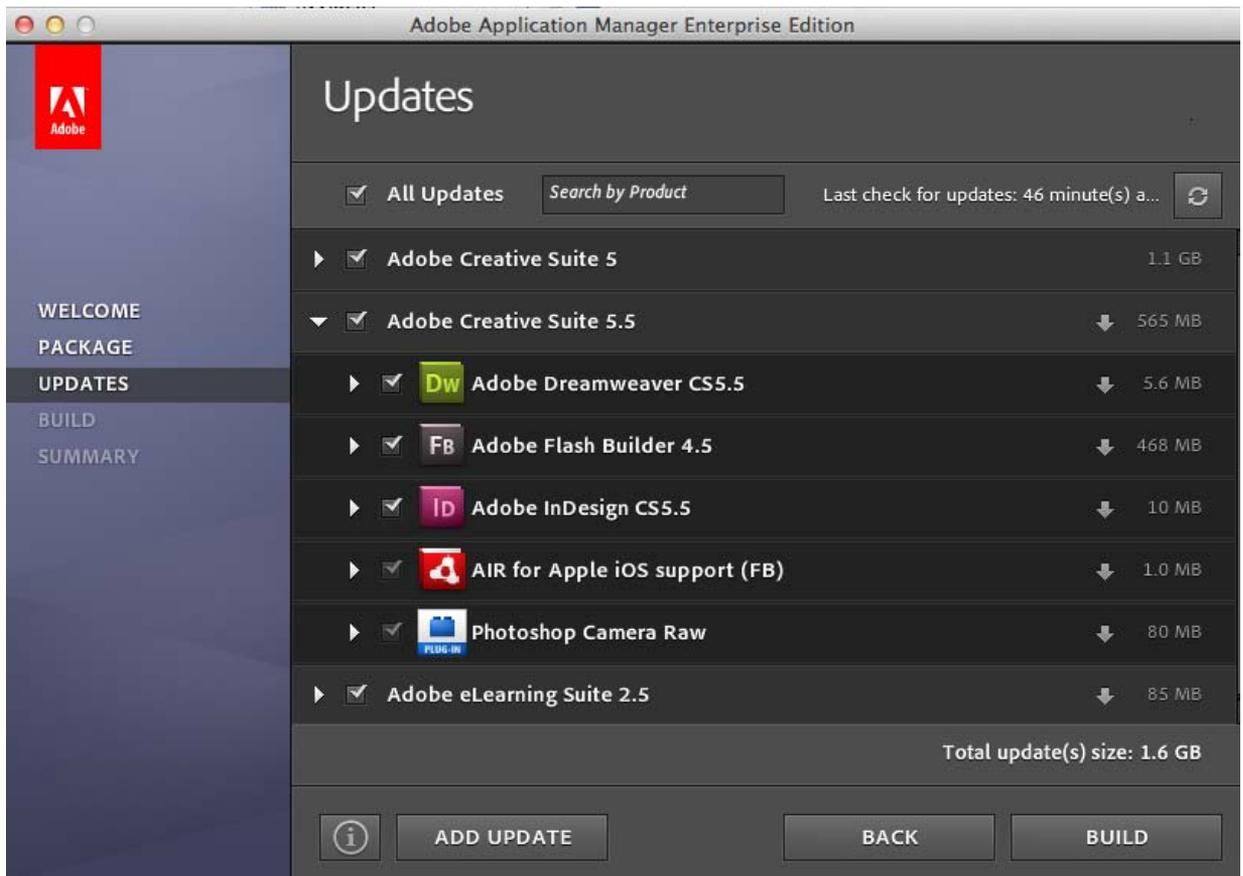
1. In the Welcome screen, select Modify Existing Package. The Modify Package screen appears.



2. You are prompted to browse for the name of the package configuration file, which was created when the package was built the first time. The name of the file is <package name>.aamee and it is located in the package folder.

Navigate to the package configuration file for the package you want to modify, and then click Next.

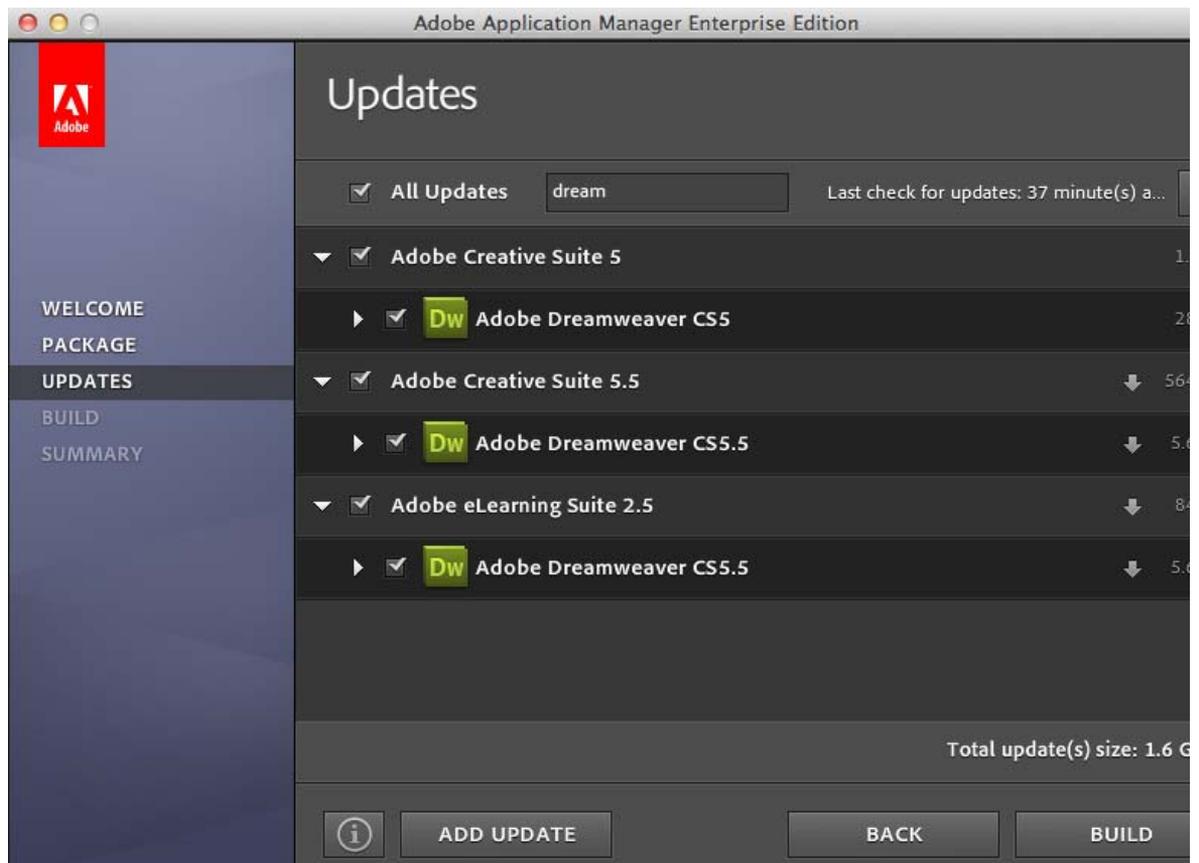
3. The Updates screen is displayed, in which you can select the updates to add to the package.



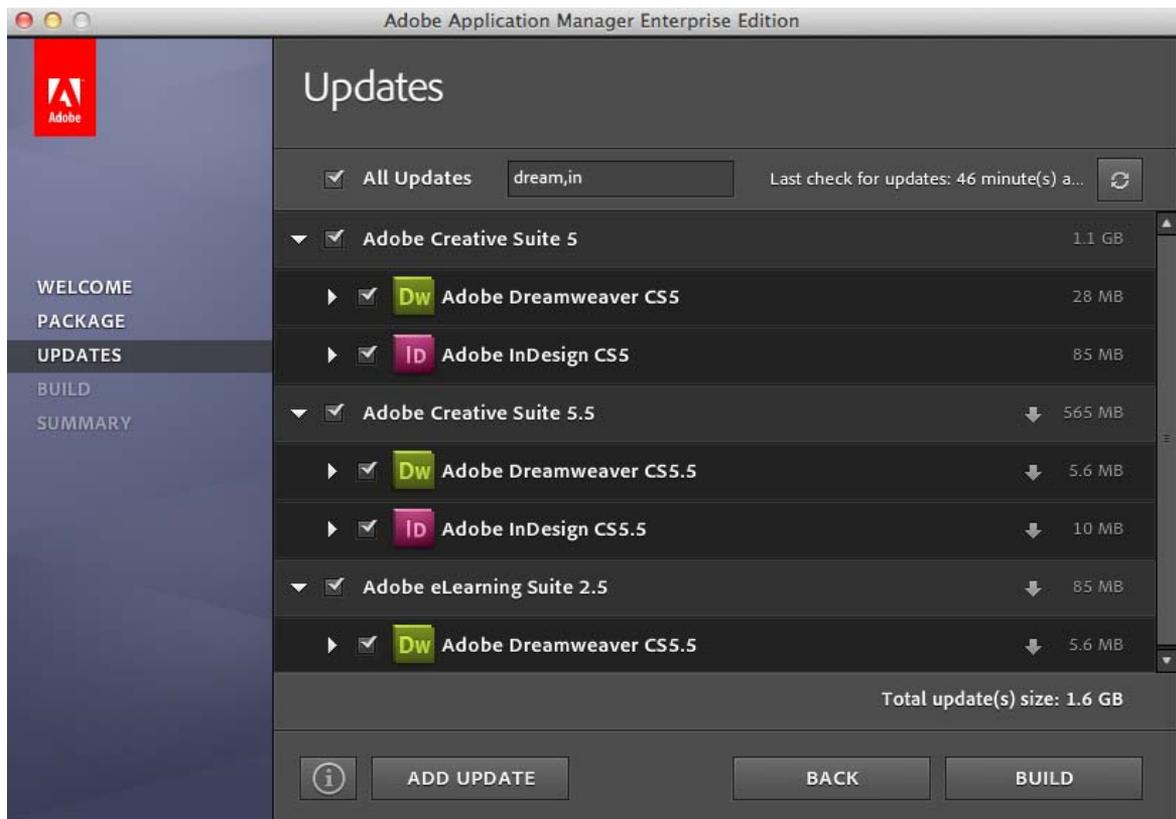
IMPORTANT: Those updates that are already part of the package appear selected by default (in grey) in the screen and cannot be unchecked. If a higher version of such an update is available, the update will be downloaded and added to the package automatically.

You can also choose to add other updates that are not currently part of the package.

4. You can filter the list of updates based on product name(s) by typing the first few letters of the product in the "Search for Product" field that is next to the All Updates checkbox. For example, if you type "dream" in the field, updates are shown only for products that contain the string "dream" (case-insensitive).



5. You can also filter for multiple products by providing a comma-separated list. For example, as shown in the next screen capture, you can search for product names that contain the string “dream” and “in” by specifying “dream,in” in the field. (You can also include a space after the comma, for example “dream, in”)



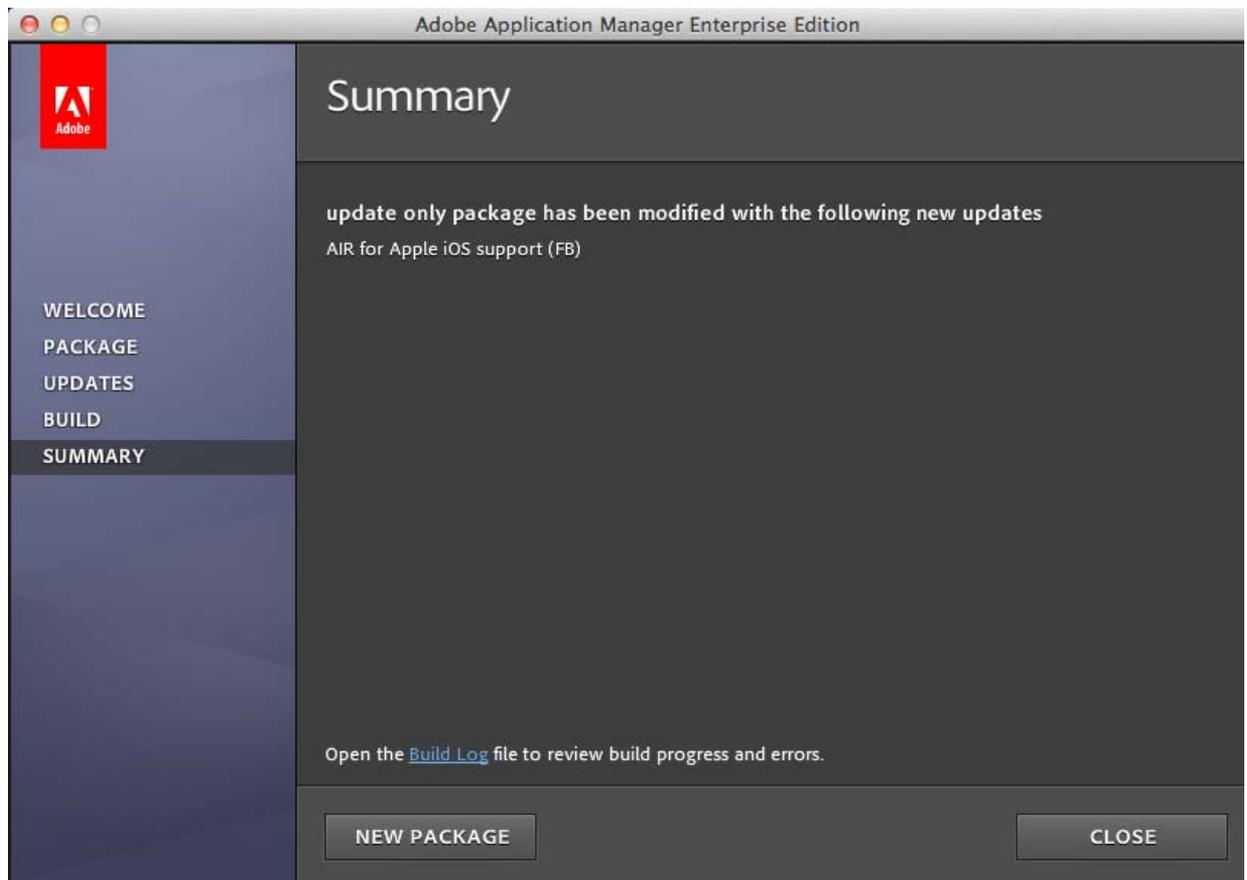
6. Select the updates that you want to include. You can include all displayed updates by selecting the All Updates check-box.

NOTE: If you are installing updates for Adobe After Effects, Adobe Encore, or Adobe Premiere Pro, two update names are shown for each product. Select the correct product name as explained in the section, [“Product Update Names for DVD and for Electronic Software Distribution — Update-only Package”](#).

7. If you have already downloaded one or more updates separately, you can add them to the package by clicking the Add Updates button and selecting the updates.

NOTE: AAMEE checks if the update packages you have downloaded are the latest available updates. Older versions of updates cannot be added to the package.

8. Click Build to update the existing package with the selected updates.
9. When the build completes successfully, the Summary page appears.



This page displays a summary of the updates added/modified in the build. You can click the Build Log link at the bottom to see the detailed progress report, including any errors.

- To create another package or to update an existing package, click new Package—this takes you back to the Welcome screen. To exit AAMEE, click Close.

AAMEEPreferences.xml file

The options that you specify in the Welcome screen and the Configure Package screen are saved in an XML file, `AAMEEPreferences.xml`. The next time you create a new package on the same machine, the options you selected while creating the previous package are pre-populated in the corresponding fields.

If you delete this file, a new file is created the next time you launch Adobe Application Manager Enterprise Edition. The new file contains the default preferences.

The `AAMEEPreferences.xml` file is saved in the following location:

- ◆ Mac OS
 - `~/Library/Application Support/Adobe/Enterprise`
- ◆ Windows XP
 - `%HOMEPATH%\Local Settings\Application Data\Adobe\Enterprise`
- ◆ Windows Vista and Windows 7
 - `%HOMEPATH%\AppData\Local\Adobe\Enterprise`

Installing packages in the Exceptions folder

When you create a package for enterprise deployment with Adobe Update Manager Enterprise Edition (AAMEE), two folders are created:

- ◆ The build folder contains the MSI (Windows) or the PKG (Mac OS) file for deployment with Microsoft SCCM or Apple ARD.
- ◆ The Exceptions folder contains the payloads that must be installed separately. The content of the build folder depend on whether you are installing on Mac OS or on Windows, whether you have included Acrobat as part of the package, and whether (for Mac OS), you have selected to disable AIR components.

Information on installing the products in the Exceptions folder is provided in the Chapter "[Installing Products in the Exceptions Folder](#)". Information on deploying Acrobat for Windows is provided in the Chapter "[Deploying Adobe Acrobat](#)".

IMPORTANT: Refer to the information in these Chapters before you deploy the packages on the client machines.

Application Manager logs and error messages

When you install or run Adobe Application Manager Enterprise Edition, it creates or writes to log files on the admin system, in your platform's temporary-file location:

- ◆ In Windows, logs are in the %temp% location.
- ◆ In Mac OS, logs are in the folder ~/Library/Logs/.

PDApp.log	Both the tool installation and the process of configuring a package with the tool write information to this file. Refer to it for any problem in either the tool installation or package-creation workflow.
AdobePB<timestamp>.log	When you have completed the package configuration, you launch the build engine that creates the deployment package. The build engine writes progress, warnings, and build errors to this file. If the build fails, look here for the reason.

Error messages

Error Message	Cause	Solution
Welcome Screen		
The path name is not valid. Please provide a valid path.	You have used characters in the package name that are not supported in folder names in Windows or in Mac OS.	Rename the package to conform to platform restrictions for folder names.
A folder named <foldername> already exists. Please provide a unique folder name.	The package save location already has a folder with the given name.	Provide a save path to a folder that does not yet exist.
The package name and path exceeds maximum limit by <x> character(s). Please retry with a shorter path and/or package name.	The target path for package creation exceeds the path length limit specified by Microsoft Windows.	Use a shorter path.

Error Message	Cause	Solution
You do not have sufficient privileges to write to this path.	The user does not have write access at the save location.	Provide write access, or write to a location to which you have access.
A valid installer could not be found.	The Application Manager did not find the files and executables for a valid product install folder at the path you entered for "Locate the installation media."	Make sure the location you specify is the product install folder you placed on your admin system or staging area.
The installer could not be parsed correctly.	The product install folder has something wrong with it.	Make sure the location you specified for the product install folder is correct, readable, complete, and contains uncorrupted product install files.
You cannot package a non serialized component. Please provide a serialized product in the product install folder	Non-serializable media were provided.	Make sure the product install folder contains serializable products.
You have selected the 32-bit package option. Please provide 32-bit media or select 64-bit package option.	You chose a 32-bit package, but the product install folder contains 64-bit installation media.	Provide 32-bit media or choose the 64-bit package option.
Serialization Screen		
The serial number is not valid for this product.	You have typed the serial number incorrectly, or have the wrong serial number, or the serial number locale does not match the installation media.	Verify that you have typed the serial number correctly, that its locale is available for the product you are installing, and that you got the number from a volume licensing program.
Configuration Screen		
Deploy location is required.	You have selected the "Deploy to" option, then clicked Next without entering a location.	You must supply a location when you select the "Deploy to" option.
Invalid file	You have selected the "Redirect AAM Updater to internal server" option, but provided invalid XML for the redirect.	Provide a correct XML file for redirection.
Summary Screen		
Your build encountered unrecoverable errors.	The build failed. Check the build log to find the reason.	Take appropriate action and try again. For example, if the cause is insufficient space, allocate more space.
This patch was not packaged as a higher version is already included in this package.	You have selected the wrong version or multiple versions of an update.	Select the highest available update version.
Updates Screen		
DMG/ZIP unavailable.	The path specified for the ZIP or the DMG files is not accessible.	Verify that the location specified for the ZIP or the DMG update files is accessible. Select the updates again after they become available
Valid DMG/ZIP files not found.	The update files that you have selected are not actually ZIP or DMG files (even though they might be named as such).	Ensure that the files are valid ZIP or DMG files.

Error Message	Cause	Solution
DMG mount failed.	<p>Application Manager could not mount the DMG file. This could be because of the following reasons:</p> <ul style="list-style-type: none"> ◆ The files might have been auto-mounted when the updates were downloaded. ◆ There could be a system error, incorrect permission, insufficient disc space, or any other error. 	Ensure that the disc space is sufficient and the folders have the appropriate permissions.
Invalid DMG/ZIP.	<p>This could be because of the following reasons:</p> <ul style="list-style-type: none"> ◆ The required files were not found. ◆ The update files do not have the right content (for example the files might have become corrupt). ◆ There is an error is processing the ZIP or the DMG files. 	Ensure that the correct update files have been downloaded and retry the steps. If required, restart the Application Manager. If this doesn't work, download the files again.
ZIP extraction failure.	The ZIP files could not be extracted in the temporary folder because of a system error, permission issue or a miscellaneous error.	Ensure that the ZIP files can be correctly extracted in the temporary folder.
The update server is not responding. The server might be offline temporarily, or the internet or firewall settings may be incorrect. Please try again later.	Network connectivity was not available while AAMEE was checking for updates or downloading updates.	Either ensure that the network is present, or click Continue and then add updates from a location where you have stored the updates downloaded manually.
Unable to authenticate user. Please check the user name and password and try again.	You are using a proxy server to connect to the network and the credentials provided for proxy server authentication are incorrect.	Provide the correct login credentials for proxy server authentication.
There is insufficient disk space on your drive to download this update. Please make more space available and try again.	Disk space available is less than the space required to download the updates.	<p>Ensure that there is sufficient disk space to download the updates. The updates are downloaded at the following locations:</p> <p>Mac OS: ~/Library/Application Support/Adobe/AAMUpdater/1.0/Install</p> <p>Windows XP: %HOMEPATH%\Local Settings\Application Data\Adobe\AAMUpdater\1.0\Install</p> <p>Windows Vista and Windows 7: %HOMEPATH%\AppData\Local\Adobe\AAMUpdater\1.0\Install</p>

Error Message	Cause	Solution
There was an error downloading this update. You may try packaging this update by manually downloading it from www.adobe.com .	There was an error while downloading the update.	Retry downloading the update. If it does not work, package the update manually after downloading it from www.adobe.com .
There was an error downloading this update. Please verify the write permissions and try again.	The folder in which the updates are being downloaded does not have write permissions.	Ensure that the folder where the updates are stored has write permissions. Mac OS: ~/Library/Application Support/Adobe/AAMUpdater/1.0/Install Windows XP: %HOMEPATH%\Local Settings\Application Data\Adobe\AAMUpdater\1.0\Install Windows Vista and Windows 7: %HOMEPATH%\AppData\Local\Adobe\AAMUpdater\1.0\Install
Modify Existing Updates Workflow		
Invalid file	The file may not be a valid package configuration (.aamee) file	Provide the path to a valid package configuration (.aamee) file.
Selected package is corrupt	One or more of the following: <ul style="list-style-type: none"> ◆ The package that you are trying to modify is corrupt ◆ The package does not contain a valid package configuration (.aamee) file 	Ensure that the package is not corrupt and contains a valid package configuration (.aamee) file.
Insufficient write privileges.	Write permission not available at the location of the package	Ensure that the folder containing the package has appropriate write permissions
An error has occurred. Please check the file again.	Unknown error	Check the build log for possible information about the error
Your build encountered unrecoverable errors	Unknown error	Check the build log for possible information about the error

3 Installing Products in the Exceptions Folder

IMPORTANT: Before you install a package created with Adobe Application Manager Enterprise Edition, read this chapter. Follow the instructions in this chapter to ensure that the exception payloads are installed and configured correctly. If you are installing Adobe Acrobat X, refer to the instructions in [Chapter 4, “Deploying Adobe Acrobat”](#).

About Adobe Application Manager Enterprise Edition

Adobe Application Manager Enterprise Edition (AAMEE) packages Adobe Creative Suite products in MSI or PKG format for deployment on multiple computers. AAMEE provides an automated way of performing silent, customized installation on multiple computers in your enterprise. Each installation package can install a set of applications belonging to a single suite product on the target systems.

You can use AAMEE to:

- ◆ Create packages for initial deployment
- ◆ Include updates to previously installed products by creating a package that includes both installation and updates
- ◆ Created packages that have only updates to previously installed products.

Installation packages

When creating an installation package, you provide the location of the product installation folder for the purchased suite product or point product you are packaging. AAMEE scans this folder and presents you with a list of applications and components that can be installed, from which you make your choices. All of these choices are recorded in the package.

When you create a package for enterprise deployment with Adobe Application Manager Enterprise Edition (AAMEE), two folders are created:

- ◆ The build folder contains the MSI (Windows) or the PKG (Mac OS) file for deployment with Microsoft SCCM or Apple ARD
- ◆ The Exceptions folder contains the payloads that must be installed separately.

Packages in the Exception Folder

NOTE: You can also use the Adobe Exceptions Deployer tool to automatically deploy the payloads in the Exceptions folder. Adobe Exceptions Deployer is available as public Beta. It is available in the utilities folder with AAMEE installation or as a separate download from Adobe labs. It is also copied into the Exceptions folder when you create a package using AAMEE. For more information on using Adobe Exceptions Deployer, see [Appendix A, “Using Adobe Exceptions Deployer”](#).

On Windows

In Windows, the Exceptions folder includes all the packages that should be installed separately. This folder also contains the ExceptionInfo.txt file, which contains information on how to manually install the payloads and includes a link to the information in this chapter.

On Windows, if you choose to include Acrobat, it is included in the exceptions folder and not in the main installation package.

On Mac OS

On the Mac OS, if you selected the DISABLE AIR COMPONENTS IN PACKAGE option in the Configure Package screen, AIR-based components such as Adobe Help Manager are not installed with the regular package. They are instead copied into the Exceptions folder, from where you install them. The instructions on installing are provided in the next sections.

If, however, on the Mac OS, you did not select the DISABLE AIR COMPONENTS IN PACKAGE option in the Configure Package screen, no components are copied to the Exceptions folder.

Installing packages on Windows

All the components in the Exceptions folder must be installed separately once you have created the main package.

Generally, all exception payloads can be installed in silent mode by the command specified in the ExceptionInfo.txt file (available in the Exceptions folder) for every exception payload.

Installing Acrobat Professional requires extra steps as explained in [“Deploying Adobe Acrobat”](#). For some components such as AIR and Adobe Help Manager, the versions available on Adobe website might be more recent than the ones available in the Exceptions folder. To ensure that you are using the latest versions of these tools, you can download them from the Adobe web site. For more information, see [“Downloading and installing components separately on Windows”](#).

NOTE: For CS5.5 media or onwards, exception payloads except Acrobat on Windows should be installed *after* you have installed the main MSI package in the build folder. If you are installing Acrobat on Windows, ensure that you install Acrobat from the Exceptions folder before you install the main MSI package in the build folder.

List of Payloads in the Exceptions Folder

Here is the combined list of payloads that can be deployed directly using the command line mentioned in ExceptionInfo.txt file.

NOTE: There can be more payloads in the Exceptions folder as new products and components are released.

Payloads for CS5.5 and CS5

- ◆ AdobeHelp
- ◆ PDF Settings CS5
- ◆ Adobe Flash Player 10 ActiveX
- ◆ Adobe Story

- ◆ Adobe Dreamweaver Widget Browser
- ◆ Adobe Flash Player 10 Plugin
- ◆ Adobe AIR
- ◆ Adobe Content Viewer
- ◆ Adobe Media Player (for CS5 only)
- ◆ Adobe Captivate Reviewer
- ◆ Adobe Captivate Quiz Results Analyzer
- ◆ Acrobat X Pro

Payloads for CS6

- ◆ AdobeHelp
- ◆ PDF Settings CS6
- ◆ Adobe Dreamweaver Widget Browser
- ◆ Acrobat X Pro
- ◆ Adobe Captivate
- ◆ Adobe PDF Creation Add On

Downloading and installing components separately on Windows

This section lists the steps to use if you want to download and install AIR components separately instead of using the packages in the Exceptions folder.

Installing AIR and Adobe HelpManager on Windows

NOTE: This document assumes your organization has accepted and received the Adobe AIR Distribution License agreement. If not, please visit:

http://www.adobe.com/products/air/runtime_distribution1.html

1. Download the `AdobeAIRInstaller.exe` file from <http://get.adobe.com/air/>
2. Download the AdobeHelp AIR application from <http://www.adobe.com/support/chc/>

NOTE: On the installation page, do not perform Step 1. That is, do not select any product. Go directly to Step 2 — Install Now.

3. In the Application Install dialog box, click Save and then save the `AdobeHelp.air` file to a folder.

NOTE: You will be able to save the `AdobeHelp.air` file only when Adobe AIR is installed on your machine. If Adobe AIR is not already installed on your machine, install it using the `AdobeAIRInstaller.exe` file that you downloaded in step 1.

4. Use the following command to silently deploy the AdobeHelp Manager binaries using SCCM or similar tool:

```
AdobeAIR Installer.exe -silent -eulaAccepted AdobeHelp.air
```

Installing packages on Mac OS

Generally, all exception payloads can be installed in silent mode by the command specified in the `ExceptionInfo.txt` file (available in the Exceptions folder) for every exception payload.

NOTE: The installation commands provided in the `ExceptionInfo.txt` file for the Mac OS will work when the user is logged in to the client machine where the package is being deployed. For the scenario where the user is not logged in, prefix the following string to the command:

```
sudo launchctl bsexec `ps auwx |grep [l]oginwindow | awk '{ print $2 }'`
```

As an example, here is the command to install "Adobe AIR" when the user is not logged in to the client machine (assuming Adobe AIR is part of the package):

```
sudo launchctl bsexec `ps auwx |grep [l]oginwindow | awk '{ print $2 }'` Adobe\ AIR\
Installer.app/Contents/MacOS/Adobe\ AIR\ Installer -silent
```

NOTE: The command in the `ExceptionInfo.txt` file to install Adobe Air payload of CS5 for Mac OS has an extra argument "silent", which should not be present and because of which the command cannot install the Adobe AIR payload for CS5 (see text in **bold** at the end of the following command)

```
(sudo launchctl bsexec `ps auwx | grep [l]oginwindow | awk '{ print $2 }'` Adobe\ AIR\
Installer.app/Contents/MacOS/Adobe\ AIR\ Installer -silent silent)
```

Use the following command instead ((which does not have the argument "silent" after the "-silent" parameter at the end):

```
(sudo launchctl bsexec `ps auwx | grep [l]oginwindow | awk '{ print $2 }'` Adobe\ AIR\
Installer.app/Contents/MacOS/Adobe\ AIR\ Installer -silent)
```

For some components such as AIR and CHC, the versions available on Adobe website might be more recent than the ones available in the Exceptions folder. To ensure that you are using the latest versions of these tools, you can download them from the Adobe web site. For more information, see ["Downloading and installing components separately on Mac OS"](#).

IMPORTANT: All the commands should be executed with sudo privileges.

List of Payloads in the Exceptions Folder

Here is the combined list of payloads that can be deployed directly using the command line mentioned in `ExceptionInfo.txt` file.

NOTE: There can be more payloads in the Exceptions folder as new products and components are released.

Payloads for CS5.5 and CS5

- ◆ AdobeHelp
- ◆ Adobe AIR
- ◆ Adobe Captivate Reviewer
- ◆ Adobe Captivate Quiz Results Analyzer
- ◆ Adobe Dreamweaver Widget Browser

Payloads for CS6

- ◆ AdobeHelp
- ◆ PDF Settings CS6
- ◆ Adobe Dreamweaver Widget Browser
- ◆ Acrobat X Pro
- ◆ Adobe Captivate
- ◆ Adobe PDF Creation Add On

Downloading and installing components separately on Mac OS

This section lists the steps to use if you want to download and install AIR components separately instead of using the packages in the Exceptions folder.

- ◆ [Prerequisites](#)
- ◆ [Installing AIR and Adobe Help Manager](#)
- ◆ [Related Links](#)

Prerequisites

NOTE: This document assumes your organization has accepted and received the Adobe AIR Distribution License agreement. If not, please visit:

http://www.adobe.com/products/air/runtime_distribution1.html

1. Download the `AdobeAIR.dmg` file from <http://get.adobe.com/air/>
2. Download the AdobeHelp AIR application from <http://www.adobe.com/support/chc/>

NOTE: On the installation page, do not perform Step 1. That is, do not select any product. Go directly to Step 2 — Install Now. To save the CHC installer, AIR must be installed on the machine.
3. In the Application Install dialog box, click Save and then save the `AdobeHelp.air` file to a folder.
4. Share the `AdobeHelp.air` file (which you saved in step 3) through a mounted afp volume.
5. Connect to the target machine through SSH or using a local automation process, and mount the DMG files from a network store, that is through afp.
6. Ensure that the target machine is idle at the login window.

Installing AIR and Adobe Help Manager

IMPORTANT: All the commands should be executed with sudo privileges.

1. Mount the shared location containing the `AdobeAIR.dmg` and `AdobeHelp.air` files that you downloaded as described in [Prerequisites](#).

```
mount_afp afp://<user:password>@<ip>/<SharedLocation> /Volumes/<temporarily
mounted volume name>
```

2. Mount the `AdobeAIR.dmg` file from the shared location.

```
hdiutil mount /Volumes/<temporarily mounted volume name>/AdobeAIR.dmg
```

3. Install the AIR runtime package.

NOTE: If an earlier version is detected, the updated version will be installed.

```
launchctl bsexec `ps auwx |grep [l]oginwindow | awk '{ print $2 }'` /Volumes/
Adobe\ AIR\Adobe\ AIR\ Installer.app/Contents/MacOS/Adobe\ AIR\ Installer -silent
```

4. Un-mount the AIR installer

```
hdiutil unmount /Volumes/Adobe\ AIR
```

5. Uninstall the CHC AIR application. This step is required only if an earlier version exists on your computer.

```
launchctl bsexec `ps auwx |grep [l]oginwindow | awk '{ print $2 }'`
/Applications/Utilities/Adobe\ AIR\ Application
\ Installer.app/Contents/MacOS/Adobe\ AIR\ Application\ Installer
-uninstall -silent /Applications/Adobe/Adobe\ Help.app
```

6. Install the updated Adobe Help AIR application.

NOTE: The following command is applicable for CS5.5 and CS5. For CS6, refer to the command in the ExceptionInfo.txt file.

```
launchctl bsexec `ps auwx |grep [l]oginwindow | awk '{ print $2 }'`
/Applications/Utilities/Adobe\ AIR\ Application
\ Installer.app/Contents/MacOS/Adobe\ AIR\ Application\ Installer
-silent -eulaAccepted -location /Applications/Adobe /Volumes/<temporarily mounted
volume name>/AdobeHelp.air
```

7. Create a symbolic link for Adobe Help. This is required to configure Adobe Help correctly.

```
ln -s /Applications/Adobe/Adobe\ Help.app /Applications/Adobe\ Help.app
```

8. Unmount the shared location

```
umount -f /Volumes/<temporarily mounted volume name>
```

Related Links

- ◆ AIR Administrator's Guide Overview

http://help.adobe.com/en_US/air/admin/WS485a42d56cd1964167ea49bd124ef17d52a-8000.html

- ◆ Preventing automatic updates to Adobe AIR

http://help.adobe.com/en_US/air/admin/WS485a42d56cd1964167ea49bd124ef17d52a-7ff5.html#WS485a42d56cd1964167ea49bd124ef17d52a-7ff2

4 Deploying Adobe Acrobat

Introduction

Starting Adobe Application Manager Enterprise Edition (AAMEE) 2.0 release, you can include Adobe Acrobat as part of the installation package.

NOTE: Acrobat can be included in the installation package if you are installing Acrobat X using CS6 or CS 5.5 media. This feature is not applicable for Acrobat 9 and CS 5 media.

On the Mac OS, after you include Adobe Acrobat present on the media file or through the downloaded updates, Adobe Acrobat is included in the package file that is created.

On Windows too, you can choose to include Acrobat. However, Acrobat is included in the exceptions folder instead of the main installation package. After the package creation is complete, the Acrobat .MSI file is created in the exceptions package. You deploy Acrobat on the client machines as per the instructions provided in the `ExceptionsInfo.txt` file. This file is available in the `Exceptions` folder.

NOTE: You must deploy Adobe Acrobat *before* you install the MSI package created by AAMEE.

NOTE: Acrobat updates cannot be packaged using Adobe Application Manager Enterprise Edition. However, Acrobat X Pro updates are native formats (.msi on Windows and .pkg on Macintosh) and can easily be deployed separately using standard deployment tools. Please see Acrobat X documentation or your vendor's deployment documentation for more information about deploying .msi or .pkg files.

In this section:

- ◆ [Installing Acrobat Professional on Windows](#)
 - ◆ [Using the Adobe Customization Wizard X](#)
- ◆ [Installing Acrobat Professional on Mac OS](#)
 - ◆ [Handling Feature Lockdown on Mac OS after Applying Updates](#)

Installing Acrobat Professional on Windows

The command to install Acrobat professional available in the input Suite media is as follows:

```
msiexec.exe /i AcroPro.msi INSTALLDIR="[INSTALLDIR]\Acrobat 10.0" EULA_ACCEPT=NO  
REGISTRATION_SUPPRESS=YES SUITEMODE=1 TRANSFORMS=[installLanguage].mst INSTALLLEVEL=101  
AS_DISABLE_LEGACY_COLOR=1 IGNOREAAM=1 /qn
```

- ◆ `[INSTALLDIR]` is the installation directory where Adobe Acrobat is to be installed on the client machine.
- ◆ `[installLanguage]` is the locale in which Adobe Acrobat is to be installed. Note that Adobe Acrobat might not be available in all languages, so you can only provide a locale that is supported by the Acrobat Professional for that particular media. For example, to install Acrobat in the English (US) locale, specify `en_US` as the locale in the command.

Installing Acrobat Patch for Creative Suite 6

For Creative Suite 6, an Acrobat patch is additionally available (in the Exceptions folder) and that should be installed as well. Here is the command to install the patch:

```
msiexec.exe /p PATCH=AcrobatUpd1011.msp /qn
```

NOTE: These command are also included in the ExceptionInfo.txt file included in the Exceptions folder.

Using the Adobe Customization Wizard X

You can use the Adobe Customization Wizard X to configure Acrobat for your Windows installation. For more information on the Customization wizard as well as other resources related to Enterprise administration of the Acrobat family of products, see the following knowledge base article.

http://kb2.adobe.com/cps/837/cpsid_83709.html

NOTE: EULA Suppression, update suppression, and registration suppression settings you select in the AAMEE workflow will take precedence over the settings in the Adobe Customization Wizard X.

NOTE: For serialization of Acrobat, specify the serial number of the Suite on the Serial Screen of AAMEE while creating the package. After deployment, Acrobat will be launched in the serialized mode. Do not use the Adobe Customization Wizard X for serializing Acrobat.

Creating Custom Acrobat Transforms

You can create custom transform(s) for Acrobat using Adobe Customization Wizard X, and then package them for use with AAMEE. Assuming that the name of the file created by the custom transform is <custom_transform_name>.mst, ensure the following:

1. Copy the <custom_transform_name>.mst file to the Acrobat Professional payload folder (for example AcrobatProfessional10.0-EFG folder for Acrobat X).
2. Run the command to deploy Adobe Acrobat as mentioned in ExceptionInfo.txt after changing the parameter from TRANSFORMS=en_US.mst to TRANSFORMS=en_US.mst;<custom_transform_name>.mst

The transform names are separated by a semicolon (;)

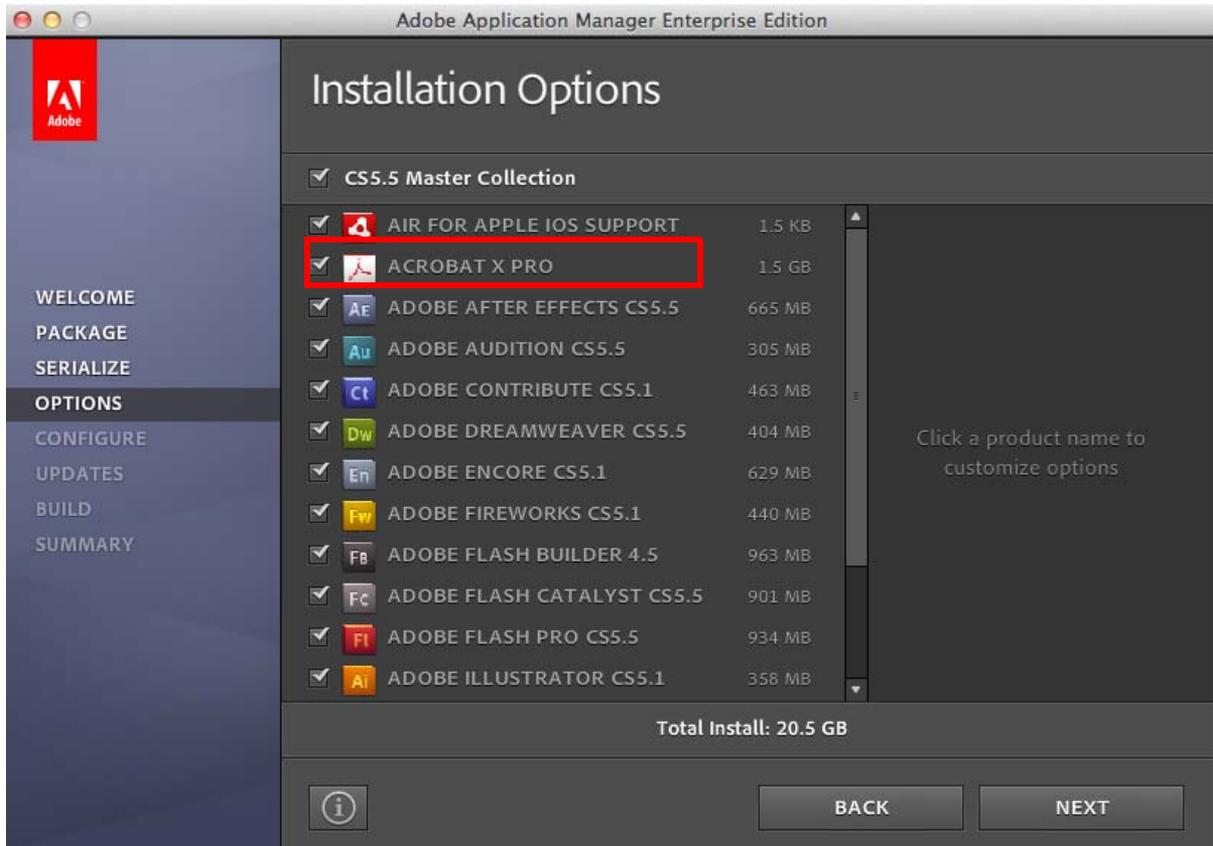
Uninstalling Acrobat Professional on Windows

Once you have deployed Acrobat Professional using the package in the Exceptions folder, you can uninstall it using the usual process for uninstalling msi packages. Here is the command for uninstalling Acrobat Professional:

```
msiexec /uninstall <path to Acrobat msi file> /quiet
```

Installing Acrobat Professional on Mac OS

On the Mac OS, Adobe Acrobat X Professional is displayed as part of the product list for Creative Suite 6 and Creative Suite 5.5.



After you include Adobe Acrobat present on the media file or through the downloaded updates, Adobe Acrobat is included in the package file that is created.

NOTE: Quarterly updates to Acrobat might disable the feature lockdown for Acrobat updates on client machines. Refer to the following section for information on how to enable feature lockdown after quarterly Acrobat updates.

Handling Feature Lockdown on Mac OS after Applying Updates

In an enterprise scenario, you may want to suppress the update feature from the end-user machines to ensure that updates are deployed centrally per the system administration policies. This is achieved through feature lockdown on the Mac OS wherein the system administrator adds the relevant entries to the feature lockdown file present in the following folder:

Contents/MacOS/Preferences/FeatureLockDown

However, the quarterly updates for Acrobat X overwrite the feature lockdown file. Therefore, after you deploy the Acrobat updates, the feature lockdown for updaters is disabled. The menu items on the end-users' machines will once again display options to update Acrobat.

To lock the update feature once again, you need to edit the FeatureLockDown file using the steps in the following section:

Editing the FeatureLockDown File

To ensure that updater feature remains locked for the users after you deploy Acrobat updates edit the FeatureLockDown file as follows:

1. Install Acrobat X on a test machine.
2. Apply all intended updates to the test machine.
3. Open the FeatureLockDown file at: "Contents/MacOS/Preferences/FeatureLockDown" in the contents of Acrobat application. You can use TextEdit or a similar program to open this file.

The file content will be similar to the following:

```
<< /DefaultLaunchAttachmentPerms [ /c << /BuiltInPermList [ /t
(version:1|.ade:3|.adp:3|.app:3|.arc:3|.arj:3|.asp:3|.bas:3|.bat:3|.bz:3|.bz2:3|.c
ab:3|.chm:3|.class:3|.cmd:3|.com:3|.command:3|.cpl:3|.crt:3|.csh:3|.desktop:3|.dll
:3|.exe:3|.fxp:3|.gz:3|.hex:3|.hlp:3|.hqx:3|.hta:3|.inf:3|.ini:3|.ins:3|.isp:3|.it
s:3|.jar:3|.job:3|.js:3|.jse:3|.ksh:3|.lnk:3|.lzh:3|.mad:3|.maf:3|.mag:3|.mam:3|.m
aq:3|.mar:3|.mas:3|.mat:3|.mau:3|.mav:3|.maw:3|.mda:3|.mdb:3|.mde:3|.mdt:3|.mdw:3|
.mdz:3|.msc:3|.msi:3|.msp:3|.mst:3|.ocx:3|.ops:3|.pcd:3|.pi:3|.pif:3|.pkg:3|.prf:3
|.prg:3|.pst:3|.rar:3|.reg:3|.scf:3|.scr:3|.sct:3|.sea:3|.shb:3|.shs:3|.sit:3|.tar
:3|.taz:3|.tgz:3|.tmp:3|.url:3|.vb:3|.vbe:3|.vbs:3|.vsmacros:3|.vss:3|.vst:3|.vsw:
3|.webloc:3|.ws:3|.wsc:3|.wsf:3|.wsh:3|.z:3|.zip:3|.zlo:3|.zoo:3|.term:3|.tool:3|.
pdf:2|.fdf:2) ] >> ]
```

4. Edit this file to add updater lockdown value as follows (see the text in **bold**):

```
<< /Updater [ /b false ] /DefaultLaunchAttachmentPerms [ /c << /BuiltInPermList [ /t
(version:1|.ade:3|.adp:3|.app:3|.arc:3|.arj:3|.asp:3|.bas:3|.bat:3|.bz:3|.bz2:3|.c
ab:3|.chm:3|.class:3|.cmd:3|.com:3|.command:3|.cpl:3|.crt:3|.csh:3|.desktop:3|.dll
:3|.exe:3|.fxp:3|.gz:3|.hex:3|.hlp:3|.hqx:3|.hta:3|.inf:3|.ini:3|.ins:3|.isp:3|.it
s:3|.jar:3|.job:3|.js:3|.jse:3|.ksh:3|.lnk:3|.lzh:3|.mad:3|.maf:3|.mag:3|.mam:3|.m
aq:3|.mar:3|.mas:3|.mat:3|.mau:3|.mav:3|.maw:3|.mda:3|.mdb:3|.mde:3|.mdt:3|.mdw:3|
.mdz:3|.msc:3|.msi:3|.msp:3|.mst:3|.ocx:3|.ops:3|.pcd:3|.pi:3|.pif:3|.pkg:3|.prf:3
|.prg:3|.pst:3|.rar:3|.reg:3|.scf:3|.scr:3|.sct:3|.sea:3|.shb:3|.shs:3|.sit:3|.tar
:3|.taz:3|.tgz:3|.tmp:3|.url:3|.vb:3|.vbe:3|.vbs:3|.vsmacros:3|.vss:3|.vst:3|.vsw:
3|.webloc:3|.ws:3|.wsc:3|.wsf:3|.wsh:3|.z:3|.zip:3|.zlo:3|.zoo:3|.term:3|.tool:3|.
pdf:2|.fdf:2) ] >> ]
```

NOTE: It is recommended that you do not make any other changes to the FeatureLockDown file.

5. Deploy updates on users' machines.
6. On users' machines, replace the FeatureLockDown file at "<Acrobat application>/Contents/MacOS/Preferences" with the file you edited in step 4.

TIP: To ensure that there is no problem with multiple user accounts, keep permission of the FeatureLockDown file as follows:

Permission: `-rw-rw-r--`

Owner: `root`

Group: `admin`

5 Preparing for Deployment

This section summarizes the stages of deployment:

- ◆ [Preparing the input media](#)
- ◆ [Creating packages](#)
- ◆ [Testing packages](#)

Preparing the input media

AAMEE can read product content for packaging in any of the following ways:

- ◆ From one or more DVDs (or CDs)
- ◆ From a Product install folder

Providing product content from DVDs

You can provide product content from a DVD (or CD). You can also use product content that is in multiple DVDs (or their ISO or mounted DMG images). AAMEE reads the content of the first disk, and then prompts you to insert the next disk. AAMEE can also automatically detect multiple disks that are inserted in different disk drives. For example, if you provide media information through disk 1 and disk 2 in separate disk drives, AAMEE automatically detects them and automatically reads content from disk 1 and then disk 2.

Providing product content from a product install folder

You can also create a product install folder for each product you plan to package in the location you give to the Application Manager.

1. *Determine where the product install folder or folders should be placed.*
2. *Create a single product install folder for each product you plan to package.*

The product install folder contains all of the downloaded installation files and resources that you will use to create packages with the Application Manager.

3. *Copy the contents of the distribution media for each product to its product install folder.*
 - ◆ If you are using a product ESD, mount (in Mac OS) or extract (in Windows) the product ESD. Copy the contents of the ESD image to the product install folder.
NOTE: Do *not* copy any other ESD images, such as the Acrobat ESD or Contents. Some products have additional components (“functional content”) that are not part of the Suite ESD, but must be downloaded to a separate product install folder and packaged separately from the Suite package.
 - ◆ If you are using product media, copy the entire content of all DVDs to the product install folder.

Copying from multiple DVDs

To copy the contents of multiple DVDs to your product install folder:

1. Mount or insert Disk 1, and copy the contents to your product install folder. For example, `<AbsolutePath>/MCSuiteBuild/Adobe CS5 Master Collection/`.
2. Mount or insert Disk 2, and copy the contents of the `payloads/` folder to the `payloads/` folder in your product install folder. For example, `<AbsolutePath>/MCSuiteBuild/Adobe CS5 Master Collection/payloads/`.

When asked if you want to overwrite files and folders, click "Yes to all".

Preparing updates for packaging

AAMEE automatically checks for and downloads updates when you create a package. This way, you do not need to have the updates separately downloaded.

However, if you want, you can download the updates separately from one of the Adobe websites:

- ◆ The Adobe Product Updates page:
<http://www.adobe.com/downloads/updates/>
- ◆ Adobe Creative Suite Updates blog, which allows tracking of Creative Suite updates through RSS or Atom readers:
<http://blogs.adobe.com/csupdates/>

Updates are available as platform-specific ZIP or DMG files.

- ◆ Copy the ZIP or DMG file for each update to the local disk of the administrative system, or to an accessible network location.

The location in which you copy the files is the location you will navigate to when you add updates manually to your update package in the Application Manager (see ["Creating an update-only package" on page 73](#)).

Creating packages

In order to create packages, you should:

- ◆ Read [Chapter 2, "Using the Adobe Application Manager 2.1 for Enterprise Deployment"](#), which walks you through invoking and using the Application Manager.
- ◆ Know where the Application Manager is installed on the administrative machine.
- ◆ Read [Chapter 6, "Planning for Deployment"](#) and complete the planning steps mentioned in that chapter.

When all of the planning is completed, invoke the Application Manager and create all of your packages, using the information you created in the planning stage.

When you are finished creating the packages, you should test them before deployment.

Testing packages

You will want to test the packages you have created before deploying them widely. It is recommended that you deploy using the platform-specific standard tool, Microsoft System Center Configuration Manager 2007 (SCCM) and Apple Remote Desktop (ARD).

- ◆ If you are deploying with ARD, go to [Chapter 7](#) for instructions.
- ◆ If you are deploying with SCCM, go to [Chapter 8](#) for instructions.

To test your package, install on a test system using these steps:

1. *Set up your test system so that it is configured just like a target system.*

Test your package on a system that meets the performance and system requirements for the applications you will install from these packages. This machine should have similar system capacity as the target systems on which you will deploy your packages.

- Make sure the product install folder the deployment package references is located correctly.
- Make the package available in the same way that it will be deployed to the target systems.

2. *Invoke the installer on the test system.*

If you have not created an SCCM or ARD installer, you can invoke the MSI or PKG package in any of the following ways:

- directly from the command line, by the process of silent install using the following command:

IN WINDOWS: `msiexec.exe /i <pkg_name>.msi /quiet`

IN MAC OS: `sudo installer -pkg <install_pkg_name> -target /`

- by launching the installer UI as follows:
 - on Windows, right-click the MSI file and select “Run as Administrator”
 - on Mac OS, double-click the PKG file

3. *Check the log files.*

The installer program creates a log file in which it records the steps it has taken along with the returned exit code. If this log file already exists, the program appends the latest results to it. See [“Installation logs” on page 103](#) and [“Error messages” on page 104](#).

4. *For an install package, test the newly installed applications.*

- Check in the installation location to see that the applications were installed.
- Invoke each application.

NOTE: In a serialized suite product, in addition to those point products that you specifically selected as Product Options, some other products (such as Soundbooth or After Effects) might also be installed.

5. *(Optional) For an install package, run the package uninstaller program on the test system.*

If you have not created a platform-specific uninstaller, you can do this with the MSI/PKG package:

- In Windows, use the MSI uninstall command:

```
msiexec /uninstall <pkg_name>.msi /quiet
```

- In Mac OS: `sudo installer -pkg <uninstall_pkg_name> -target /`

When the uninstall is finished, check the install location to see that the applications were removed.

NOTE: Uninstall packages are not created for update packages

Installation logs

When you install the created package, the platform installer (SCCM or ARD) writes log files, as described in the documentation for those tools.

The package that you created with the Adobe Application Manager Enterprise Edition installs a client version of the Application Manager on the client machine, which manages the installation process. When you perform an installation using the deployment package, the Application Manager and other processes that it initiates write these log files to the client machine:

Log file name	Location
For an installation package:	<code><product_name><time_stamp>.log</code>
For an update package:	<code><patch_name><version><time_stamp>.log</code>
	Location in Windows: <code><Adobe Common Files>\installer\</code> Location in Mac OS: <code>/Library/Logs/Adobe/Installers/</code>
<p>During a silent deployment, the deployment engine that installs the components generates a zipped log file with information about the progress and result of installation. Look in this file for any error or success messages reported during installation of your deployment packages.</p>	
<p>The file is named for the package being installed, and zipped in a platform-specific format. For example, in Windows, the zipped file might be:</p>	
	<code>Creative Suite 5 Master Collection 5.0 04-26-2010.log.gz</code>
<code>oobelib.log</code>	Location in Windows: <code>%temp%</code> Location in Mac OS: <code>/tmp/</code>

This log file is generated by the licensing component of the Application Manager, and contains information specifically related to serialization, trial mode, activation and deactivation.

The Adobe Provisioning Toolkit Enterprise Edition writes status information to this log when you use it to manage serialization of deployed products. See [Chapter 9, "Adobe Provisioning Toolkit Enterprise Edition"](#):

Log file name	Location
PDApp.log	Location in Windows: <ul style="list-style-type: none">◆ When Application Manager installed with Administrative privilege through SCCM: %windir%\Temp◆ When Application Manager installed with User privilege through SCCM: %temp% Location in Mac OS: ~/Library/Logs/

The Application Manager creates or appends to this log file:

- ◆ When Application Manager is installed on the client machine; specifically during bootstrapping.
- ◆ When the user launches products and uses activation, trial, registration, licensing, updating, or service provisioning.

Error messages

These are the error codes that the deployment manager component can write to the `PDApp.log` file:

Code	Description	Code	Description
0	Application installed successfully	17	EULA acceptance failed
1	Unable to parse command line	18	Bootstrapping for Adobe Application Manager failed. See bootstrapper errors below.
2	Unknown user interface mode specified	19	Conflicting processes running
3	Unable to initialize ExtendScript	20	Install source path not specified or does not exist
4	User interface workflow failed	21	Version of payload not supported by version of RIBS
5	Unable to initialize user interface workflow	22	Install directory check failed
6	Silent workflow completed with errors	23	System requirements check failed
7	Unable to complete the silent workflow	24	Exit due to user-canceled workflow
8	Exit and restart needed	25	Binary pathname exceeding operating system's MAX PATH limit
9	Unsupported operating system version	26	Media swap required in silent mode
10	Unsupported file system	27	Keyed files detected in target
11	Another instance running	28	Base product is not installed
12	CAPS database integrity error	29	Base product has been moved
13	Media optimization failed	30	Insufficient disk space to install the payload (completed with errors)
14	Failed due to insufficient privileges	31	Insufficient disk space to install the payload (failed)
15	Media DB sync failed	32	Patch is already applied
16	Failed to load the deployment file	9999	Catastrophic error

These are the error codes that the bootstrapper component can write to the `PDApp.log` file:

<code>BS_STATUS_SUCCESS</code>	0	Bootstrapper ran successfully
<code>BS_STATUS_ERROR_SELF_UPDATE</code>	1	Any error in self-update mode
<code>BS_STATUS_ERROR_INIT_OBJ</code>	-1	Initializing bootstrapper object fails
<code>BS_STATUS_ERROR_MULT_INST</code>	-2	More than one instance is running
<code>BS_STATUS_ERROR_SYSTEM_CHECK</code>	-3	Any of the OS checks fail
<code>BS_STATUS_ERROR_REGISTER_CALLBACK</code>	-4	Registering callback fails
<code>BS_STATUS_ERROR_INSTALL_PACKAGE</code>	-5	Installing packages fails
<code>BS_STATUS_ERROR_COPY_FILE</code>	-6	Copying file fails after installation

BS_STATUS_ERROR_LAUNCH_APP	-7	Application launch fails
BS_STATUS_ERROR_INVALID_COMMAND_LINE	-8	Invalid command line arguments provided
BS_STATUS_ERROR_FILE_MISSING	-9	Deployment or manifest file is missing
BS_STATUS_NO_ADMIN_PRIVILEGE	-10	Admin privilege is required and is not there
BS_STATUS_ERROR_PARSE_MANIFEST	-11	Problem parsing manifest
BS_STATUS_ERROR_PIM	-12	Error in PIM library usage
BS_STATUS_ERROR_SYSTEM_CHECK_SOFT_STOP	-13	Any of the soft system checks fail
BS_STATUS_ERROR_INSTALLATION_CANCELLED	-14	Installation is cancelled
BS_STATUS_ERROR_LAUNCHPATH_LONG	-15	Launch path is more than 200 characters
BS_STATUS_ERROR_OTHER	-999	Any other error

6 Planning for Deployment

Before you use the Adobe Application Manager Enterprise Edition (Application Manager) to make packages, you need to do a good deal of thinking and planning. This section gives you all the information you need to that planning. The *Guide to Adobe Application Manager Enterprise Edition* (called here *Application Manager Guide*) helps you through the process of creating packages with the Application Manager. You then come back to this document to do the final step of deployment — getting the package you have created into the right place so the target systems can invoke the package and install the product.

There are several steps to your planning process:

1. Identifying your user groups and their application needs.
2. Identifying the packages you need to create to install those applications for those users, and deciding how you will deploy the packages.
3. Specifying the packages themselves before you create them.

The sections in this chapter each address one of these planning steps.

Identifying user groups and their needs

You will need one or more deployment packages for every unique user group in your enterprise. Your first planning step is to identify each user group that needs a particular application or set of applications to do their job. If you or someone else at your company has already purchased the Creative Suite 5 products, this step has undoubtedly already been done, but it may or may not be written down in a form useful to you at this stage in planning.

At this point, you want to identify the following:

- ◆ **GROUP NAME:** Identify each user group for which you have purchased (or will purchase) the software. The labels you choose to identify your user groups are for your own use only; they are not included anywhere in the deployment package, so there are no restrictions on how you name them.
- ◆ **PRIMARY APPLICATIONS NEEDED:** For each user group, create the list of applications people in that group need to do their jobs. The primary applications are listed in the first column of the application/suite matrix on [page 108](#).
- ◆ **PRODUCT:** Identify the product(s) that have been purchased (or will be purchased) that provide the applications you have listed. This list will consist of point product and/or suite product names.
- ◆ **PLATFORM:** Identify the platform for each product (Windows and/or Mac OS).

Making your package list

After you have a complete list of user groups and the applications each one needs to do their jobs, you are ready to determine how many packages you need to deploy those applications for those users. In order to determine your package count and what each one should contain, you need to understand a few concepts about Adobe product and package design.

How products correlate to packages

In order to determine how many deployment packages you need to create, and what each package deploys, you need to understand the relationship between a product and a package. When you purchase a product, you get the product either on DVDs (product media) or via an electronic download (product ESD). The product ESD is highly recommended for enterprise deployment, but you can use product media instead.

There is a one-to-one correspondence between a deployment package and a product. A package is designed to package a single product install folder, which includes the install program (`set-up.exe` in Windows, `Install.app` in Mac OS) and all the application and component code, configuration information, and all the other information it needs to install the product. Additionally, each product comes with a single serial number; as an install program can take only one serial number, a package can deploy only a single product.

As a result of this one-to-one relationship, a deployment package has a link to one and only one product install folder. You cannot create a single package that includes multiple products. For example, you can buy Photoshop CS5.5 and Illustrator CS5.5 separately as point products, but you cannot create one deployment package to install both of them; you must create one package to install Photoshop and a different package to install Illustrator. If you purchase InCopy® CS5.5, you must make a package to install just InCopy. In fact, this is the only way to package InCopy CS5.5 because it is not included in any of the suite products.

A package can install multiple applications only if all of those applications are installed from a suite product. So, you can install both Photoshop and Illustrator from a single package only if you have purchased a suite product that contains both of those applications. If you create the package with a suite serial number, the package can include any of the applications from that suite.

You can create multiple deployment packages from a single product. For a suite product, different packages can deploy different subsets of the applications included in the suite. You can even create multiple packages that deploy the same single application, with different install options and application options. However, all of the packages created from a given product are all deployed using the same serial number and the same product install folder.

Calculate your package count

If you have chosen only one platform, your package count is 1. If you have chosen both platforms, your package count is 2. Record these numbers in the PACKAGE COUNT column.

Name each package

You are now ready to name your packages. Choose a brief but descriptive name for each package on your list. If you have Mac OS and Windows versions of the same package, you may want to choose a common package name and append “Win” or “Mac” to the name. Whatever name you choose, it should allow you to easily identify that package with its intended user group and usage.

NOTE: Since this package name is used to name the folder on your system that will contain the package files, the same operating system constraints that apply to folder names also apply to the package names you choose.

An Example Planning Sheet

To list all the information at one place, you can create an example planning sheet as shown here.

PLANNING SHEET #1: USER GROUPS & PACKAGES FOR CS5.5 PRODUCTS					
GROUP NAME	PRIMARY APPLICATIONS NEEDED	PLATFORMS	PRODUCT	PACKAGE COUNT	PACKAGE NAME(S)
Writers	InDesign	Win64	Design Premium	1	InDesignOnly
Photographers	Photoshop	Mac Win32	Design Premium	2	PhotoMac PhotoWin
Layout Folks	Photoshop, Illustrator, InDesign	Mac	Design Premium	1	Layout
Web Makers	Dreamweaver, Flash, Fireworks	Mac Win32	Design Premium	2	WebMac WebWin

You may find the following table useful in filling out the first four columns. It shows the CS5.5 suite products along the top, with the CS5.5 point products down the left side. Dots in the body of the table show which point product primary applications are included in which suite. If a user group needs every application in a particular suite, you can just write "All of <suite-name>" in the APPLICATIONS NEEDED column on the example planning sheet.

	Design Standard CS5.5	Design Premium CS5.5	Web Premium CS5.5	Master Collection CS5.5	Production Premium CS5.5
Adobe After Effects CS5.5				●	●
Adobe Contribute® CS5.5			●	●	
Adobe Dreamweaver® CS5.5		●	●	●	
Adobe Encore® CS5.5				●	●
Adobe Fireworks® CS5.5		●	●	●	
Adobe Flash® Professional CS5.5		●	●	●	●
Adobe Flash Catalyst™ CS5.5		●	●	●	●
Adobe Flash Builder™ 4 Standard			●	●	●
Adobe Illustrator® CS5.5	●	●	●	●	●
Adobe InDesign® CS5.5	●	●		●	
Adobe OnLocation™ CS5.5				●	●
Adobe Photoshop® CS5.5	●				
Adobe Premiere Pro CS5.5				●	●

NOTE: The display name for Photoshop in the Application Manager is always just "Photoshop". It is understood that the extended version of Photoshop exists in all versions of Creative Suite except for Design Standard CS5.5.

Specifying packages

You now have everything you need to specify each package on your package list. For each package, identify the following.

Configuration details

These fields collect the information you will need to enter or specify in the Application Manager in order to build a deployment package.

Package name

This is where you put the package name from your package list. This is the drive and path of the location at which you want the AAMEE-created package to be copied.

Product / platform purchased

Record the name of the product from the PRODUCT column on your package list.

User group name

Record the names of the user group or groups that will be served by this package. This is a bookkeeping detail for you; the Application Manager will not request this information.

Save-to location

This is the drive and path of the location at which you want the applications in this package to be installed. If the path does not exist, the installer will create it for you.

Product install folder

The Application Manager asks you for this at the beginning of the package creation process, in the field labeled "Locate the Product Install Folder." It is the absolute path to the product install folder that you create for the product you are packaging, from the ESD or distribution media. See ["Preparing the input media" on page 100](#).

OS support

If you wish to install applications on Windows platforms with 64-bit architecture, choose the "64-bit Package" option under "32- vs 64-bit Operating System Support." This does not apply to packages intended to run in Mac OS.

Serial number

This is the serial number you received when you purchased your product. For a point-product installer, enter the serial number for that product. For a suite installer, enter the suite serial number. You must enter the serial number that matches the purchased installer media for that product. You cannot use a suite serial number to package a stand-alone point product, nor can you use a serial number for one suite product to serialize another suite product. For instance, you cannot use the Master Collection serial number to serialize Design Premium.

You can also choose the “Proceed without serializing” option, to create a package for trial-mode installation. In this case, the product is installed in trial mode for 30 days, and the end-user will be prompted to enter a serial number on launch of the deployed product.

Managing serialization in deployed products

There are circumstances where you might need to change the serial number in a deployed product from the one that you supplied for the deployment package, or provide a new serial number for a product that was deployed in trial mode. A set of command-line tools called the Adobe Provisioning Toolkit Enterprise Edition allows you to do this. For more information about the toolkit features and how to use it, see [Chapter 9, “Using the Adobe Provisioning Toolkit Enterprise Edition.”](#)

Installation language

The Application Manager sets this value for you, as determined by your serial number. You may want to make a note of it when you create your packages.

If you are creating a trial-mode installation package, you must choose the language.

Configuration: product launch options

There are some normal application behaviors that make sense in a single-user situation but not in an enterprise situation. The *Application Manager* provides options for you to suppress these behaviors in all the applications installed by a package. These options are set per package; different packages can have different combinations of settings for these options.

- ◆ *License agreement suppression*— Upon its first invocation after installation, an application displays a dialog requesting the user to accept the End User License Agreement (EULA). In a multi-seat situation, the company accepts this agreement for all end users when it purchases the product and the end users have no need to see it. If you wish to suppress the EULA screen in the applications, you can disable the End-user License Agreement (EULA) option in the Application Manager GUI.
- ◆ *Product registration* — Upon its first invocation during launch, an application displays a dialog asking the user to provide an Adobe ID with which to register the product. If a user declines, the application prompts once again after a week. If you wish to prevent your users from individually registering their products, you can choose the “Disable product registration reminders” option in the Application Manager GUI.

In Mac OS, default product registration behavior includes the installation of the Growl Preferences Pane. When you suppress registration, this platform-specific tool is not installed.

- ◆ *Product improvement program* — Adobe applications normally query the user for feedback on a regular basis, as part of an ongoing effort to ensure that products meet user needs. If you wish to prevent the applications from making this query, choose the “Disable Adobe Product Improvement Program” option in the Application Manager GUI.
- ◆ *Adobe Tutorial Content in Trial Mode* — When the product is not serialized and is installed in Trial mode, an enhanced trial experience is delivered for certain products. The trial screens will deliver tutorials and training material related to the product to assist the evaluation and usage of the product. It is necessary for you to be online to experience this feature. The content/tutorials being offered might change as the trial progresses.

If this option is checked, the Enhanced Trial Experience is disabled.

Configuration: Conflict handling

The Adobe install program does not always function properly when it encounters certain user processes running during installation; if such conflicting processes are running, the install may partially or completely fail. Therefore, when the install program encounters processes likely to cause problems, it interactively gives the active user on the system the opportunity to either terminate those processes and continue the install, or to abort the install. The same is true for uninstalling. For a list of processes that can conflict with installation of Adobe products, see [Appendix C, “Conflicting Processes”](#).

If you want to prevent the possibility of this interactive intervention from occurring, you can choose “Ignore conflicts and continue with installation” for the “Conflicting Processes” option in the Application Manager GUI when creating your packages. This is a per-package choice. If you select this option, this package will never result in any interactive notice to end users about conflicting processes that are encountered during installation.

WARNING: Choosing to ignore conflicts and continue with the installation does *not* affect the chances of the install succeeding without error on the target system if conflicting processes are encountered; it just means it would fail silently. Adobe recommends that all target systems be in a quiet state (no active users or applications) before deploying a package on them.

Configuration: installation location options

The Application Manager offers you three choices for the deployment location:

- ◆ *Deploy to default application directory*

The default drive is the system drive; the default path is `\Program Files` in Windows and `/Applications` in Mac OS. If you do not want to install the applications in the default location, you can choose for the end user to specify a path during deployment, or you can provide a specific path.

- ◆ *Specify directory during deployment*

NOTE: In Mac OS: If you want your end-users to specify the installation path during deployment of a Mac OS package, you will need to take an additional step of modifying the created package before deploying through ARD. See [“Allowing user to specify installation location” on page 115](#).

- ◆ *Deploy to <specific location>*

You must specify an absolute path (including drive). The installation location cannot be a network location, a mounted disk image, or the root directory of any volume. The Application Manager cannot validate the location, so specify it carefully.

NOTE: In Windows, the maximum path length is 256 characters. The names of the files being installed are added to the path you specify. If you choose a path that is too long, some products may not install properly.

You can use environment variables in the path. During installation, these are replaced with their values on the target system. If a variable is incorrectly specified or not found on the target system, the install fails.

- In Windows, the names of environment variables appear between % symbols: %*VARIABLE*%. The path cannot contain any other % characters. The variable name must not contain slash or backslash characters.

- In Mac OS, the names of environment variables start with the \$ symbol: `$VARIABLE`. The variable name must not contain spaces or slash characters. Only a subset of environment variables are supported. You cannot use “~” to represent the home directory.

Configuration: updater options

In an individual product installation, the Adobe Application Manager launches automatically every day at 2:00 am to check for updates to Adobe products. The user is not aware of this check unless a product update is found, at which time the application displays a balloon to inform the user that an update is available. This is not typically the behavior you want in an enterprise deployment.

The Adobe Application Manager Enterprise Edition offers you four choices for update behavior:

- ◆ To prevent the user's Application Manager from doing automatic update checking for the deployed products, choose the default option, "Adobe Update Manager is disabled (IT managers update distribution)" This option is labeled "Distribute updates manually" in AAMEE 2.1. In addition to suppressing the automatic update behavior, this disables the Update option from the Help menu in the applications; users will no longer be able to actively look for updates on their own.

If you choose this option, you must download and deploy updates yourself; see ["Creating an update-only package" on page 73](#) and ["Preparing updates for packaging" on page 101](#).

- ◆ The option "Admin users update via Adobe Update Manager" enables automatic update checking through the Adobe Application Manager, which is the default for products installed individually. If the user's system was previously set to suppress updates, deploying a package with this option set re-enables automatic update checking. This option is labeled "Check for updates through AAM" in AMEE 2.1.
- ◆ You can choose to redirect the automatic update process to check for updates with your own update server, rather than the Adobe update server. For this, select the option "Use internal update server".

For this option, you must host updates on an internal server, and redirect the Adobe Application Manager to look there for updates. You do this by providing the path to an XML configuration file that contains information about the hosted server. For more information about hosting an internal server, see ["Adobe Update Server Setup Tool" on page 138](#).

You can choose to enable or disable Adobe Update Manager (AUM). By default, the Enable AUM option is selected. Use the Disable AUM option if you want to use Adobe Remote Update Manager to deploy updates in client machines. For more information, see [Appendix B, "Using Adobe Remote Update Manager"](#).

Product components

The following component identification fields are needed when running the Application Manager, but they are also useful for another reason. Application and component names are stored in the package in an encoded format, so you cannot look at the package files and determine which applications or optional components it installs or uninstalls. Keeping a note of them will help you preserve that information.

Primary applications

Under this heading, list all the primary applications you listed on your package list for this package. If you are packaging a point product, there will be just one thing on your list. If you are packaging a suite product, you may have multiple applications on your list.

Optional shared components

List the optional shared components you want to include in this package, if any. This list will be short, as most of the shared are either required or not available for a given application. Consult the *Deployment Component Reference* and decide if you want to include any of these optional choices in this package.

There is no need to list components that are required for any of the applications you are including; they are included automatically, and do not appear as choices in the Application Manager.

System requirements

You should check the system requirements for the applications you chose to include in this package. If you attempt to deploy a package on a target machine that does not have sufficient system capability for the applications to be installed, the install will fail.

If you plan to install multiple applications on a system, as part of one or more packages, the greatest of their minimum system requirements will apply.

If your users plan to run multiple applications at the same time, more system RAM is recommended, but is not required at install time.

- ◆ For system requirements for individual point products, go to <http://www.adobe.com/products/>. On the left side of this page, select the icon for the product you want and click Learn more. On the product-specific page that comes up, click System requirements in the upper right area of the page.
- ◆ For system requirements for suite products, see <http://www.adobe.com/products/creativesuite/>. Choose the suite product from the dropdown menu; on the suite product page, click System requirements in the upper right area of the page.

Example planning sheet

Here is an example of a package planning sheet

- ◆ The serial number is, of course, just a placeholder.
- ◆ The PRODUCT INSTALL FOLDER path is the location of the product install folder that you create after downloading the product ESD, or copying from the distribution media. See [“Preparing the input media” on page 100](#).
- ◆ In this case, the default configuration options have been used; they are shown in bold on the planning sheet, and are left that way here.

ENTERPRISE DEPLOYMENT PLANNING SHEET #2: CS5.5 PACKAGE SPECIFICATION		
PACKAGE NAME	LAYOUT	CS5.5 PRODUCT / PLATFORM PURCHASED Design Premium for Windows
SAVE-TO LOCATION	C:\CS5.5 STAGING\CS5.5 APP MGR PACKAGES	USER GROUP NAME Layout Folks
PRODUCT INSTALL FOLDER	C:\CS5.5 STAGING\DESIGN PREMIUM\ADOBE CS5.5	

ENTERPRISE DEPLOYMENT PLANNING SHEET #2: CS5.5 PACKAGE SPECIFICATION			
OS SUPPORT	Win32	Win64	Mac OS
SERIAL NUMBER 9999-9999-9999-9999-9999			SYSTEM REQUIREMENTS 2 GHz or faster processor XP w/ SP2 (SP3) or Windows Vista SP1 512 MB Ram (1 GB rec) 2 GB hard disk 1024 x 768 display (1280 x 800 rec) 16-bit video card Quicktime 7.2 Graphics support for Shader 3.0 & OpenGL 2.0
INSTALLATION LANGUAGE ENGLISH (INTERNATIONAL)			
CONFIGURATION <i>Default choices are shown in bold</i>			
PRODUCT LAUNCH OPTIONS: Suppress EULA Yes No Suppress registration Yes No Suppress Product Improvement Program Yes No Conflict handling Abort Continue ADOBE UPDATER OPTIONS: Distribute updates manually Yes No Check for updates through AAM Yes No Redirect AAM updater to internal server Yes No Redirect configuration file location: _____ INSTALLATION LOCATION OPTIONS: Deploy to default app directory Specify directory during deployment Deploy to this location: _____			
PRIMARY APPLICATIONS		OPTIONAL SHARED COMPONENTS	
Photoshop		Extension Manager	
Illustrator		Adobe Media Player	
InDesign			
TARGET SYSTEM NAMES			

Choosing shared components

Some shared components are available with one or more products. The list of components displayed by the Application Manager depends entirely on the product being packaged. Most of the shared components are optional; some are required for certain applications, and optional for others.

- ◆ When you have selected an application to be included in your deployment package, the optional shared components for that application are shown. You must decide whether to include shared components that are optional for the primary applications you have included.
- ◆ Shared components that are required for an application you have chosen do not appear in the Application Manager GUI.

The shared components are listed and described in the *Deployment Component Reference*, along with information about which applications require them, or include them as options.

7 Deploying Adobe Packages with ARD

When preparing a package for deployment in Mac OS, the package should be created and stored in Mac OS. It is possible for the references in a Mac OS package to become corrupted if copied and stored in Windows.

Preparation

Before you begin to deploy the Adobe deployment package, make sure the following conditions are met:

1. Remote Management is enabled on all target systems.

You can enable this from the System Preferences pane; click Sharing. In the resulting window, select Remote Management in the left pane and select the sharing features you want to enable. Check the ARD documentation for recommendations; for example, “Copy Items” and “Delete and Replace Items” should be selected for deploying packages. *Deployment Component Reference*

2. The Adobe package you plan to deploy is on or accessible from your administrative machine.
3. You have already defined an ARD group that includes all the target systems to which you want to deploy the Adobe package.
4. You have sufficient free memory to deploy on all target systems. This includes space to copy the deployment package to the target system, in addition to the installed size of the deployed products.

Allowing user to specify installation location

If you selected “Specify directory during deployment” when configuring an installation deployment package, you must modify the created package before deploying it through ARD. (See [“Configuration: installation location options” on page 111.](#))

Make the following change in the created PKG install package:

1. Open the `Contents/Info.plist` file in the PKG install package.
2. Modify the value of the `IFPkgFlagDefaultLocation` tag to be the absolute target folder path. For example:

```
/Volumes/<Volume_name>/<Folder_name>
```

or if deploying to the root volume:

```
/<Folder_name>
```

If you plan to [Deploy using Copy Items and Send Unix Command](#), specify the folder name; you will pass the Volume name with the installer command

When you have made this modification, you can proceed to deploy the package using ARD, as described below.

Package deployment

1. *Start ARD on your admin system.*
2. *Select the target machines.*

In the left pane of the ARD main window, select the desired computer list, and verify the target machines in the right pane.

3. *Set up install packages*
 - Select the 'Install Packages' option of ARD and add the install package to be deployed.
 - Choose whether to restart, whether you want to run this task from this application or task server, and other options as desired. If you choose "Run this task from: Task server on this computer", the task server will push the task to any systems that were not online when task was initiated.
 - If you wish, you can schedule the installation task for a later time. To do this, click **Schedule** in the lower left corner of the Install Packages window; then, in the Schedule Task window, enter the time and date at which you want to install the package.
4. *Install to the target systems.*
 - If you have *not* scheduled the task for a later time, check the availability of all target machines listed in the Name area at the bottom of the Install Packages window. When you click **Install**, installation immediately begins on all listed targets.
 - If you have scheduled the task for a later time, click **Install**. Before the time at which the task is scheduled to begin, make sure that all target machines listed in the Name area of the Install Packages window are in a quiet state with no active users, but are active to receive the command.

When the Install Packages task is executed, its status is shown in the ARD window. When the process completes, the status is updated accordingly.

WARNING: *Do not stop install/uninstall tasks through ARD. If you attempt to do so, the operation may continue even if the ARD window indicates that it has stopped.*

Because of the package structure created by the Adobe Application Manager Enterprise Edition, the progress bar displayed while deploying through ARD is not helpful. It either shows 0% when complete (in Mac OS 10.5) or remains at about 95% for most of the time (in Mac OS 10.6).

5. *Configure Adobe Help.*
 - Select the "Send Unix Command" option of ARD.
 - Select "Run command as: User". Enter "root" in the user field.
 - Create a symbolic link for Adobe Help:

```
ln -s /Applications/Adobe/Adobe\ Help.app /Applications/Adobe\ Help.app
```

Update packages

- ◆ Update packages are created with a name in the form `<pkg_name>_Update.pkg`.
- ◆ Update packages cannot be uninstalled.

Troubleshooting

Package deployment through ARD can fail if the user state changes during deployment; that is, if a user logs in or out, or you switch users. If you use the task server, the task may start deploying the same package immediately after the state change, which may fail. This is standard ARD behavior. If it occurs, simply redeploy.

Deploy using Copy Items and Send Unix Command

As an alternative to using the "Install Packages" option, you can use the "Copy Items" task to copy the package task to the target system and then run "Send Unix Command" to run the installer and deploy the copied package.

NOTE: If you have chosen for the end-user to specify the install directory, you must modify the created package before deployment; see ["Allowing user to specify installation location" on page 115](#).

1. *Start ARD on your admin system.*
2. *Select the target machines.*

In the left pane of the ARD main window, select the desired computer list, and verify the target machines in the right pane.

3. *Set up install packages*

- Select the 'Copy Items' option of ARD and add the install package to be deployed.
- Select the destination to which you want to copy the package on the target machines.

4. *Install to the target systems.*

- Select the "Send Unix Command" option of ARD.
- Select "Run command as: User". Enter "root" in the user field.
- Pass the volume name with the installer command:

```
sudo installer -pkg <pkg path> -target <Volume_location>
```

NOTE: If you want the target to be the boot drive, specify / after -target

5. *Configure Adobe Help.*

- Select the "Send Unix Command" option of ARD.
- Select "Run command as: User". Enter "root" in the user field.
- Create a symbolic link for Adobe Help:

```
ln -s /Applications/Adobe/Adobe\ Help.app /Applications/Adobe\ Help.app
```

Uninstalling Adobe software with a deployment package

NOTE: Uninstall packages are not created for update packages.

The installation deployment package contains a file named `<package_name>_Uninstall.pkg`, which you use to uninstall the software that you installed with the corresponding install file, `<package_name>_Install.pkg`. The steps are similar to those you followed to install the software.

1. *Select the target systems.*

In the left pane of the main ARD window, select the group that contains the target systems on which you installed the software using a deployment package.

2. *Run the Install Packages task for the uninstall package on the target systems.*

- Select the 'Install Packages' option of ARD and add the uninstall package (or drag it to the packages pane).
- Click **Install**.

3. When the task is executed, its status is shown in the ARD window. When the process completes, the status is updated accordingly.

WARNING: Do not stop install/uninstall tasks through ARD. If you attempt to do so, the operation may continue even if the ARD window indicates that it has stopped.

The uninstall operation does not remove any user preferences for Adobe applications.

Uninstall using Copy Items and Send Unix Command

If you deployed using this method, use the same method to uninstall, copying and invoking the uninstall package instead of the install package:

1. *Select the target machines.*

In the left pane of the ARD main window, select the desired computer list, and verify the target machines in the right pane.

2. *Set up uninstall packages*

- Select the 'Copy Items' option of ARD and add the uninstall package to be deployed.
- Select the destination to which you want to copy the package on the target machines.

3. *Uninstall on the target systems.*

- Select the 'Send Unix Command' option of ARD.
- Pass the volume name with the installer command:

```
sudo installer -pkg <uninstall pkg path> -target <Volume_location>
```

8 Deploying Adobe Packages with SCCM

This chapter guides you through the process of creating an SCCM 2007 package to deploy an Adobe CS5 deployment package. Since both Adobe and Microsoft use the term “package” and since there are currently two versions of the Microsoft software in use, we use the following naming conventions for clarity in this chapter:

- ◆ When referring to a package created with SCCM 2007, we say “SCCM package” unless the context is very clear, when we may say just “package”.
- ◆ When referring to a package created by the Adobe Application Manager, Enterprise Edition we say “Adobe deployment package” or “Adobe package”. We never use the term “package” alone to mean an Adobe package.

Preparation

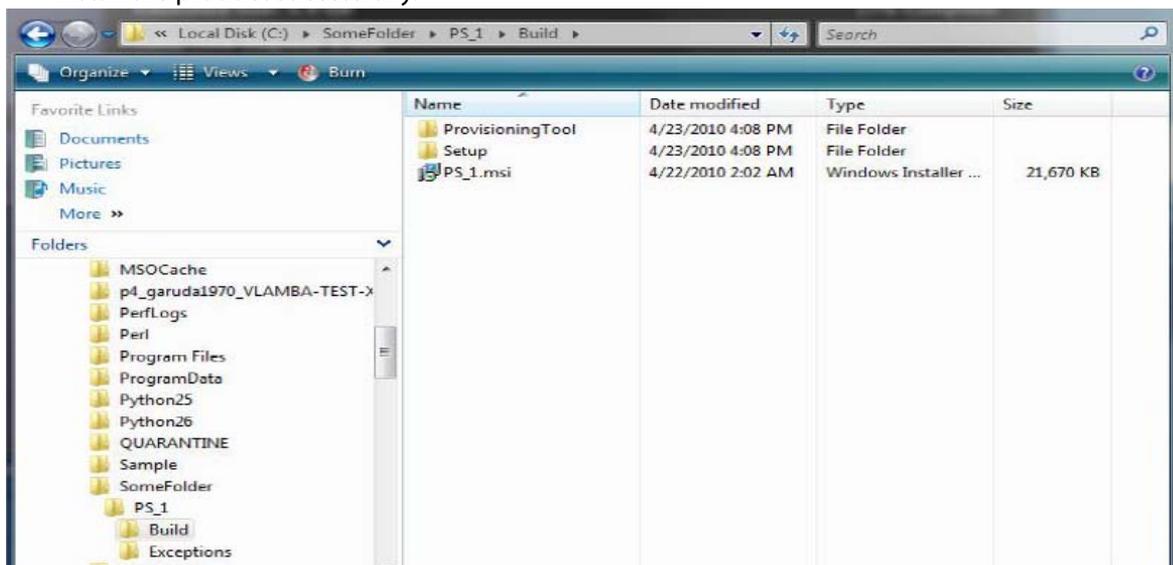
SCCM was designed for a great variety of network configurations. The best choice of deployment configuration for the Adobe package and its product install folder is the “TS” option, where the Adobe package and its product install folder are placed together on the same distribution server or servers.

When you create a package for deployment in Windows, the Adobe Application Manager Enterprise Edition creates two folders in your specified “Save to” location, `Exceptions\` and `Build\`.

- ◆ The `Exceptions\` folder contains folders with installers of various kinds (EXE, AIR, MSI) that cannot be deployed using the main MSI installer (because it cannot contain an embedded installer). You must create separate SCCM installers for each of these, using instructions in the `ExceptionInfo.txt` file at the top level of the `Exceptions\` folder.

The folder can be empty if your package has no dependencies on other installers.

- ◆ The `Build\` folder contains an MSI file whose filename uses the Package Name that you specified, and two subfolders, `Setup\` and `ProvisioningTool\`. The subfolders are required to run the MSI file and install the product successfully.



NOTE: The packages created by the Adobe Application Manager Enterprise Edition silently use the Adobe installer subsystem, which in turn uses the native Windows installer, MSI. Therefore, you cannot wrap an Adobe install package inside of a Windows package for use with MSI because Windows prohibits such a recursive use of MSI.

Creating an SCCM package

Create a new SCCM package

1. *Open the New Package wizard.*
 - Open the SCCM console.
 - Navigate to Computer Management > Software Distribution > Packages.
 - Right-click on Packages, choose New, then click Package.

In the New Package Wizard, do the following:

2. *Name the new SCCM package.*

On the General tab:

- Enter the name of the new SCCM package in the Name field. This field is required.
- You may also enter values for the optional Version, Manufacturer, Language, and Comment fields.
- Click Next.

3. *Specify the data source for the SCCM package.*

On the Data Source tab:

- Select This Package Contains Source Files.
- Click Set to the right of the Source Directory field. In the Set Source Directory dialog, select the type of path you want to use (UNC or local) and browse for or type in the path to the `Build\` folder that contains the `<package_name>.msi` file and supporting folders. Click OK.
- Back on the Data Source tab, the path you just selected will show in the Source Directory field. Below that field, select "Always obtain files from the source directory". Set the other choices as appropriate, then click Next.

4. *Specify where the SCCM package will be stored on distribution points.*

On the Data Access tab, select "Access the distribution folder through common ConfigMgr package share", then click Next.

5. *Specify distribution settings.*

On the Distribution Settings tab, choose a sending priority. Select the Preferred Sender, if desired. Select other settings as appropriate, then click Next.

On the Reporting tab, select settings as appropriate, then click Next.

On the Security tab, select settings as appropriate, then click Next.

6. *View the new SCCM package summary.*

Review all the settings for the new SCCM package. If you need to change anything, use the Previous buttons to do so and then the Next buttons to get back to this screen.

Click Next. The Confirmation tab is displayed.

Click Close to terminate package creation.

Create install and uninstall programs for the SCCM package

The Adobe Application Manager Enterprise Edition generates a single MSI file in `Build\` folder, which you use for both installation and uninstallation of the product or suite. (Uninstall is not available for update packages, only for installation packages.)

If you choose, you can create two separate SCCM programs for an installation package, one for installation and another for uninstallation. Name these programs to make it obvious to the users on the target systems who choose them what the commands will do.

NOTE: *The uninstall operation does not remove any user preferences for Adobe applications.*

The instructions in this section help you create a single command. You will have to perform these steps for each command you need to add to the SCCM package.

1. *Open the New Program wizard.*

- From the SCCM console, navigate to Computer Management > Software Distribution > Packages.
- Select the SCCM package you just created.
- Under it, select Programs > New > Program.

In the New Program wizard, do the following:

2. *Specify the command line for the program.*

On the General tab:

- Enter a descriptive name (such as `install_PS_1` or `uninstall_PS_1`) in the Name field, and an explanatory comment that describes what the program does.
- Click Browse. In the Open File dialog, choose the file type "All Files (*.*)", then browse to and select the MSI file. The details of this step vary for each command you create.

For the install package, browse to your `<package_name>.msi` file.

- Upon returning to the New Program wizard, append appropriate flags or options to the command after the filename in the Command Line text box.

You can use the `/quiet` flag for unattended installation. For example:

```
msiexec.exe /i PS_1.msi /quiet
```

For enabling the user interface of the installer:

- do not specify the `/quiet` option.
- Specify "Run with administrative rights" in the Run mode of the Environment tab.

If you are creating 64-bit packages, use the `REBOOT=ReallySuppress` option to suppress a forced restart:

```
msiexec.exe /i PS_1.msi /quiet REBOOT=ReallySuppress
```

For the uninstall package, append `/uninstall /quiet` to the command. For example:

```
msiexec.exe /uninstall PS_1.msi /quiet
```

If you wish, you can specify a destination directory using the special flag `ADOBEINSTALLDIR`. For example:

```
msiexec.exe /i PS_1.msi ADOBEINSTALLDIR="C:\Program Files\Custom Adobe Packages\" /quiet
```

3. On the Environment tab:

- In the Program Can Run field, select “Whether or not a user is logged in”.
- In the Run mode section, select “Run with administrative rights”. Be sure that “Allow users to interact with this program” is turned OFF.

NOTE: If you do not choose to run with administrative rights, the Application Manager writes its log file to a different location. See [“Installation logs” on page 103](#).

4. Set fields on the Advanced, Windows Installer, and MOM Maintenance tabs as appropriate and click Next.
5. Review the information on the summary screen. If you need to change anything, go back and do it now. Then, from this screen, click Next. The Wizard Completed screen will appear. Click Close to terminate program creation.

Creating installers and uninstallers for Exceptions components

To create install and uninstall programs for the MSI, EXE, or AIR installers that are present in the `Exceptions\` folder, use the commands described in the `ExceptionInfo.txt` file at the top level of the `Exceptions\` folder.

For example, to create an SCCM install package for an MSI installer such as Adobe Flash Player 10, use this command:

```
msiexec.exe /i AdobeFlashPlayer10_plRel_mul.msi /qn
```

To create the uninstaller, use `/uninstall` instead of `/i`:

```
msiexec.exe /uninstall AdobeFlashPlayer10_plRel_mul.msi /qn
```

WARNING: For AIR-based installers, you can create a silent installer the same way, using the command listed in the `ExceptionInfo.txt` file. For these components, however, you cannot create a silent uninstaller. When uninstalling, you may need to uninstall these AIR applications manually:

Adobe AIR
Adobe Help
Adobe Media Player

Select distribution points for the SCCM package

1. Open the New Distribution Points wizard.

- In the SCCM console, navigate to Computer Management > Software Distribution > Packages.
- Select the SCCM package you just created.
- Under it, select Distribution Points > New Distribution Points. This displays an introductory screen. Click Next.

In the New Distribution Points wizard, do the following:

2. *Select the distribution points to which you want to copy the SCCM package.*

It is assumed that at this point the distribution points you want to use for this SCCM package have already been created. You can select one or more distribution points for this package.

3. *View the Wizard Completed screen and click Close.*

Advertise the SCCM package programs

You need to follow the directions in this section once for each SCCM package program you wish to advertise. These directions assume that a collection already exists that includes the target systems on which you wish to advertise the SCCM package programs.

1. *Open the Distribute Software to Collection wizard.*

- In the SCCM console, navigate to Computer Management > Collections.
- Locate the collection you wish to use to advertise this SCCM package.
- Right-click on the collection name and choose Distribute > Software.

In the Distribute Software to Collection wizard, do the following:

2. *Choose the SCCM package to advertise.*

On the Package tab:

- Turn on Select an existing package.
- Click the Browse button next to the text field. In the Select a Package dialog, locate the desired SCCM package and select it. Then click OK. Your selection will appear in the text field on the Package tab.
- Click Next.

3. *Make sure you have chosen the desired distribution points to which you want to copy the SCCM package.*

On the Distribution Points tab, select the distribution point(s) you want to use to distribute this SCCM package. Then click Next.

4. *Select the SCCM package program to advertise.*

On the Select Program tab:

- The SCCM package name and its programs are displayed. In the Programs: area, select the program you wish to advertise.
- Click Next.

5. *Set advertisement characteristics.*

On the Advertisement Name tab:

- Enter a name for the advertisement in the Name field.
- Optionally, enter a comment that describes the advertisement in the Comment field.
- Click Next.

On the Advertisement Subcollection tab:

- The name of the collection you chose for this advertisement is displayed in the Collection field. Choose whether or not you want this advertisement to be sent to any subcollections of this collection. The results of your choice are displayed in the field at the bottom of the tab.
- Click Next.

On the Advertisement Schedule tab:

- Set the date and time at which you want the advertisement to occur.
- Specify whether or not the advertisement should expire. If you want it to expire, set the expiration date and time.
- Make any other settings as necessary and click Next.

On the Assign Program tab:

- Choose whether or not you want running this program to be mandatory. If you do, specify the date and time at which you wish to force its execution. Notice that the advertisement date from the previous tab is displayed here for your convenience.
- Set an expiration date if you want.
- Choose other options as desired.
- Click Next.

6. *View the summary screen for the advertisement.*

Review the information on the summary screen. If you need to change anything, go back and do it now. Then, from this screen, click Next. The Wizard Completed screen will appear. Click Close to terminate advertisement creation.

When the SCCM package is advertised, a notification is displayed on the Windows toolbar of the target machines indicating that a program is scheduled to run.

9 Adobe Provisioning Toolkit Enterprise Edition

The Adobe Provisioning Toolkit Enterprise Edition is a command-line tool for supported platforms that helps you track and manage *serialization* of Adobe® products that you have deployed using the Adobe Application Manager Enterprise Edition.

This toolkit is available for download from the Enterprise Deployment page on DevNet:
<http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html>

NOTE: If you are using Adobe Application Manager Enterprise Edition to create serialized packages or to serialize trial packages, Adobe Provisioning Toolkit Enterprise Edition might not be needed.

In this section:

- ◆ [“Introduction”](#)
- ◆ [“Using the Adobe Provisioning Toolkit Enterprise Edition”](#)
 - [“Syntax For Creative Suite 6”](#)
 - [“Syntax For Creative Suite 5.5 and Creative Suite 5”](#)
 - [“Logging”](#)
 - [“Product identification”](#)
 - [“Locale Codes”](#)
- ◆ [“Serialization Examples”](#)
 - [“Creative Suite 6”](#)
 - [“Creative Suite 5.5 and Creative Suite 5”](#)

Introduction

The toolkit supplies commands that enable you to conveniently manage the serialization of an installed product. You might need to do this for example, in Creative Suite 6, users needs to be online for serialization to be successful. However if there are client machines that are not connected to the internet, you can use the Adobe Provisioning Toolkit Enterprise Edition to serialize a package on the machine.

Using the Adobe Provisioning Toolkit Enterprise Edition

The syntax of the tool is different for the following types of packages:

- ◆ Creative Suite 6
- ◆ Creative Suite 5 and 5.5

This document includes syntax for both the cases. The toolkit itself is a platform-specific executable file, `adobe_prtk.exe` in Windows or `adobe_prtk` in Mac OS.

The toolkit contains commands to:

- ◆ serialize or unserialize previously deployed products
- ◆ perform other actions such as generating request code and accepting response code to complete offline activation (for Creative Suite 6)

Bring up a DOS command shell in Windows or a Terminal in Mac OS, go to the folder where you have downloaded the executable, and invoke the command per the tool syntax described in the subsequent sections.

Syntax For Creative Suite 6

Serializing a package

Use the following command to serialize a package:

```
adobe_prtk --tool=Serialize --leid=LEID --serial=serialNum --adobeid=AdobeID
```

ARGUMENTS:

<code>--leid LEID</code>	The product's licensing identifier (see " Product identification ").
<code>--serial serialNum</code>	The serial number of the package.
<code>--adobeid AdobeID</code>	User's Adobe ID

NOTE: The usage guidance provided on screen when you run the command `adobe_prtk --h` displays the `personGUID <personGUID>` option for serializing. However, this option is not required and should not be specified when actually using the command.

Serializing a package while suppressing registration

Use this command to suppress the registration prompt while serializing a package:

```
adobe_prtk --tool=Serialize --leid=<LEID> --serial=<serialNum> --regsuppress=ss
```

ARGUMENTS:

<code>--leid LEID</code>	The product's licensing identifier (see " Product identification ").
<code>--serial serialNum</code>	The serial number of the package.
<code>--regsuppress=ss</code>	Suppresses registration prompt/prompt to enter Adobe ID

NOTE: This command requires the latest version of Adobe Application Manager. You can download the latest version from <http://www.adobe.com/go/applicationmanager/>.

Unserializing a package

Use the following command to unserialize a package:

```
adobe_prtk --tool=UnSerialize --leid=<LEID> [--locale=locale] [--deactivate]
[--removeSWTag]
```

NOTE: This command requires the latest version of Adobe Application Manager. You can download the latest version from <http://www.adobe.com/go/applicationmanager/>.

ARGUMENTS:

<code>--leid <i>LEID</i></code>	The product's licensing identifier (see " Product identification ").
<code>--locale <i>locale</i></code>	Optional; a locale code. For a list of the codes and the corresponding locales, see " Locale Codes ".
<code>--deactivate</code>	Optional; deactivates the corresponding license from the system
<code>--removeSWTag</code>	Removes the SWTag files. SWTag refers to universal identification tag files for software application titles created as per ISO/IEC standards (ISO/IEC 19770-2). These files enable an accurate, consistent, and automated method for discovery and management of software assets.

NOTE: The `--deactivate` option removes the SWTag files implicitly only if a valid license exists on the system.

Serializing a package when a user is offline

In Creative Suite 6, users need to be online for serialization to be successful. However if there are client machines that are not connected to the internet, the following process, called the *Type1Exception process*, can be followed to serialize a package.

This process requires generation of a keycode on the offline client machine. The keycode is then used to generate a response code from an online machine. The response code generated using the online machine is then used to serialize the package on the offline client machine.

This process can be used for both Retail and Volume customers.

1. On the offline client machine, generate a request code for activation by running the following command:

```
adobe_prtk --tool=Type1Exception --generate --serial=serialNum
```

where *serialNum* is the serial number

This command returns a 44-character request code.

2. Using an online machine, visit the AOES website:
<http://www.adobe.com/go/getactivated>
3. At the AOES website, log in with the Adobe ID.
4. Once authenticated, enter the Adobe serial number and the request code that was generated in step 1. Once the activation service successfully activates it, the response code is displayed.
5. Note down the response code
6. On the offline client machine, run the following command to activate the package:

```
adobe_prtk --tool=Type1Exception accept --serial=serialNum
--responsecode=responseCode --leid=LEID
```

where:

- *serialNum* is the serial number
- *responseCode* is the code generated on the online machine in step 4
- *LEID* is the product's licensing identifier (see ["Product identification" on page 134](#)).

Serializing a package for enterprise users

The following broad steps are involved in serializing a package for enterprise deployment:

1. The enterprise administrator creates a `prov.xml` file containing the relevant provisioning information. The admin must be connected to the Internet to generate this file.
2. Using the generated `prov.xml` file, the admin serializes and activates the deployed package on client machines using the volume serialization command.

Generating prov.xml

To generate the `prov.xml` file for products that do not use AAMEE for enterprise deployment, run the following command as admin:

```
adobe_prtk --tool=VolumeSerialize --generate --serial=<serialnum> --leid=<LEID of
product> [--regsuppress=ss] [--eulasuppress]
[--locales=limited list of locales in xx_XX format or ALL>]
[--provfilepath=<Absolute path to prov.xml>]
```

The generated `prov.xml` file can be consumed to serialize and activate packages already deployed in trial mode.

ARGUMENTS:

<code>--serial serialNum</code>	The serial number
<code>--leid LEID</code>	The product's licensing identifier (see "Product identification").
<code>--regsuppress=ss</code>	Optional; suppresses registration
<code>--eulasuppress</code>	Optional; suppresses the EULA prompt
<code>--locales</code>	Optional; specify from the limited list of locales in the formal <code>xx_XX</code> or <code>ALL</code>
<code>--provfilepath</code>	Optional; path of the folder where <code>prov.xml</code> is created. If this parameter is not specified, <code>prov.xml</code> is created in the folder in which APTEE resides.

NOTES AND RECOMMENDATIONS:

- ◆ You can run this command even if a product is not installed.
- ◆ Ensure that the machine on which you're running this command is connected to the Internet.
- ◆ It is recommended that you use the parameter `--regsuppress=ss` to suppress registration while generating `prov.xml` for volume usage.

Volume serializing the package

Administrators can use this command to serialize and activate the deployed packages on client machines:

```
adobe_prtk --tool=VolumeSerialize [--provfile=<Absolute path to prov.xml>] --stream
```

NOTE: This command requires the latest version of Adobe Application Manager. You can download the latest version from <http://www.adobe.com/go/applicationmanager/>.

ARGUMENTS:

<code>--provfile</code>	Optional; absolute path of <code>prov.xml</code> . If this argument is not specified, <code>prov.xml</code> should be present in the folder in which APTEE resides.
<code>--stream</code>	Optional; this option is used by enterprises that use imaging tools to deploy licensed packages on various machines

This command should be invoked after the `prov.xml` file has been generated using the `AAMEE` or `APTEE generate` command. You can also use this command for products that are not currently using `AAMEE` for enterprise deployment.

Starting a trial for products that do not have a user interface

Some products such as Adobe® InDesign® CS6 Server do not have a user interface. For these products, start a trial using the following command:

```
adobe_prtk --tool=StartTrial --leid=LEID
```

where `LEID` is the product's licensing identifier (see "[Product identification](#)").

Suppressing registration for serialized products

Run this command as admin to suppress the registration prompt for serialized products. This way, you can use the product without providing an Adobe ID:

```
adobe_prtk --tool=Register --leid=DriverLEID --regsuppress=ss
```

ARGUMENTS:

<code>--leid LEID</code>	The product's licensing identifier (see " Product identification ").
<code>--regsuppress=ss</code>	Suppresses the registration prompt; this setting suppresses prompts for the Adobe ID

NOTE: This command requires the latest version of Adobe Application Manager. You can download the latest version from <http://www.adobe.com/go/applicationmanager/>.

Suppressing registration by registering as trial

You can use the `RegisterTrial` command to suppress registration for the specified product:

```
adobe_prtk --tool=RegisterTrial --driveradobecode=driverAdobeCode
[--adobeid=adobeID]
```

- where `driverAdobeCode` is the media signature and can be found in the `Setup.xml` file, which is available at the path `<Installer location>\payloads\`

- *adobeID* is the user's Adobe ID

NOTE: The usage guidance provided on screen when you run the command `adobe_prtk --h` displays the `personGUID <personGUID>` option for serializing. However, this option is not required and should not be specified when actually using the command.

Accepting EULA

Use the following command to accept the End User License Agreement (EULA) prompt:

```
adobe_prtk --tool=EULA --leid=DriverLEID --eulaaccept --locale=locale
```

ARGUMENTS:

<code>--leid LEID</code>	The product's licensing identifier (see "Product identification").
<code>--locale locale</code>	Optional, a locale code. For a list of the codes and the corresponding locales, see "Locale Codes" .

Suppressing EULA

Run the following command as admin to suppress the End User License Agreement (EULA) prompt:

```
adobe_prtk --tool=EULA --leid=DriverLEID --eulasuppress
```

ARGUMENTS:

<code>--leid LEID</code>	The product's licensing identifier (see "Product identification").
--------------------------	---

Serializing using Adobe Application Manager Enterprise Edition

You can use Adobe Application Manager Enterprise Edition (AAMEE) to serialize Trial packages on client machines. For more information, see "Creating a CS 6 Serialization File" in the AAMEE Deployment Guide.

Syntax For Creative Suite 5.5 and Creative Suite 5

```
adobe_prtk --tool=ReplaceSN --serialize=LEID --serial=SN
adobe_prtk --tool=ReplaceSN --unserialize=LEID [--locale=locale]
adobe_prtk --tool=ReplaceSN --reserialize=LEID --replacement=pseudoSN
adobe_prtk --tool=MakeReplacementSN --old=oldSN --new=newSN
```

Description of Syntax

ReplaceSN

Replaces serial numbers for products installed on the current computer. The different forms can be combined so as to perform multiple actions with a single invocation.

serialize option

```
adobe_prtk --tool=ReplaceSN --serialize=LEID --serial=SN
```

ARGUMENTS:

<code>--serialize LEID</code>	The product's licensing identifier (see "Product identification").
<code>--serial SN</code>	The new serial number.

Applies the given serial number to the given product. If the product has only been pre-serialized, applies the new number as a replacement pre-serialization; otherwise, validates the serial number and applies it to the correct locale, replacing any existing serial for that locale.

unserialize option

```
adobe_prtk --tool=ReplaceSN --unserialize=LEID [ --locale=locale ]
```

ARGUMENTS:

<code>--unserialize LEID</code>	The product's licensing identifier.
<code>--locale locale</code>	Optional, a locale code. For a list of the codes and the corresponding locales, see "Locale Codes" .

Removes all existing non-trial serializations applied to the given product, including any pre-serialization. If locale is specified, removes the serialization only for that locale.

reserialize option

```
adobe_prtk --tool=ReplaceSN --reserialize=LEID --replacement=newSN
```

ARGUMENTS:

<code>--reserialize LEID</code>	The product's licensing identifier (see "Product identification").
<code>--replacement pseudoSN</code>	An encoded replacement serial number created with the MakeReplacementSN command.

Examines all serializations for the specified product (including pre-serializations) to find one whose existing serial number can correctly decrypt the replacement serial number; replaces the serial number for that product.

MakeReplacementSN

This helper function creates an encoded version of a new serial number that can be decoded using the old serial number. Run this function on the administrative system, and save the result to use with the [reserialize option](#) for the [ReplaceSN](#) command on client machines.

```
adobe_prtk --tool=MakeReplacementSN --old=oldSN --new=newSN
```

ARGUMENTS:

<code>--old=oldSN</code>	The serial number being replaced.
<code>--new newSN</code>	The new serial number.

RETURN: A pseudo-serial number, which is a simply-encoded version of the new serial number to pass to the [reserialize option](#) for the [ReplaceSN](#) command.

Logging

The tools write information about the progress and result of each command to the licensing log:

```
oobelib.log  Location in Windows: %temp%  
              Location in Mac OS: /tmp/
```

These are the error codes that can be reported if serialization is unsuccessful

Error Codes for Creative Suite 6

1	Arguments passed in command line are invalid.
14	Unknown error
19	The provXML is missing
20	Loading of permanent activation grace failed (due to malformed xml, corrupt or missing Enigma data, or some other error)
21	Unable to update PCF/SLCache
22	Unable to open a PCF/SLCache session
23	The prov.xml file contains invalid empty tag values
24	Enigma data has serial number of a language different from that of installed product .
25	If no product is installed on the target machine or enigma data of serial number could not be decoded
26	PCF file not found
27	Unable to edit the prov.xml file
28	Invalid prov.xml file specified
29	No matching license found
30	Action not initiated by an admin user
31	Invalid locale specified

Error Codes for Creative Suite 5.5 and Creative Suite 5:

1	Arguments passed in command line are invalid.
2	Serial number entered is not a valid Adobe serial number.
3	Serial number is not well formed.
4	Locale of serial number is not installed for the target product.
5	Serial number entered is not for the current operating system.
6	Product whose LEID is entered is not installed on the target computer.
7	User does not have write permissions to the cache database.
8	AMTConfigPath is incorrect or missing, possibly due to an unsuccessful or incomplete installation.
9	Serial number entered is of type upgrade.
10	Old and new serial numbers are the same.
11	Cache and/or PCD database is not accessible.

12	Pseudo serial number entered is not a valid code.
13	Target product does not contain the old serial number to be replaced.

Product identification

A serialized product, as installed from a deployment package you create with Adobe Application Manager Enterprise Edition, is uniquely identified by a *licensing identifier* (LEID). For example, if the product name is *Photoshop CS5 Extended*, and it is installed in Mac OS, the LEID is `Photoshop-CS5-Mac-GM`.

Use the LEID to identify the installed products whose serial numbers you want to query or change.

For a list of LEIDs, see:

http://www.adobe.com/go/aptee_leid

Locale Codes

The following table lists the locale codes that you can use with the [unserialize option](#) to remove the serialization only for that locale.

da_DK	Danish
de_DE	German
en_GB	English, International
en_US	English, U.S.
es_LA	Spanish, Latin America
es_MX	Spanish, Mexican
es_NA	Spanish, North America
fi_FI	Finnish
fr_CA	French, Canada
fr_FR	French, France
hr_HR	Croatian
hu_HU	Hungarian
it_IT	Italian
ja_JP	Japanese
ko_KR	Korean
nb_NO	Norwegian
nl_NL	Dutch
pl_PL	Polish
pt_BR	Portuguese, Brazilian

ro_RO	Romanian
ru_RU	Russian
sk_SK	Slovak
sl_SI	Slovenian
sv_SE	Swedish
tr_TR	Turkish
uk_UA	Ukrainian
zh_CN	Chinese, Simplified
zh_TW	Chinese, Traditional

Serialization Examples

Creative Suite 6

1. Suppose you want to serialize the Design Standard suite that you installed in trial mode. Run the following command to accomplish this:

```
adobe_prtk --tool=Serialize --leid=DesignSuiteStandard-CS6-Win-GM
--serial=Design_Standard_Serial_Number --adobeid=Your_Adobe_ID
```

This command will serialize the Design Standard suite.

NOTE: you must be connected to the internet to run this command.

After running this command, you product should activate on next launch of any product provided you are connected to internet.

2. Suppose you want to remove the serialization for Adobe Photoshop on the Mac OS for the English, United States locale. Run the following command to accomplish this:

```
adobe_prtk --tool=UnSerialize --leid=Photoshop-CS6-Mac-GM [ --locale=en_US ]
```

3. Suppose you want to install InDesign Server in the trial mode. As the InDesign Server does not have a user interface, you start the trial on the target machine using command line. To accomplish this, you build a trial package for InDesign Server. In Windows, when you build the SCCM program to deploy the trial package, you specify a standard `msiexec` command line to invoke the InDesign Server MSI, which then deploys the trial copy of InDesign Server.

You then run the following command to start the trial on the target machine:

```
adobe_prtk --tool=StartTrial --leid=InDesignServer-CS6-Win-GM
```

This command starts the trial license of InDesign Server on this machine.

4. Suppose you installed InDesign Server by running the installer and you chose to Sign In later. In CS6, product registration is mandatory but as InDesign Server does not have any user interface, you must serialize and register it using following command:

```
adobe_prtk --tool=Serialize --leid=InDesignServer-CS6-Win-GM
--serial=Serial_Number --adobeid=Your_Adobe_ID
```

- Suppose you installed InDesign Server in the trial mode and now you want to serialize it. As InDesign Server does not have any user interface, you must serialize and register it using following command:

```
adobe_prtk --tool=Serialize --leid=InDesignServer-CS6-Win-GM
--serial=Serial_Number --adobeid=Your_Adobe_ID
```

- Suppose you want to deploy a Windows 7 image containing Adobe Creative Suite Master Collection software. Follow these broad steps:

- Deploy the trial package of Creative Suite Master Collection on a Windows 7 installation.
- Generate the `prov.xml` file using the following command:

```
adobe_prtk --tool=VolumeSerialize --generate --serial=<serialnum>
--leid=MasterCollection-CS6-Win-GM --regsuppress=ss --eulasuppress
```

- Serialize and activate the package by running the following command:

```
adobe_prtk --tool=VolumeSerialize --stream
```

Using standard imaging tools such as Ghost, the enterprise admin can now create an ISO image of the Windows 7 operating system containing fully-provisioned Adobe Creative Suite Master Collection software. This ISO image can be restored on multiple secondary systems across the enterprise. No additional provisioning is required on these secondary systems.

Creative Suite 5.5 and Creative Suite 5

- Suppose you want to deploy all of the applications from the Design Premium suite for some users, and just Photoshop for others. You might build two packages:

- Package 1: Design Premium full suite. When you build this package, you specify the Design Premium suite serial number and select all of the applications for installation. This means that a standard deployment of the package installs and serializes the suite, so that the target machine is completely ready to use. The resulting `payloads/` folder in the target deployment location contains all of the application payloads.
- Package 2: Photoshop only. When you build this package, you choose a trial install (that is, no serialization), and select only Photoshop (and any optional recommended payloads) for installation. Stage the resulting package in the same folder as a copy of the `ReplaceSN` tool.

In Windows, when you build the SCCM program to do the deployment of package 2, you specify a standard `msiexec` command line to invoke the Photoshop MSI, which deploys the trial copy of Photoshop. You then add a second command line:

```
adobe_prtk --tool=ReplaceSN --serialize=Photoshop-CS5-Win-GM --serial=<PS-sn>
```

This second command licenses the trial copy using the supplied Photoshop serial number.

- Suppose you want to deploy the video applications from the Master Collection. You build one package, specifying the Master Collection suite serial number (in order to install protected content), and selecting the desired products (Photoshop, Adobe Premiere® Pro, and After Effects®).

In Windows, when you build the SCCM program to do the deployment of this package, it contains five lines. The first is the standard `msiexec` invocation, followed by:

```
adobe_prtk --tool=ReplaceSN --unserialize=MasterCollection-CS5-Win-GM
```

This removes the Master Collection suite serial number that you used to build the package.

```
adobe_prtk --tool=ReplaceSN --serialize=Photoshop-CS5-Win-GM --serial=<PS-sn>  
adobe_prtk --tool=ReplaceSN --serialize=Premiere-CS5-Win-GM --serial=<Premiere-sn>  
adobe_prtk --tool=ReplaceSN --serialize=AfterEffects-CS5-Win-GM --serial=<AE-sn>
```

These commands then serialize the three applications that you are actually deploying.

3. Suppose you want to remove the serialization for Adobe Photoshop on the Mac OS for the English, United States locale. Run the following command to accomplish this:

```
adobe_prtk --tool=ReplaceSN --unserialize=Photoshop-CS5-Mac-GM  
[ --locale=en_US ]
```

10 Adobe Update Server Setup Tool

This document describes how to install and configure Adobe Update Server Setup Tool (AUSST), which is a utility to help you set up your own update server to manage the deployment of Adobe product updates in your enterprise.

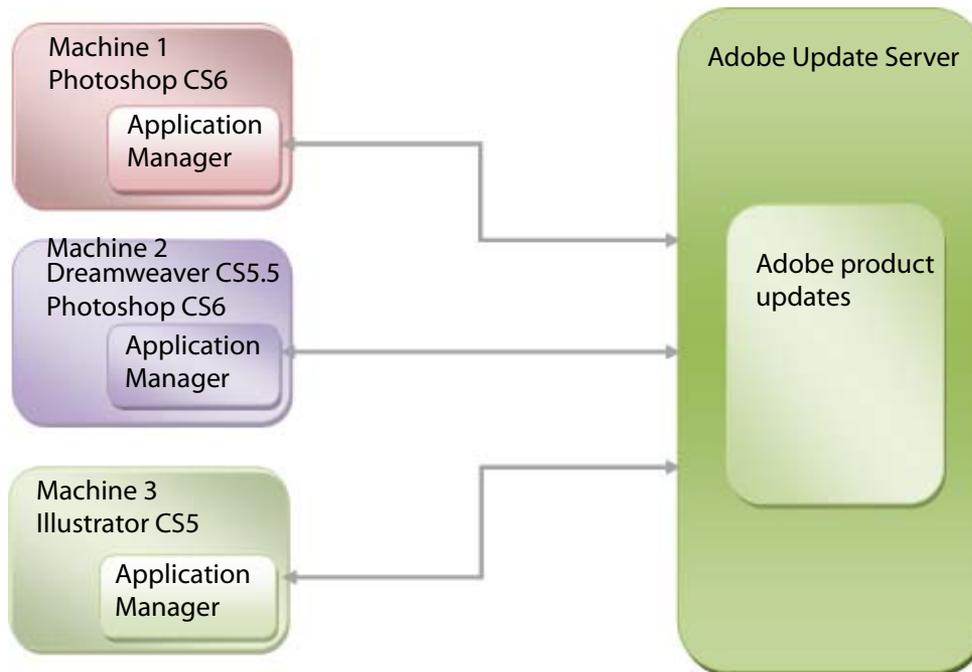
AUSST downloads updates for Creative Suite 6, Creative Suite 5.5, and Creative Suite 5 products, so you can use AUSST whether your enterprise uses Creative Suite 6, Creative Suite 5.5, Creative Suite 5, or a combination of these. Updates are downloaded for both the Windows and the Mac OS platforms.

NOTE: AUSST is intended for the enterprise IT administrator who sets up and maintains the in-house update server.

Overview

In an individual product installation, the Adobe Application Manager launches automatically every day at 2:00 am to check with the Adobe Update Server for updates to Adobe products. If a product update is found, the application displays a message. The user can then choose to download and install the update.

Users can also use the Help ->Updates menu command to invoke the Adobe Application Manager to check for product updates, and, if one is found, download and install it.

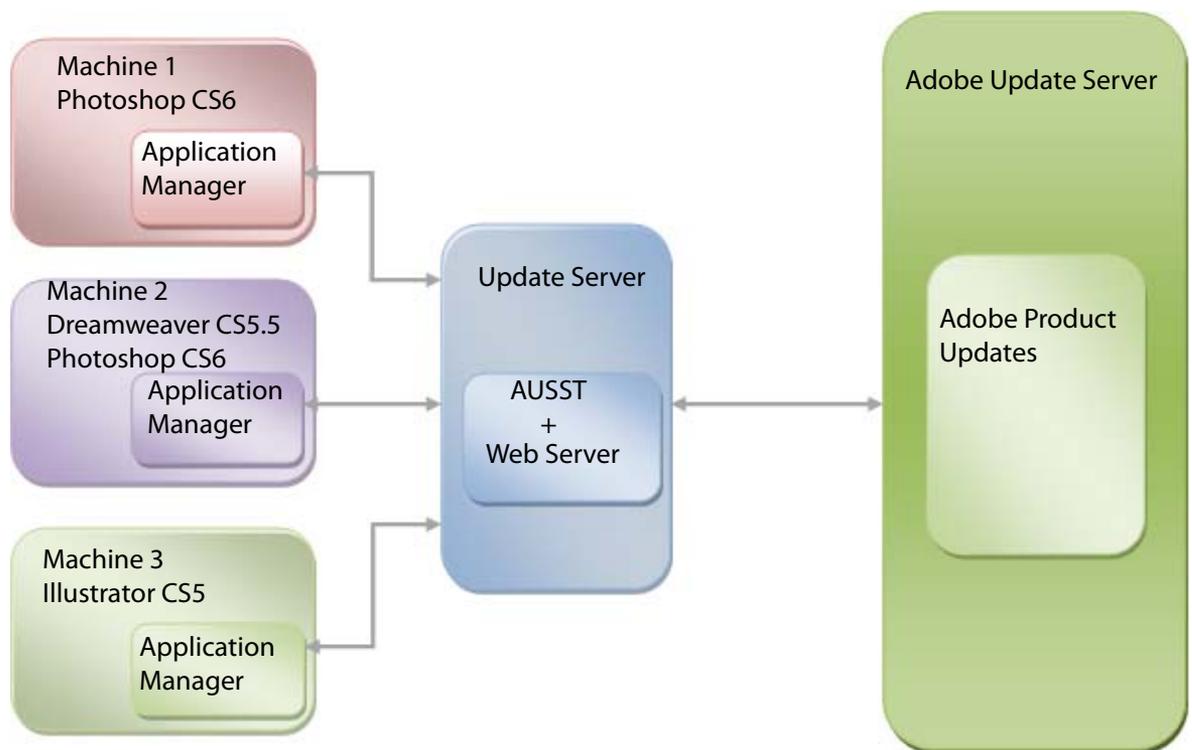


Client machines download product updates directly from the Adobe update server

Using AUSST to set up your own update server

In an enterprise environment, you might prefer to host your own update server to download and store updates from the Adobe Update server.

The Adobe Update Server Setup Tool (AUSST) helps you to configure your own update server and download product updates from the Adobe Update Server to it. Once you have set up your own update server, you can redirect the Adobe Application Manager to your own server, rather than the Adobe Update Server. When you do this, the Adobe Application Manager on the client machines checks for updates on your server, and when instructed, downloads the updates from your server.



Using AUSST, you can set up your own update server, from which the client machines download updates.

NOTE: The purpose of AUSST is to help you host an in-house update server so that the client machines check for updates on the in-house server instead of the Adobe update server. AUSST is not currently intended for remotely deploying updates on machines in your network.

Migrating from AUSST 1.0

If you are currently using AUSST 1.0, it is strongly recommended that you move to AUSST 2.0 for the following reasons:

- ◆ AUSST 2.0 is required to download Creative Suite 6 or Creative Suite 5.5 updates.
- ◆ AUSST 2.0 includes enhancements and bug fixes

You can download AUSST 2.0 as explained in the [“Downloading the Adobe Update Server Setup Tool”](#) section.

To run AUSST, you will need to make the following changes to the AUSST 1.0 setup:

- ◆ The name of the tool has changed from `AdobeUpdateServerSetupToolCS5` to `AdobeUpdateServerSetupTool2.0`
- ◆ The XML configuration file (`AdobeUpdater.overrides`) has changed. You must update the configuration files on the client machines. For more information, see [“Setting up Client Machines”](#).
- ◆ Two `updaterfeed.xml` files are generated instead of one. While verifying the setup, check that both these files on the server can be accessed from browsers on client machines. For more information, see [“Verifying the set up”](#).

Setting up an update server: at a glance

Here are the main steps for setting up your in-house update server using AUSST. You will need an already up and running http server to use as the update server.

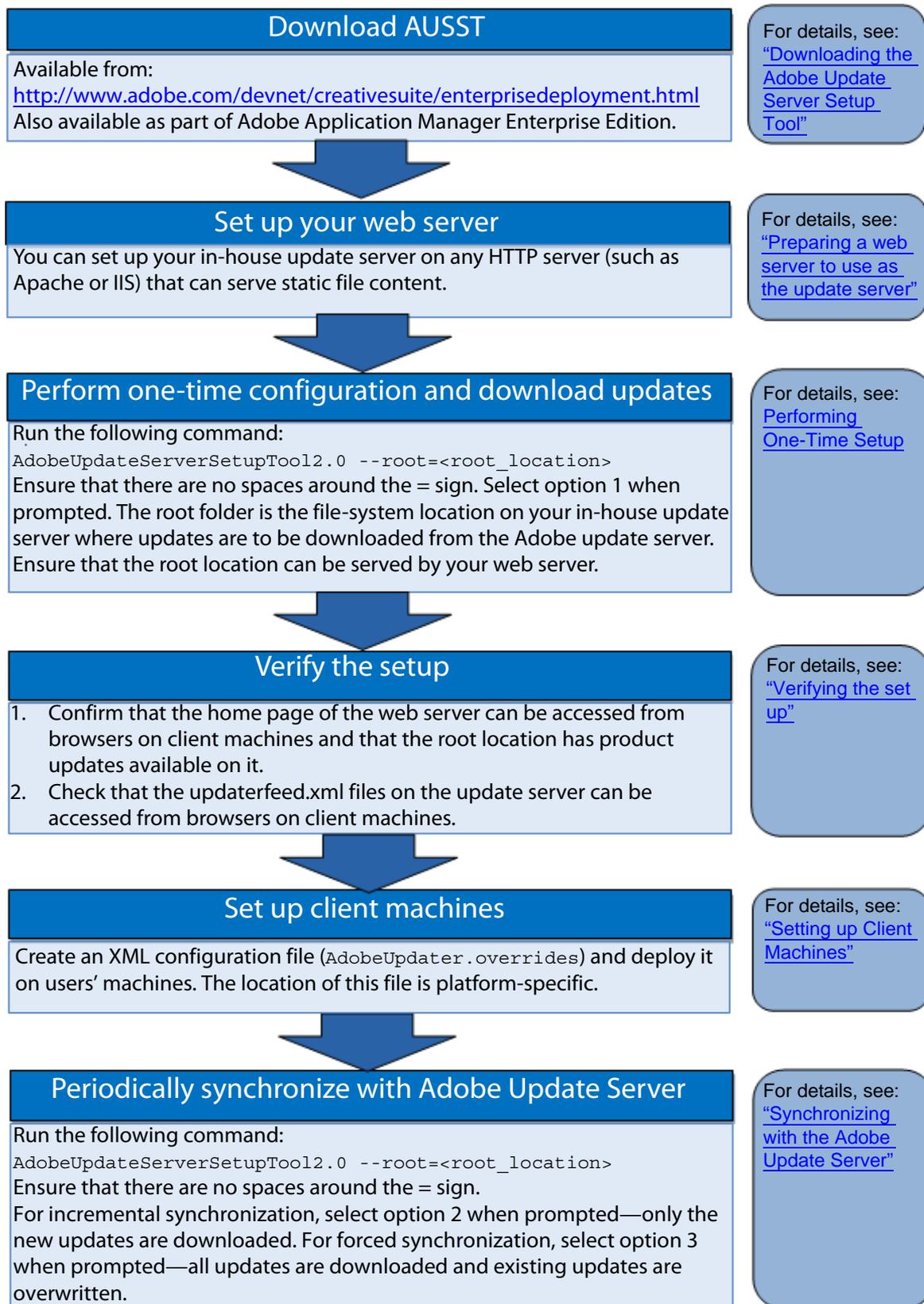
1. Download AUSST
1. Ensure that a web server is available
2. Perform one-time setup using AUSST:

As part of the one-time setup, AUSST does the following:

- Performs the initial configuration
 - Sets up a directory structure similar to the one on the Adobe update server
 - Copies updates from Adobe update server to the web server. Both Windows and Mac OS updates will be downloaded.
3. Periodically, copy the latest updates from the Adobe update server to the web server. Perform this step regularly to ensure that your in-house server hosts the latest updates.

These steps are described in the next sections. The following diagram illustrates the process and provides links to the sections in this document where the corresponding steps are explained.

NOTE: The paths provided to all the command-line options should be absolute paths. AUSST does not support relative paths.



Downloading the Adobe Update Server Setup Tool

You can download AUSST from the Adobe Creative Suite Enterprise Deployment page:

<http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html>

AUSST is available as .exe (Windows) or .DMG (Mac OS) file.

If you use the Adobe Application Manager Enterprise Edition to deploy your Creative Suite products, AUSST is made available as part of the AAMEE installation. Here are the locations:

In Windows 32-bit	<system drive>\Program Files\Common Files\Adobe\OOBE\PDApp\Enterprise\utilities\AUSST
In Windows 64-bit	<system drive>\Program Files (x86)\Common Files\Adobe\OOBE\PDApp\Enterprise\utilities\AUSST
In Mac OS	/Library/Application Support/Adobe/OOBE/PDApp/Enterprise/utilities/AUSST

AUSST is a command line tool and needs no separate installation steps. There are no restrictions on where AUSST should be located on the machine.

NOTE: On the Mac OS platform, do not run the application (AdobeUpdateServerSetupTool2.0.app) by double-clicking or on the command prompt. Instead, mount the .DMG file, copy the application to the local system, and run the AUSST file (AdobeUpdateServerSetupTool2.0) packaged inside the application. By default, the application is in the AdobeUpdateServerSetupTool2.0.app/Contents/MacOS folder. Here is an example of the command:

```
AdobeUpdateServerSetupTool2.0 --root="/serverroot/updates/Adobe/CS"
where your current working directory is AdobeUpdateServerSetupTool2.0.app/Contents/MacOS
```

Preparing a web server to use as the update server

You can set up your in-house update server on any HTTP server (such as Apache or IIS) that can host and serve static file content. An already up and running http server is a pre-requisite for setting up AUSST.

To use a specific port, configure the port number while setting up the client machines. You will only need to provide the port number in the client configuration file (overrides file).

If you use Internet Information Services (IIS) Server as your web server, refer to the following section for configuring the IIS server for use as the update server.

- ◆ [Setting Up IIS Server for Use with AUSST](#)

Performing One-Time Setup

To set up your in-house update server for the first time, you use the Adobe Update Server Setup tool to create an update directory structure at the root folder location you created. If any files or folders exist at that location, the tool removes them. It then creates the folder structure that matches that of the Adobe update server, and performs the initial synchronization that downloads all available updates from the Adobe update server to your in-house server.

Here are the steps to run the tool for first-time configuration:

1. Run the tool in a command shell or terminal, specifying your root update folder. For example:

```
AdobeUpdateServerSetupTool2.0 --root=<root_folder_location>
```

NOTE: Ensure that there are no spaces around the = sign.

The root folder is the file-system location on your in-house update server where updates from the Adobe update server are stored. The root folder location must map to a valid HTTP URL.

NOTE: Ensure that the root folder lies within the access of the server root location so that update content can be served by the web server.

As an example, suppose:

- ◆ The root update folder on your web server is at the file-system location `/serverroot/updates/`
- ◆ The web server's URL is `http://serverabc.example.com:80`
- ◆ Within your web server, you set up the in-house update server at

```
http://serverabc.example.com:80/Adobe/CS
```

In this case (which we will use as an example throughout this document), the root folder location is

```
--root="/serverroot/updates/Adobe/CS"
```

For this example, the command to run the updates will be:

```
AdobeUpdateServerSetupTool2.0 --root="/serverroot/updates/Adobe/CS"
```

When you run the command, it lists these options in the shell or terminal:

1. Fresh directory structure set up and update sync
2. Incremental update sync from Adobe server
3. Forced update sync from Adobe server
4. Exit

Please enter your choice:

2. Enter "1" to select the first option.

AUSST creates a directory structure for the updates in the root folder and then copies the updates from the Adobe update server to your in-house update server.

NOTE: Both Windows and Mac OS updates are downloaded. Currently, you cannot selectively download updates for only one platform.

As soon as you have completed this initial setup, your in-house update server is ready to update client machines.

NOTE: Errors, warnings, and troubleshooting information are displayed on the command line. No additional log files are generated.

Verifying the set up

To confirm that the first-time configuration is successful, check the following

1. Ensure that the web server is running correctly — confirm that the home page of the web server can be accessed from a client machine.

2. Confirm that the root location has the Adobe product updates available on it. If not, check that the root location has the correct write permissions.
3. Confirm that you can view/download the updates from the client machines through a browser.
4. Check that the `updaterfeed.xml` files on the update server can be accessed from browsers on the client machines.

The `updaterfeed.xml` files are located at the following path, determined by the parameters in the overrides file:

`http://<Domain>:<Port>/<URL>/updaterfeed.xml`

For example, let us assume that the override file has the following entries

```
<Overrides>
  <Application appID="webfeed">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/webfeed/oobe/aam10/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="webfeed20">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/webfeed/oobe/aam20/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="updates">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/updates/oobe/aam10/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="updates20">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/updates/oobe/aam20/win/</URL>
    <Port>1234</Port>
  </Application>
</Overrides>
```

In this case, the location of the `updaterfeed.xml` file will be as follows:

```
http://serverabc.example.com:1234/Adobe/CS/webfeed/oobe/aam10/win/updaterfeed.xml
http://serverabc.example.com:1234/Adobe/CS/webfeed/oobe/aam20/win/updaterfeed.xml
```

The location on Mac OS will be:

```
http://serverabc.example.com:1234/Adobe/CS/webfeed/oobe/aam10/mac/updaterfeed.xml
http://serverabc.example.com:1234/Adobe/CS/webfeed/oobe/aam20/mac/updaterfeed.xml
```

NOTE: When you view the `updaterfeed.xml` file in a browser, you will not be able to view the content in the file. This is OK; you only need to ensure that the file is accessible through the `http://` path. You can view the content of the `updaterfeed.xml` file by right-clicking and viewing the source.

Setting up Client Machines

The Adobe Application Manager on client machines, by default, checks for updates on the Adobe update server. When you host your own update server, you must configure the Adobe Application Manager on each user's machine to check for updates on your own server instead.

To do this, you must create an XML configuration file (AdobeUpdater.overrides) and deploy it on the users' machines. The configuration file provides the domain, URL and port information for your in-house update server; the URL is different for Windows and Mac OS platforms. The following shows the format of the AdobeUpdater.Overrides file, using our example server information (see ["Performing One-Time Setup"](#) for the example server information):

NOTE: If you migrated from one version of AUSST to another, you must update the XML configuration files on the client machines.

IN WINDOWS:

```
<?xml version="1.0" encoding="UTF-8" ?>
<Overrides>
  <Application appID="webfeed">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/webfeed/oobe/aam10/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="webfeed20">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/webfeed/oobe/aam20/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="updates">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/updates/oobe/aam10/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="updates20">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/updates/oobe/aam20/win/</URL>
    <Port>1234</Port>
  </Application>
</Overrides>
```

IN MAC OS:

In Mac OS, the URL specifies the `mac/` subfolder instead of the `win/` subfolder:

```
...
<URL>/Adobe/CS/webfeed/oobe/aam10/mac/</URL>
...
<URL>/Adobe/CS/webfeed20/oobe/aam20/mac/</URL>
...
<URL>/Adobe/CS/updates/oobe/aam10/mac/</URL>
...
<URL>/Adobe/CS/updates20/oobe/aam20/mac/</URL>
...
```

Generating client configuration files

You can simply create the client configuration files in a text editor, or you can use the tool to generate them automatically. You can only do this after you have set up your server and synchronized it with the Adobe update server.

To generate the configuration files, enter this command in a command shell or terminal (using your own server information):

```
AdobeUpdateServerSetupTool2.0
--genclientconf="/serverroot/config/AdobeUpdaterClient"
```

```
--root="/serverroot/updates/Adobe/CS"
--url="http://serverabc.example.com:1234/Adobe/CS"
```

This command creates two client configuration files (one for Windows platform, and one for Mac OS platform), and writes them into platform-specific folders under the path given in `--genclientconf`.

In this example, the new files will be:

```
/serverroot/config/AdobeUpdaterClient/win/AdobeUpdater.Overrides
/serverroot/config/AdobeUpdaterClient/mac/AdobeUpdater.Overrides
```

Deploying client configuration files

To deploy the client configuration file for the Adobe Application Manager Updater on each client machine, you must write the correct platform version of the file to the following platform-specific location:

IN WINDOWS XP:

```
\Documents and Settings\All Users\Application Data\Adobe\AAMUpdater\1.0\AdobeUpdater.Overrides
```

IN WINDOWS 7/VISTA:

```
\ProgramData\Adobe\AAMUpdater\1.0\AdobeUpdater.Overrides
```

IN MAC OS X:

```
/Library/Application Support/Adobe/AAMUpdater/1.0/AdobeUpdater.Overrides
```

Downloading updates from in-house update server on client machines running AAMEE 2.0 or later

Starting the 2.0 release, Adobe Application Manager Enterprise Edition (AAMEE) can download updates directly from the Adobe update server instead of you having to download updates manually. If you have client machines that run AAMEE 2.0 or later versions, you can have AAMEE download updates directly from your in-house update server instead of the Adobe update server. For this, deploy the same XML configuration file (`AdobeUpdater.overrides`) on the in-house server — AAMEE will start downloading the updates from the in-house server.

Synchronizing with the Adobe Update Server

After you initial setup, you will need to regularly synchronize your in-house update server with the Adobe update server, to make sure you have all the latest updates. You do this with the same command, but select a different option from the menu:

```
AdobeUpdateServerSetupTool2.0 --root="/serverroot/updates/Adobe/CS"
```

The command lists these options in the shell or terminal:

1. Fresh directory structure set up and update sync
2. Incremental update sync from Adobe server
3. Forced update sync from Adobe server
4. Exit

Please enter your choice:

You can choose either an incremental synchronization (option 2) or a forced synchronization (option 3)

Incremental Synchronization

If there are new updates posted on the Adobe update server since your last synchronization, choosing option 2 pulls only the new updates to the local server. If there are no new updates available, the command does nothing.

In normal course, this is the option that you should use. However, if you find that if for some reason the latest updates are not being reflected on the client machines, you can perform a forced synchronization as explained next.

Forced Synchronization

Choosing option 3 causes the tool to download all available updates from Adobe update server. Any previously downloaded updates are downloaded again from Adobe update server and overwritten on the local update server.

In either case, the result is that your in-house update server is up-to-date, and ready to update client machines.

NOTE: If you want to automate the synchronization with the Adobe update server without manual intervention, you can create a wrapper script that runs AUSST and provides the needed input.

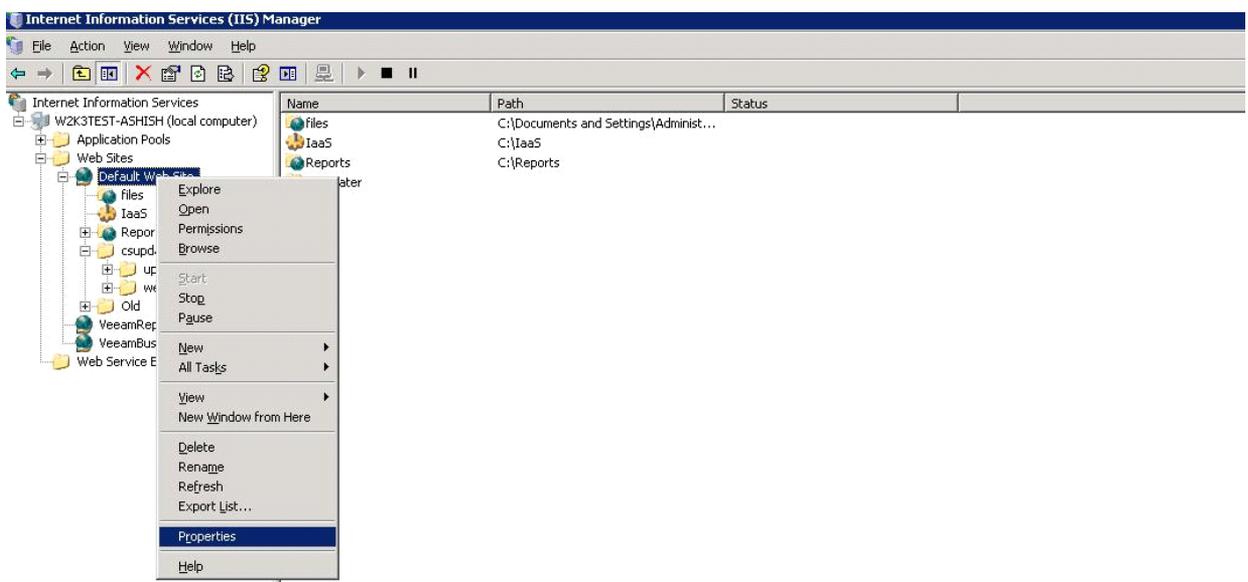
Setting Up IIS Server for Use with AUSST

This section describes how to set up Internet Information Services (IIS) Server for use with AUSST.

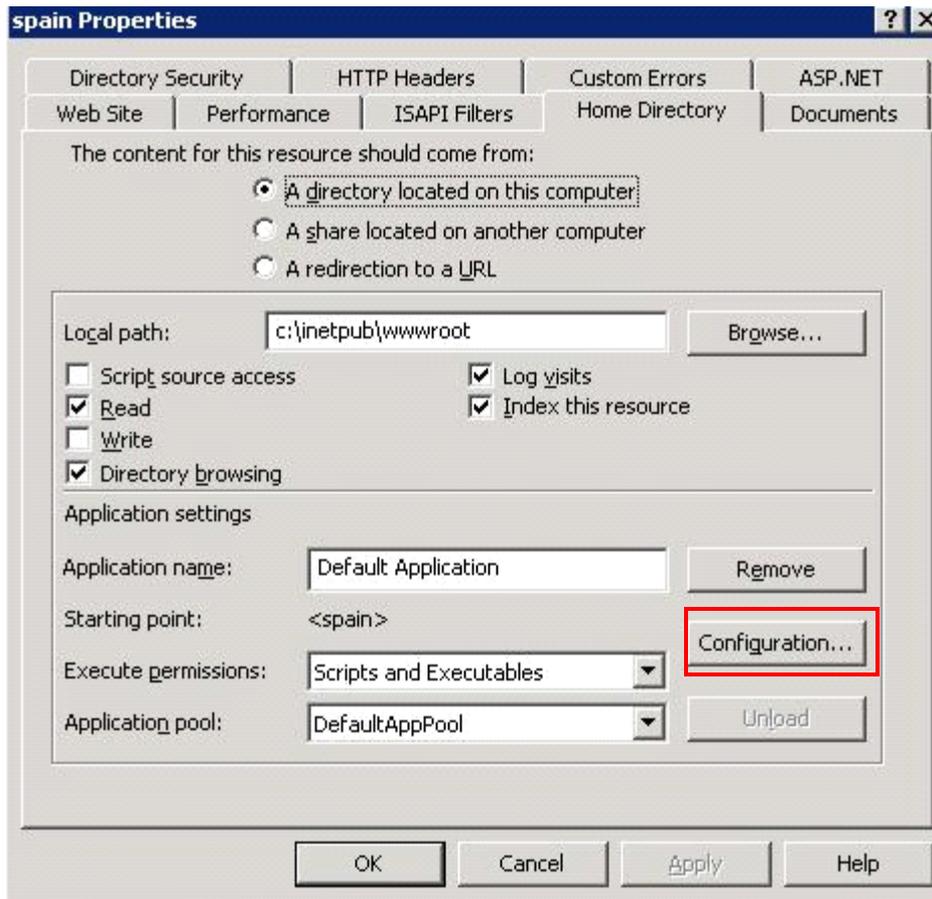
- ◆ [Setting up IIS Server 6](#)
- ◆ [Setting up IIS Server 7](#)

Setting up IIS Server 6

1. Run AUSST and synchronize the updates available on the Adobe update server at default website root.
2. Configure website properties as shown here:



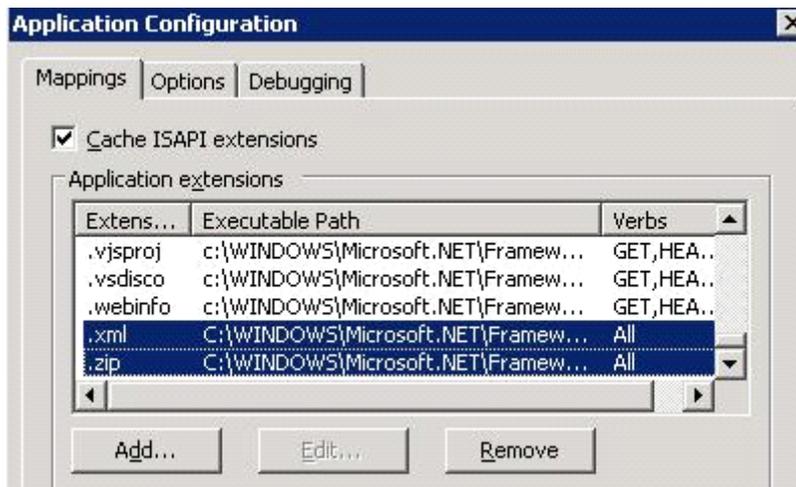
3. Select the HomeDirectory tab and then click Configuration



IMPORTANT: The configuration changes are applied to all data referring to this (default in this example) website (for example, laas, Reports, Old). You should, therefore, create a separate website for updatere-related data and apply these configuration related changes to this separate website, so that the other sites are not affected.

4. . Add the ISAPI extension for following extensions:

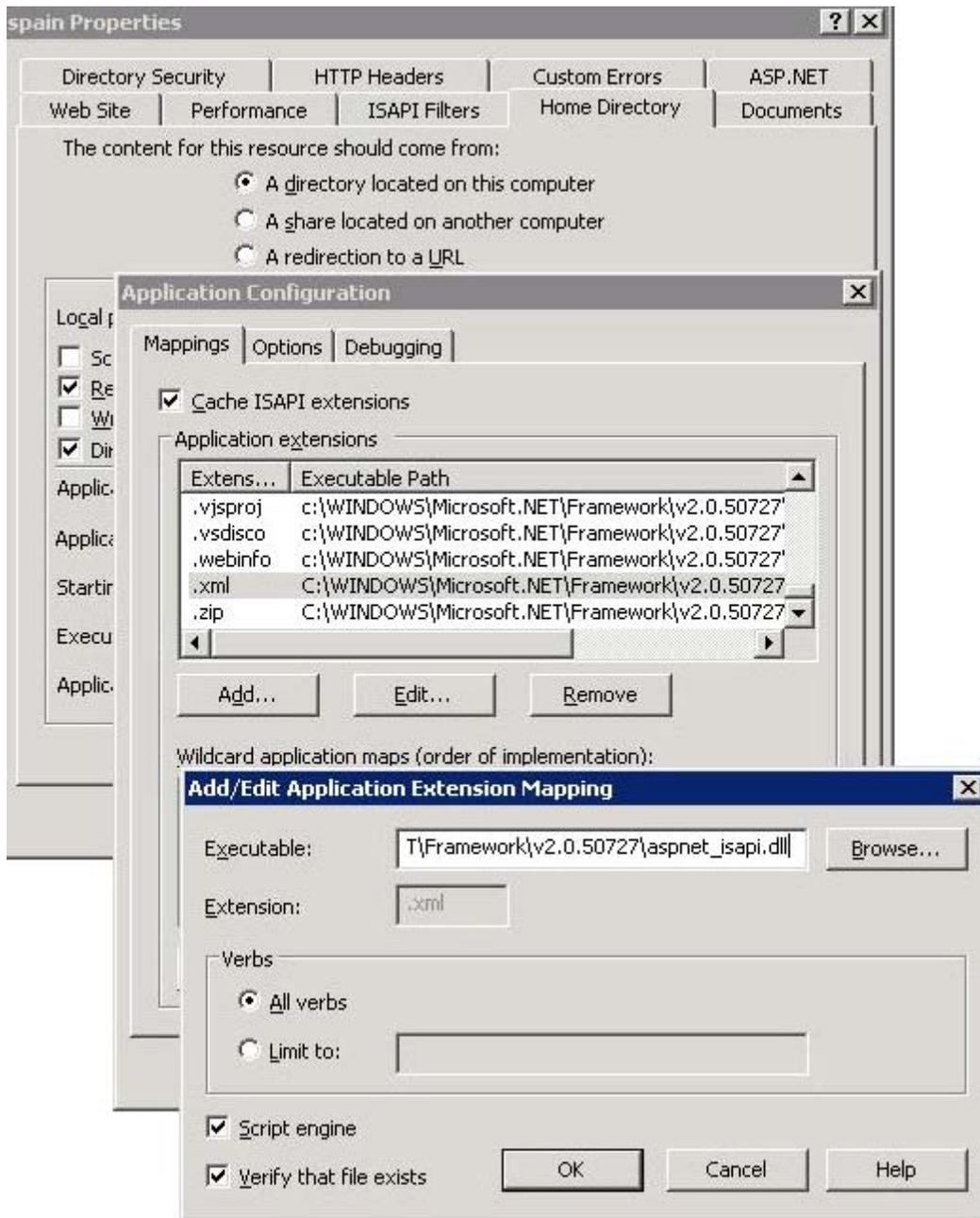
- xml
- zip
- dmg
- sig
- cri



5. Perform extension mapping for the following executable:

C:\Windows\Microsoft.NET\Framework\v2.0.50727\aspnet_isapi.dll

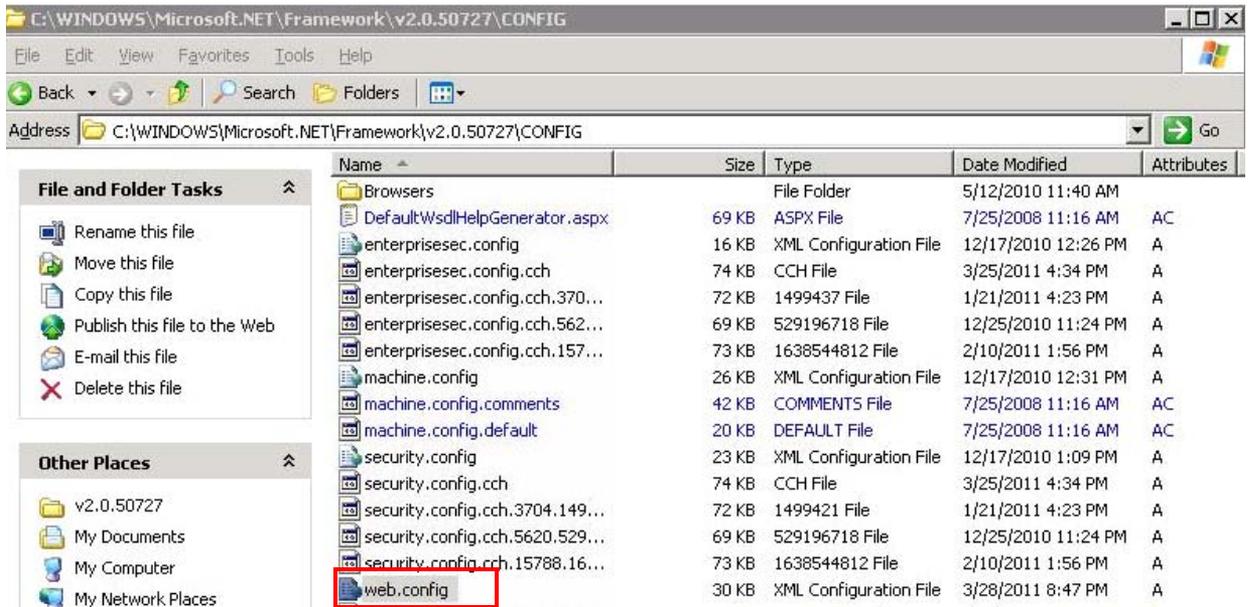
as shown here:



NOTE: Note: For 64bit-OS, perform the mapping in the 64-bit framework path as follows:

C:\Windows\Microsoft.NET\Framework64\v2.0.50727\aspnet_isapi.dll.

6. Open web.config file in the framework directory as shown below:



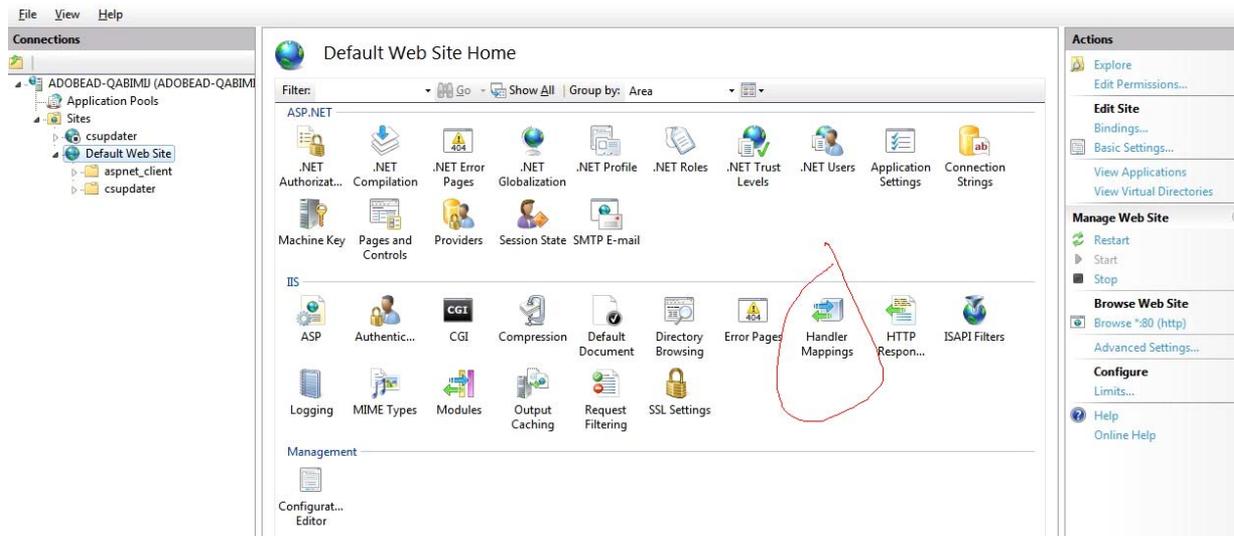
7. Add entries for the xml, crl, dmg, zip, and sig extensions as shown here:

```
<httpHandlers>
  <add path="*.zip" verb="*" type="System.Web.StaticFileHandler" />
  <add path="*.xml" verb="*" type="System.Web.StaticFileHandler" />
```

8. Restart the website and run AUSST.

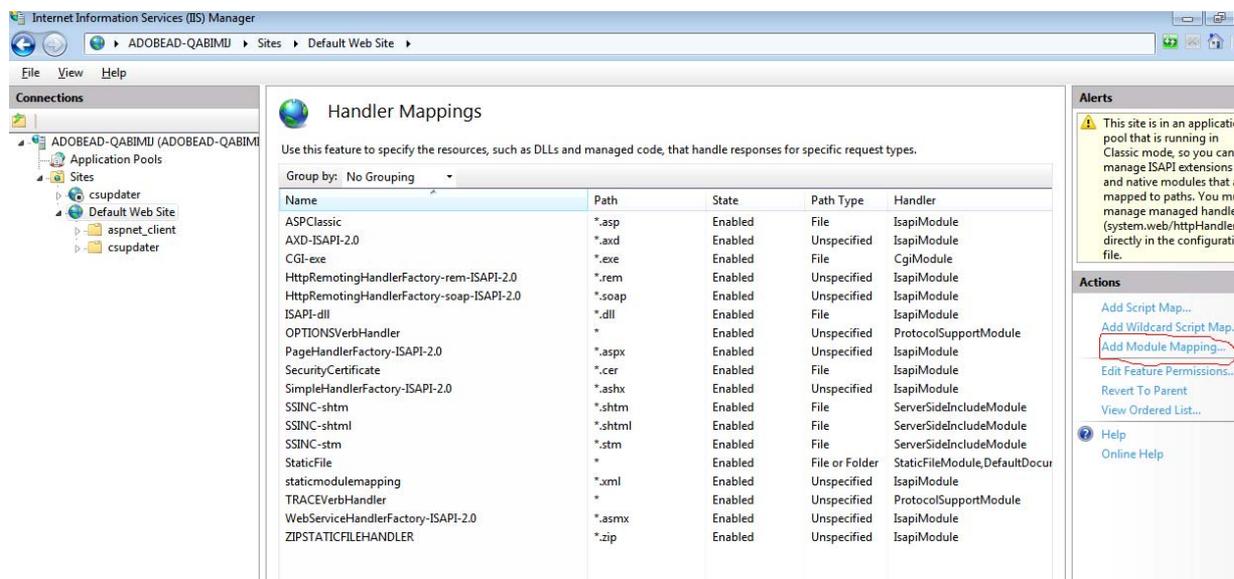
Setting up IIS Server 7

1. Run AUSST and synchronize the updates available on the Adobe update server at default website root.
2. Open inetmgr and click the handler Mapping of the required website as shown here



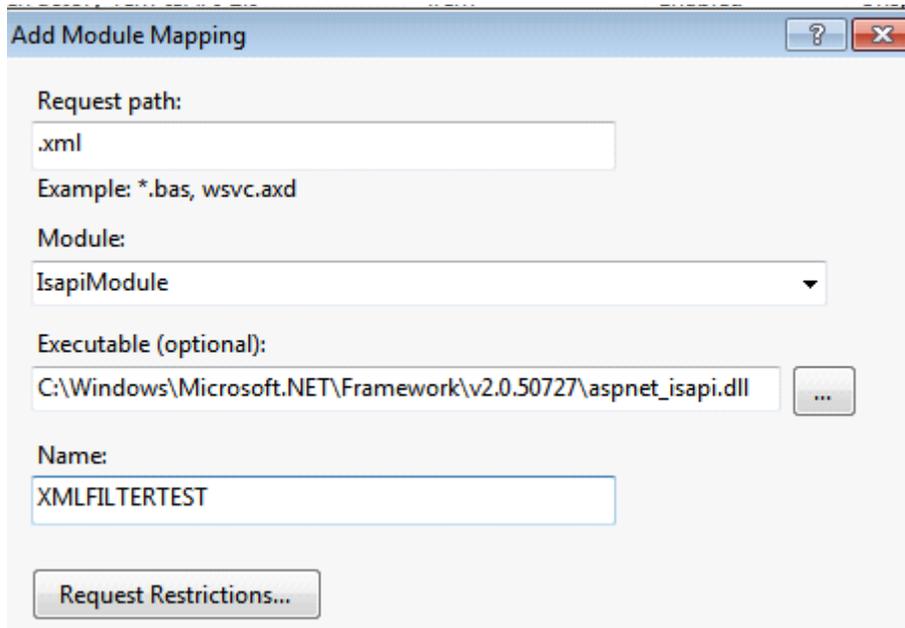
IMPORTANT: The configuration changes are applied to all data referring to this (default in this example) website. You should, therefore, create a separate website for updaters-related data and apply these configuration related changes to this separate website, so that the other sites are not affected.

3. Select the Add Module Mapping option as shown here:

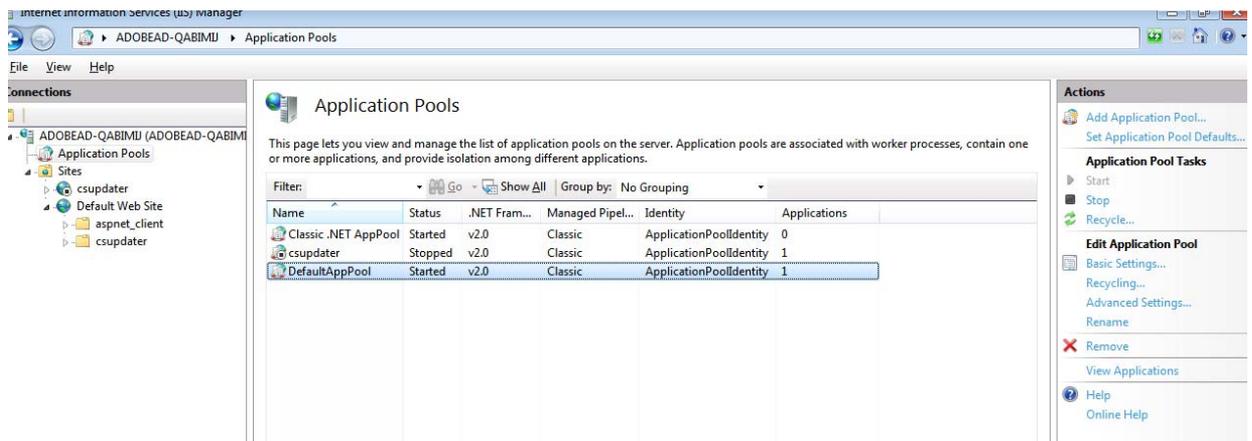


4. Add Module mapping for xml, crt, zip, dmg and sig extensions. A sample dialog box for .xml is shown here.

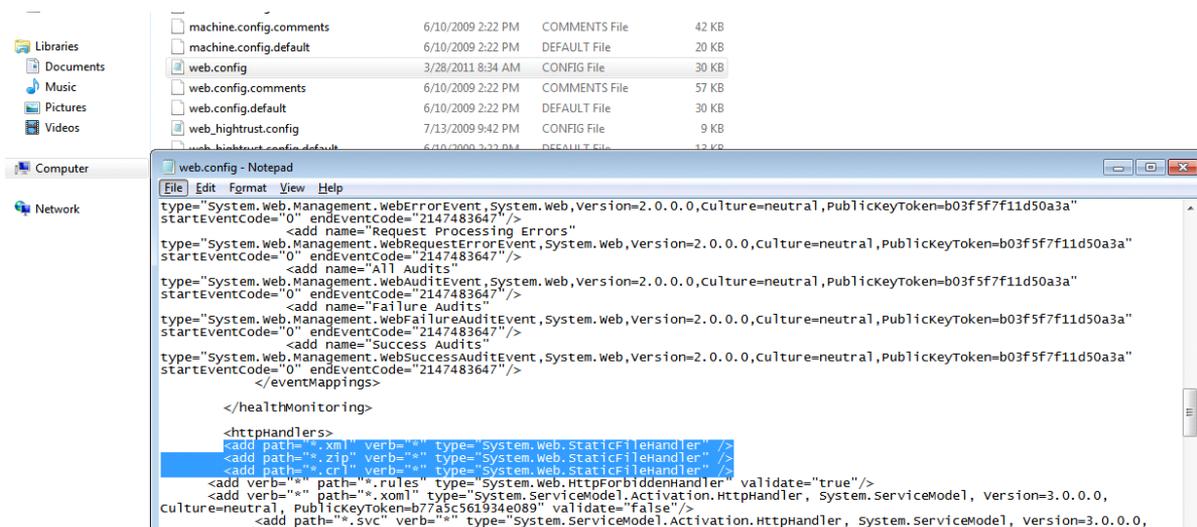
NOTE: The mapping for crt, zip, dmg and sig extensions can be performed similar to as shown here for the .xml extension.



5. In the Application pool section change the App Pool Manager Pipeline mode to Classic as shown here:



6. Add the httpHandles for .the zip, xml, crl, dmg, and sig extension in the web.config file as shown here:



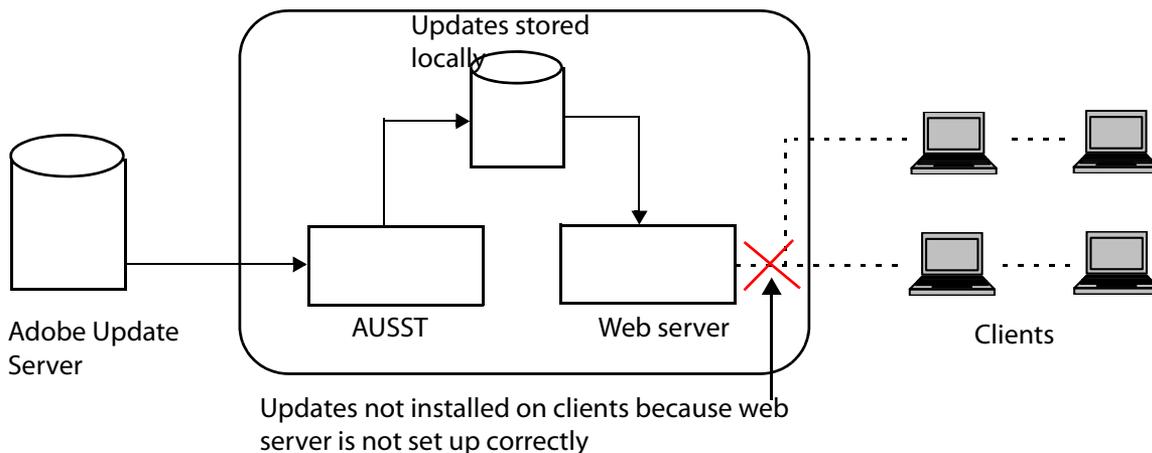
7. Restart the website and run AUSST.

Troubleshooting

Here are some common troubleshooting steps to follow if you face problems in deploying updates through Adobe Update Server Setup Tool.

Ensure that the web server is set up correctly

If the web server that is used to distribute the updates is not set up correctly, updates might get downloaded from the Adobe update server (Adobe Update Server Setup Tool does that automatically), but will not be distributed to the clients.



As a simple test to check that the web server is running correctly, check that the `updaterfeed.xml` files on the update server can be accessed from browsers on the client machines. Essentially, you need to ensure that the web server is working, independent of the Adobe Update Server Setup Tool.

The `updaterfeed.xml` files are located at the following path, determined by the parameters in the `overrides` file:

```
http://<Domain>:<Port>/<URL>/updaterfeed.xml
```

For example, let us assume that the override file has the following entries

```
<Overrides>
  <Application appID="webfeed">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/webfeed/oobe/aam10/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="webfeed20">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/webfeed/oobe/aam20/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="updates">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/updates/oobe/aam10/win/</URL>
    <Port>1234</Port>
  </Application>
  <Application appID="updates20">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/updates/oobe/aam20/win/</URL>
    <Port>1234</Port>
  </Application>
</Overrides>
```

In this case, the location of the `updaterfeed.xml` files will be as follows:

```
http://serverabc.example.com:1234/Adobe/CS/webfeed/oobe/aam10/win/updaterfeed.xml
```

```
http://serverabc.example.com:1234/Adobe/CS/webfeed/oobe/aam20/win/updaterfeed.xml
```

Check network connectivity

Ensure that there are not problems related to network connectivity and that the in-house server can connect to the Adobe update server. For example, check that you can access the default welcome page of the in-house server.

Ensure that there are no unwanted spaces in commands

When you run the `AdobeUpdateServerSetupTool2.0` command, ensure that there are no spaces in the following cases:

- ◆ Between parameters and the `=` sign
- ◆ Between the `=` sign and arguments

For example, the following command has an incorrect extra space between `--root` and the `=` sign

```
--root ="/serverroot/updates/Adobe/CS"
```



Extra space that should be removed

- ◆ Anywhere in a path.

For example, the following command has an extra space between the quotation mark (") and the forward slash (/)

```
--root=" /serverroot/updates/Adobe/CS"
```


Extra space that should be removed

Specify full URLs with protocol and port number

The URLs for the server should include the protocol (such as `http://`). If the port number is different from the default value of 80, the port number should also be specified.

For example, the following section in the `AdobeUpdater.Overrides` file is incorrect because it does not specify the `http://` protocol:

```
<Domain>serverabc.example.com</Domain>
```


`http://` should be added here
<URL>/Adobe/CS/webfeed/oobe/aam10/win/</URL>
<Port>1234</Port>

Note that in this example, the port number (1234) has been specified, which is required if the port number does not have the default value of 80.

Ensure that the location for storing the updates has write permission

Ensure that the location on the server where the updates are to be stored has the correct write permission. Otherwise, updates might not be synced/downloaded on the in-house server. The server setup process is not complete unless all updates are synced/downloaded on the in-house server

Ensure that the client configuration files are generated correctly on the in-house server

The client configuration files are generated at a location determined by the `-genclientconf` parameter of the `AdobeUpdateServerSetupTool2.0` command as explained in the section [“Generating client configuration files”](#) of this document. Two files are generated, one each for Windows and Mac-OS clients. Check that the files are available in the respective locations on the in-house server.

Ensure that the client configuration files are deployed correctly on the client machines

After the client configuration files are generated on the in-house server, they are deployed on each client machine. The files are different for the Windows and the Mac-OS platforms.

The location for the file on each client machine is platform-specific. Ensure that the configuration files are deployed on the client machines at the locations as explained in the section [“Deploying client configuration files”](#) of this document.

Ensure that paths specified are absolute paths

Check that the paths provided to all the command-line options are absolute paths. AUSST does not support relative paths.

Use the force sync option if multiple updates are visible on client machines

In exceptional cases, multiple updates of the same package might get stored on the in-house server if the option of incremental update sync is specified. These will then be deployed to the client machines, and the users will see multiple copies of the packages on their machines. If this happens, perform the force update sync (one time) by running the following command and specifying the option 3 when prompted.

```
AdobeUpdateServerSetupTool2.0 --root="/<update_folder>"
```

This ensures that the correct single copy of the packages get downloaded to your in-house server, from where they are deployed to the client machines.

Use the force sync option if other troubleshooting steps fail

If you are using the incremental sync option and continue to get errors even after trying all the previous steps, perform force update sync (one time) by running the following command and specifying the option 3 when prompted:

```
AdobeUpdateServerSetupTool2.0 --root="/<update_folder>"
```

This will ensure that all updates from the Adobe update server are downloaded to your in-house server.

Perform a fresh install as a last resort

If all other troubleshooting steps fail, as a last resort perform a fresh install by running the following command and specifying the option 1 when prompted:

```
AdobeUpdateServerSetupTool2.0 --root="/<update_folder>"
```

NOTE: When you perform a fresh install, the update folder and all its subfolders on your in-house server will be first deleted and then recreated with the updates from the Adobe update server. If you had created any additional files or folders in the update folder, they will be deleted. You should, therefore, back up any such files or folders before performing a fresh install.

Migrating from one in-house update server to another

Occasionally, you might find it necessary to migrate from one server that is already set up as your in-house update server to a different server.

In this case, you should not need to repeat the download of all the update data that had already been downloaded to the original server. To save network bandwidth and download time, the Adobe Update Server Setup Tool provides an override facility to copy the data from your original server to your new server.

For example, suppose the original in-house HTTP server was set up according to our example:

- Server root hosted at file system location `"/serverroot/updates/"`
- URL is `http://serverabc.example.com:80`
- Update server set up at `http://serverabc.example.com:80/Adobe/CS`

Suppose you want to switch to a new in-house HTTP server with:

- Server root hosted at file system location `"/newserverroot/newupdates/"`,
- URL is `http://newserverabc.example.com:80`

- Update server set up at `http://newserverabc.example.com:80/Adobe/CS`

In the initial setup and synchronization commands, you will now specify the root folder location as:

```
--root="/newserverroot/newupdates/Adobe/CS"
```

For initial setup of the new server, you must supply the `--overrides` option, providing the path to an XML file that identifies the previous in-house update server. This could be, for example, a file named `UpdateServerMigration.xml` placed at `/newserverroot/newupdates/migrationfiles/`.

Although this file is similar to the Adobe Application Manager updater configuration file, it is not identical. In addition to having a different name and being used in a different context, it is not platform-specific; the URLs do not have the `/win` or `/mac` subfolder at the end.

For our example, the `UpdateServerMigration.xml` file should look like this:

```
<?xml version="1.0" encoding="UTF-8" ?>
<Overrides>

  <Application appID="webfeed">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/webfeed/oobe/</URL>
    <Port>80</Port>
  </Application>
  <Application appID="updates">
    <Domain>http://serverabc.example.com</Domain>
    <URL>/Adobe/CS/updates/oobe/</URL>
    <Port>80</Port>
  </Application>
</Overrides>
```

Setup and synchronization

To perform the initial setup of this new server, you would invoke this command:

```
AdobeUpdateServerSetupTool2.0 --root="/newserverroot/newupdates/Adobe/CS"
  --overrides="/newserverroot/newupdates/migrationfiles/UpdateServerMigration.xml"
```

You will select option 1 from the menu. The tool will automatically migrate the data to the new server, which will then be ready to use. All subsequent synchronization operations will use the new root value, but will be otherwise identical. That is, invoke this command:

```
AdobeUpdateServerSetupTool2.0 --root="/newserverroot/newupdates/Adobe/CS"
```

When the menu is offered, choose option 2 (incremental) or option 3 (forced) synchronization.

Updating client machines

To ensure that user machines begin updating from the new in-house update server, you must deploy a new version of the `AdobeUpdater.overrides` file containing the information for the new server. See ["Setting up Client Machines"](#).

A Using Adobe Exceptions Deployer

Adobe Exceptions Deployer provides an automated way to deploy the packages in the Exceptions folder, that is, the packages that you would otherwise deploy separately before and/or after deploying the main MSI or PKG file.

Adobe Exceptions Deployer can be used to deploy only the payloads generated by AAMEE in the Exceptions folder. Payloads not generated automatically by AAMEE (for example downloaded from the web) can not be deployed using Adobe Exceptions Deployer.

Adobe Exceptions Deployer is available in the `utilities` folder. It is also copied to the Exceptions folder when you create a package using AAMEE.

NOTE: In this document, the packages in the Exceptions folder are referred to as “exception payloads.” If you created one or more packages previously using AAMEE, you can use Adobe Exceptions Deployer to automatically deploy the exception payloads. Adobe Exceptions Deployer works with packages created using current and previous versions of AAMEE.

In this article:

- ◆ [Background Information about Installation packages](#)
- ◆ [Using Adobe Exceptions Deployer to Deploy the Exception Payloads](#)

Background Information about Installation packages

When creating an installation package, you provide the location of the product installation folder for the purchased suite product or point product you are packaging. AAMEE scans this folder and presents you with a list of applications and components that can be installed, from which you make your choices. All of these choices are recorded in the package.

When you create a package for enterprise deployment with AAMEE, two folders are created:

- ◆ The build folder contains the MSI (Windows) or the PKG (Mac OS) file for deployment with Microsoft SCCM or Apple ARD
- ◆ The Exceptions folder contains the payloads that must be installed separately.

Packages in the Exception Folder

On Windows

In Windows, the Exceptions folder includes all the packages that should be installed separately. This folder also contains the `ExceptionInfo.txt` file, which contains information on how to install the payloads manually.

On Windows, if you choose to include Acrobat, it is included in the exceptions folder and not in the main installation package.

On Mac OS

On the Mac OS, if you selected the `DISABLE AIR COMPONENTS IN PACKAGE` option in the Configure Package screen, AIR-based components such as Adobe Community Help are not installed with the regular package. They are instead copied into the Exceptions folder, from where you install them. The instructions on installing are provided in the next sections.

If, however, on the Mac OS, you did not select the `DISABLE AIR COMPONENTS IN PACKAGE` option in the Configure Package screen, no components are copied to the Exceptions folder.

Sequence of installation of packages in the Exceptions folder

Except for Acrobat for Windows, all packages in the Exceptions folder should be deployed *after* you have deployed the main MSI or PKG package. However, Acrobat for Windows should be deployed *before* you deploy the main package.

Therefore, if you are using Adobe Exceptions Deployer to deploy Acrobat on Windows, you should run Adobe Exceptions Deployer before deploying the main MSI package. For all other packages, you run Adobe Exceptions Deployer after deploying the main packages. If the Exceptions folder contains Acrobat for Windows as well as other packages, you run Adobe Exceptions Deployer twice—once before deploying the main MSI package (this will deploy Acrobat for Windows) and once after deploying the main MSI package (this will deploy the other packages).

Using Adobe Exceptions Deployer to Deploy the Exception Payloads

In this section:

- ◆ [Adobe Exceptions Deployer zip package](#)
- ◆ [Requirements to run Adobe Exceptions Deployer](#)
- ◆ [Adobe Exceptions Deployer syntax and description](#)
- ◆ [Examples](#)
- ◆ [Return values](#)
- ◆ [Using the Adobe Exceptions Deployer Man page on Mac OS](#)
- ◆ [Adobe Exceptions Deployer log file](#)

Adobe Exceptions Deployer zip package

The zip package contains two files:

- ◆ `ExceptionDeployer` file, which is the Adobe Exceptions Deployer executable file
- ◆ `ExceptionConfig` file, which contains configuration-related information for exception payloads.

NOTE: Do not edit the `ExceptionConfig` file—it contains internal configuration-related information to be used with Adobe Exceptions Deployer.

Adobe Exceptions Deployer should be run from the Exceptions folder. It is copied to the Exceptions folder when you create a package using AAMEE.

Requirements to run Adobe Exceptions Deployer

- ◆ Adobe Exceptions Deployer should be launched with Admin credentials.
- ◆ There can only be a single running Adobe Exceptions Deployer instance on a machine.

Adobe Exceptions Deployer syntax and description

Run Adobe Exceptions Deployer from the Exceptions folder, with the following syntax. The parameters in **bold** are mandatory.

ExceptionDeployer

```
--workflow=install
--mode=pre|post
--INSTALLDIR=<path_of_installation_directory>
--installLanguage=<locale_code_for_Acrobat>
--abortOnFail
--help
```

NOTE: The `installLanguage` option is required only if you are installing Acrobat for Windows.

Parameter	Description
<code>--workflow=install</code>	The workflow in which Adobe Exceptions Deployer is to be used. Currently, <code>install</code> is the only workflow.
<code>--mode=pre post</code>	<p>Specifies whether Adobe Exceptions Deployer is being run before or after deploying the main package.</p> <p>Specify <code>pre</code> if you are running Adobe Exceptions Deployer to deploy the exception payload <i>before</i> deploying the main package. Currently, Acrobat for Windows is the only package that should be deployed before the main MSI package, and, therefore, requires Adobe Exceptions Deployer to be run before deploying the main package.</p> <p>Specify <code>post</code> if you are running Adobe Exceptions Deployer to deploy the exception payload <i>after</i> deploying the main package. Currently, all exception payloads except Acrobat for Windows should be deployed <i>after</i> deploying the main package.</p>
<code>--INSTALLDIR=<path of installation_directory></code>	<p>The path to the directory in which the exception payload should be installed.</p> <p>Exception payloads should be installed in the same location in which the MSI or PKG file has been installed. You would have specified this information in the configuration screen while creating the main package.</p> <p>If you do not specify this option, the exception payloads are installed in the default location specified within the payload.</p>

<code>--installLanguage=<locale_for_acrobat></code>	Specifies the locale for the Acrobat package NOTE: This option is required only if you are deploying Acrobat for Windows. If you specify this option for other packages, it will be ignored. For a list of available locales for Acrobat in a particular suite, see the section Locales for different Acrobat configurations .
<code>--abortOnFail</code>	Specifies whether Adobe Exceptions Deployer should continue with deployment of the next package if the deployment of one of the packages is unsuccessful. Default is <code>false</code> , that is, if one of the packages can not be deployed, Adobe Exceptions Deployer does not exit—it continues with the deployment of the next package.
<code>--help</code>	Displays the command usage and syntax.

Locales for different Acrobat configurations

The following table provides the value of the locale to be specified for the `--installLanguage` option of the `ExceptionDeployer` command as explained in the section [Adobe Exceptions Deployer syntax and description](#)

Suite GEO	Suite locales	Acrobat locales	Acrobat bundle	
English	English (North America)	en_US	Acro LS1	
	English (International)	en_GB		
	German	de_DE		
	French	fr_FR		
	French Canadian	fr_CA		
Japanese	Japanese	ja_JP	Acro LS2	
Americas / Europe (Central Europe)	English (North America)	en_US	Acro LS1	
	English (International)	en_GB		
	German	de_DE		
	French	fr_FR		
	French Canadian	fr_CA		
	Spanish	es_ES		Acro LS6
	Spanish North America (es_MX)	es_ES		
	Spanish Latin America (es_LA)	es_ES		

Suite GEO	Suite locales	Acrobat locales	Acrobat bundle
	Italian	it_IT	
	Dutch	nl_NL	
	Portuguese (Brazil)	pt_BR	
	Swedish	da_DK	Acro LS7
	Danish	fi_FI	
	Finnish	sv_SE	
ASIA	Korean	ko_KR	Acro LS5
	Chinese Simplified	zh_CN	Acro LS3
	Chinese Traditional	zh_TW	Acro LS4
Eastern Europe	Russian	ru_RU	Acro LS9
	Turkish	tr_TR	
	Ukrainian	uk_UA	
	Czech	cs_CZ	Acro LS8
	Polish	pl_PL	
	Hungarian	hu_HU	
	North African French	fr_FR	Acro LS1
	Middle Eastern English Arabic	en_US	
	Middle Eastern English Hebrew	en_US	

Examples

- ◆ The following command is used to deploy Acrobat for Windows. (You will recollect that Acrobat for Windows should be deployed before deploying the main package.) The `--mode=pre` option specifies that Adobe Exceptions Deployer is run before deploying the main package. The `installLanguage` is specified as `en_US` (US English)—this option is also mandatory while deploying Acrobat for Windows.

```
ExceptionDeployer --workflow=install --mode=pre --installLanguage=en_US
```

- ◆ The following command is used to deploy all the packages in the Exceptions folder (except the Acrobat for Windows package if present) The `--mode=post` option specifies that Adobe Exceptions Deployer is run *after* the main package has been deployed. Note that the `--installLanguage` option is not required here. Also, because the `--INSTALLDIR` option has not been specified, the exception payload will be deployed in the default location specified within the payload.

```
ExceptionDeployer --workflow=install --mode=post
```

- ◆ The following command specifies that the package(s) in the Exceptions folder should be deployed to the `\test` directory on the client machine. The assumption is that you had earlier deployed the main package to the `\test` location on the client machine

```
ExceptionDeployer --workflow=install --mode=post --INSTALLDIR=\test
```

- ◆ The following command specifies that the package(s) should be installed in the location `\test` on the client machine. Because the `abortOnFail` option is set to `true`, if one of the packages cannot be deployed, Adobe Exceptions Deployer will exit instead of continuing with the deployment of the next package.

```
ExceptionDeployer --workflow=install --mode=post --INSTALLDIR=\test
--abortOnFail=true
```

Return values

After execution, Adobe Exceptions Deployer returns one of the following values:

0	Exception payload(s) deployed successfully
1	Generic error, for example an internal error
2	One or more payloads could not be deployed. For example, only two out of three payloads might have been deployed successfully.

Detailed information is available in the Adobe Exceptions Deployer Log file, explained in the next section.

Using the Adobe Exceptions Deployer Man page on Mac OS

On Mac OS, you can use the Adobe Exceptions Deployer man page to get information on the syntax and usage from the command line. Use the following steps to set up the man page:

2. Mount the Adobe Exceptions Deployer dmg file.
3. Open a command terminal
4. Change the directory to the mounted dmg file.
5. Run the following command:

```
sudo sh Install_XDAManPage.sh
```

This sets up the Adobe Exceptions Deployer man page. You can now get the syntax and usage information by running the

```
man ExceptionDeployer command.
```

Adobe Exceptions Deployer log file

The Adobe Exceptions Deployer log file provides detailed information about the events that occur during deployment of exception payloads.

The log file is named `ExceptionDeployer.log`. This file is located as follows:

- ◆ In Windows, the log file is in the `%temp%` location.
- ◆ In Mac OS, the log file is in the folder `~/Library/Logs/`.

Here are excerpts from contents of sample log files:

ExceptionDeployer.log on Windows: before deploying the main MSI file

```

11/22/2011 15:19:36 [INFO] ExceptionDeployer - Build Version - 3.0.35.0
11/22/2011 15:19:36 [INFO] ExceptionDeployer - Logging Level verbosity Set to 4
11/22/2011 15:19:36 [INFO] ExceptionDeployer -

11/22/2011 15:19:36 [INFO] ExceptionDeployer -
#####
11/22/2011 15:19:36 [INFO] ExceptionDeployer - Launching the ExceptionDeployer...
11/22/2011 15:19:36 [INFO] ExceptionDeployer - *****
11/22/2011 15:19:36 [INFO] ExceptionDeployer - AcrobatProfessional10.0-EFG

11/22/2011 15:21:24 [INFO] ExceptionDeployer - The process return code is (0).
11/22/2011 15:21:24 [INFO] ExceptionDeployer - Exception deployment passed for
(AcrobatProfessional10.0-EFG)
11/22/2011 15:21:24 [INFO] ExceptionDeployer - *****
11/22/2011 15:21:24 [INFO] ExceptionDeployer - *****
11/22/2011 15:21:24 [INFO] ExceptionDeployer -

11/22/2011 15:21:24 [INFO] ExceptionDeployer - *****
11/22/2011 15:21:24 [INFO] ExceptionDeployer - AdobeContentViewer-mul

11/22/2011 15:21:24 [INFO] ExceptionDeployer - Install information not found for this
payload. Skipping the payload.
11/22/2011 15:21:24 [INFO] ExceptionDeployer - Exception deployment skipped for
(AdobeContentViewer-mul)
11/22/2011 15:21:24 [INFO] ExceptionDeployer - *****
11/22/2011 15:21:24 [INFO] ExceptionDeployer -
*****
#####
11/22/2011 15:21:24 [INFO] ExceptionDeployer - Ending the ExceptionDeployer Return Code (0)
11/22/2011 15:21:24 [INFO] ExceptionDeployer - #####
11/22/2011 15:21:24 [INFO] ExceptionDeployer - #####
11/22/2011 15:21:24 [INFO] ExceptionDeployer -

```

ExceptionDeployer.log on Mac OS: after deploying the main PKG file

```

Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer - Build Version - 3.0.35.0
Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer - Logging Level verbosity Set to 4
Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer -

Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer -
#####
Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer - Launching the ExceptionDeployer...
Tue Nov 22 16:24:08 2011 [ERROR] ExceptionDeployer - ExceptionDeployer not launched with
Admin privileges.
Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer -
#####
Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer - Ending the ExceptionDeployer Return Code
(1)
Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer -
#####
Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer -
#####
Tue Nov 22 16:24:08 2011 [INFO] ExceptionDeployer -

Tue Nov 22 16:24:34 2011 [INFO] ExceptionDeployer - Build Version - 3.0.35.0
Tue Nov 22 16:24:34 2011 [INFO] ExceptionDeployer - Logging Level verbosity Set to 4
Tue Nov 22 16:24:34 2011 [INFO] ExceptionDeployer -

```

```
Tue Nov 22 16:24:34 2011[INFO] ExceptionDeployer -
#####
Tue Nov 22 16:24:34 2011[INFO] ExceptionDeployer - Launching the ExceptionDeployer...
Tue Nov 22 16:24:34 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:24:34 2011[INFO] ExceptionDeployer - AdobeContentViewer-mul

Tue Nov 22 16:24:56 2011[INFO] ExceptionDeployer - The process return code is (0).
Tue Nov 22 16:24:56 2011[INFO] ExceptionDeployer - Exception deployment passed for
(AdobeContentViewer-mul)
Tue Nov 22 16:24:56 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:24:56 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:24:56 2011[INFO] ExceptionDeployer -

Tue Nov 22 16:24:56 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:24:56 2011[INFO] ExceptionDeployer - AdobeDreamweaverWidgetsBrowser1.0-mul

Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer - The process return code is (0).
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer - Exception deployment passed for
(AdobeDreamweaverWidgetsBrowser1.0-mul)
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer -

Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer - AdobeHelp

Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer - The process return code is (0).
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer - Exception deployment passed for
(AdobeHelp)
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer -

Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:25:02 2011[INFO] ExceptionDeployer - AdobeStory1.0-mul

Tue Nov 22 16:25:10 2011[INFO] ExceptionDeployer - The process return code is (0).
Tue Nov 22 16:25:10 2011[INFO] ExceptionDeployer - Exception deployment passed for
(AdobeStory1.0-mul)
Tue Nov 22 16:25:10 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:25:10 2011[INFO] ExceptionDeployer -
*****
Tue Nov 22 16:25:10 2011[INFO] ExceptionDeployer -

Tue Nov 22 16:25:10 2011[INFO] ExceptionDeployer -
#####
Tue Nov 22 16:25:10 2011[INFO] ExceptionDeployer - Ending the ExceptionDeployer Return Code
(0)
Tue Nov 22 16:25:10 2011[INFO] ExceptionDeployer -
#####
```

```
Tue Nov 22 16:25:10 2011 [INFO] ExceptionDeployer -  
#####  
Tue Nov 22 16:25:10 2011 [INFO] ExceptionDeployer -
```

B Using Adobe Remote Update Manager

NOTE: Adobe Remote Update Manager is meant for use with CS 6, CS 5.5, and CS 5.0 media.

Adobe Remote Update Manager provides a command-line interface that facilitates the remote deployment of the majority of Adobe desktop suite updates on client machines that are specific to the applications installed on that system. Therefore, the administrator need not log into each client machine and run the updates.

NOTE: Adobe Remote Update Manager should be launched with elevated privileges.

In this chapter:

- ◆ [Overview](#)
- ◆ [Using Adobe Remote Update Manager to Automatically Keep the Updates Current](#)

Overview

Once you have deployed the Adobe applications on client machines, you will typically want the subsequent updates for the packages to be available on the client machines. You can create an update package (or modify an existing package to include the updates) and deploy it manually on the client machines. For more information on how to do this, see the section “Creating Deployment Packages” in the Deployment Guide.

Instead of deploying the updates manually, you can use Adobe Remote Update Manager to automatically deploy the updates on the client machines. Adobe Remote Update Manager polls Adobe Update server—or the local Adobe Update Server if setup using the Adobe Update Server Setup Tool (AUSST)—and deploys the latest updates available on update server to each client machine on which it is run. Thus you do not have to manually push updates to the client machines.

The default setting when creating an installation package with AAMEE is to have the Adobe updates turned off because the majority of enterprise environments do not provide their end-users admin rights. With the updates turned off, the end-users will not see the availability of updates; nor could they apply them if downloaded. Adobe Remote Update Manager can be used to have those updates applied remotely even if updates have been disabled through the AAMEE package's configuration options.

Once you have installed Adobe Remote Update Manager on each client machine, you can invoke it remotely through command line or from remote management tools.

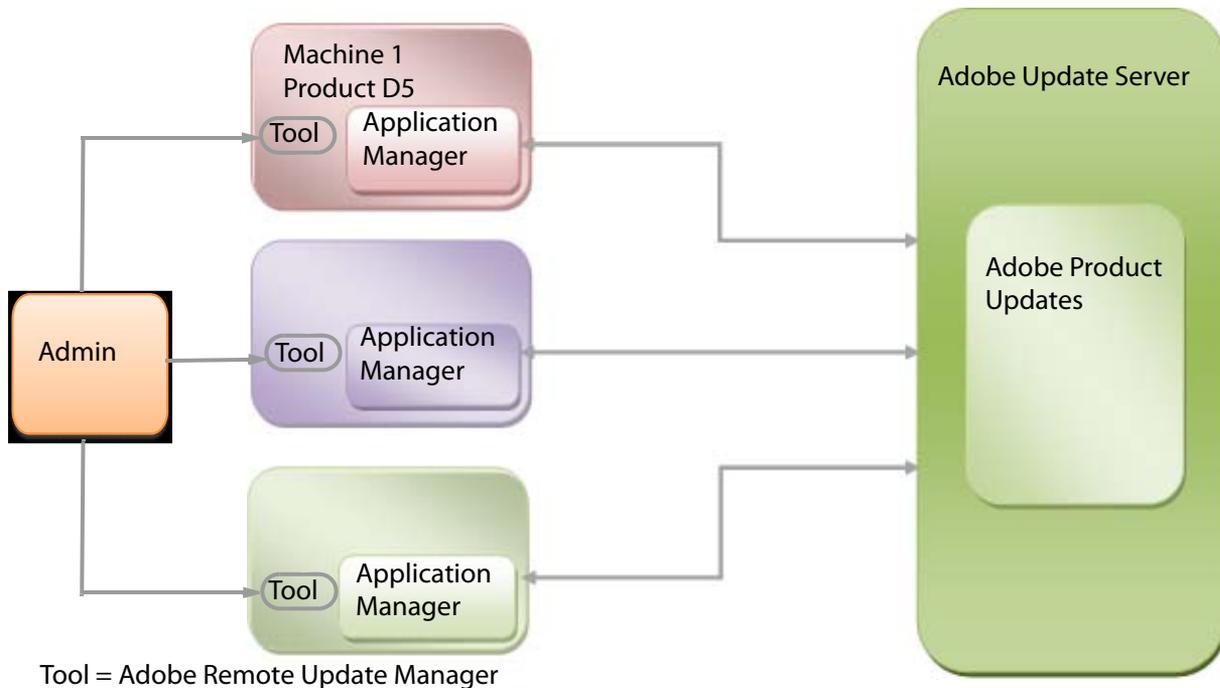
Adobe Remote Update Manager is available in the `utilities` folder.

NOTE: Adobe Remote Update Manager is only for a subsection of Adobe Desktop products. It can not be used for browser plug-ins such as Flash Player and for Adobe Reader, Acrobat Professional, and Adobe AIR application updates.

NOTE: To set up a local update server (AUSST) in your enterprise setup, see the chapter “Adobe Update Server Setup Tool” in the Deployment Guide

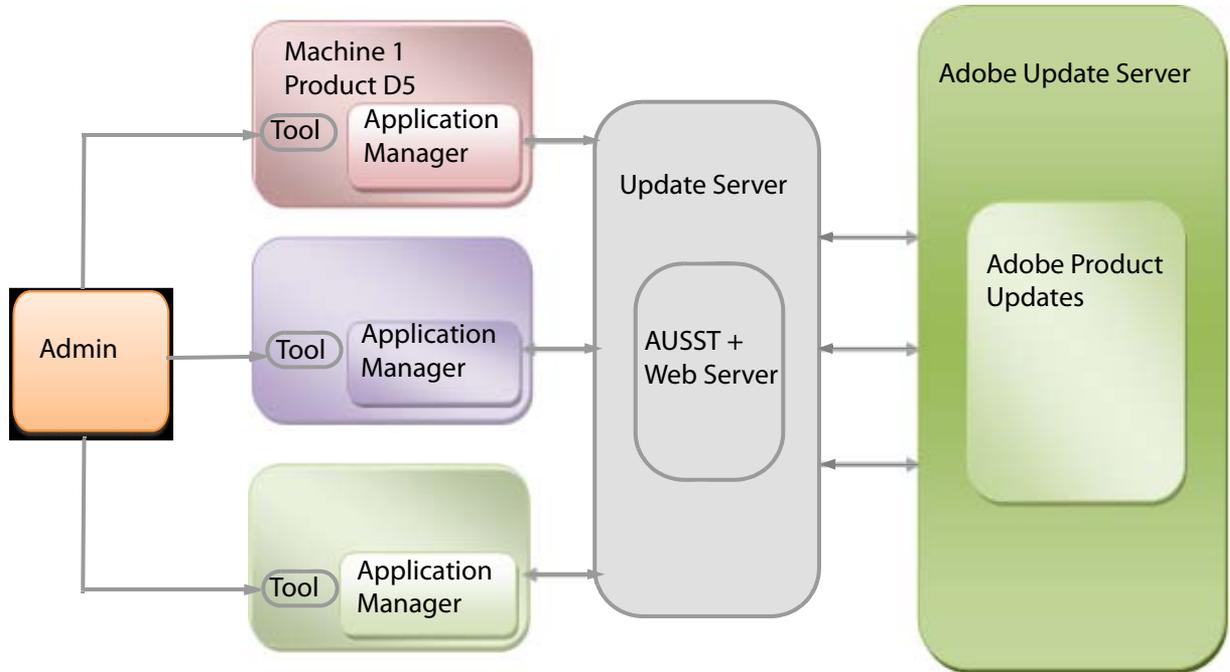
Running Adobe Remote Update Manager without AUSST

If you do not have an AUSST server set up in your enterprise environment, each client machine polls the Adobe Update Server directly to get the updates when you invoke Adobe Remote Update Manager.



Running Adobe Remote Update Manager with AUSST

If you have set up an AUSST server, the updates are downloaded from the Adobe Update Server onto the local update server. When you invoke Adobe Remote Update Manager, each client machine polls the local update server to get updates.



Tool = Adobe Remote Update Manager

Using Adobe Remote Update Manager to Automatically Keep the Updates Current

In this section:

- ◆ [Setting up your environment before using Adobe Remote Update Manager](#)
- ◆ [Adobe Remote Update Manager syntax and description](#)
- ◆ [Examples](#)
- ◆ [Return values](#)
- ◆ [Adobe Remote Update Manager log file](#)

Setting up your environment before using Adobe Remote Update Manager

If you do not want the products/components on client machines to directly download the updates without admin intervention, suppress manual updates while creating the package. For more information on how to do this, see the description of the Configure Package screen in the “Creating Deployment Packages” section of the Deployment Guide.

NOTE: Adobe Remote Update Manager will work whether or not you have suppressed manual updates on client machines.

If you want all the updates to be stored locally on a server from where the client machine will access it when you invoke Adobe Remote Update Manager, use the Adobe Update Server Setup Tool (AUSST). See [Running Adobe Remote Update Manager without AUSST](#). For more information on how to set up AUSST, see the Deployment Guide.

NOTE: Adobe Applications for which updates are to be installed should not be running when Adobe Remote Update Manager is invoked.

Adobe Remote Update Manager syntax and description

To invoke the updates remotely on each client machine, run Adobe Remote Update Manager on each client machine. You might use an enterprise deployment tool such as SCCM or ARD for this, or use a batch file that invokes Adobe Remote Update Manager on each client machine.

The syntax for Adobe Remote Update Manager is as follows

```
RemoteUpdateManager --proxyUserName=<User Name> --proxyPassword=<Password>
--channelIds=<channel_id_1,channel_id_2,...> --help
```

Parameter	Description
--proxyUserName	The user name for the proxy server, if applicable
--proxyPassword	The password for the proxy server, if applicable
--channelId	Specifies the product or component to be deployed remotely. You can specify one or more products by specifying their channel ids in a comma-separated list (ensure that there is no space between the comma and the channel id that follows it). For a list of products and the corresponding channel ids, see the Reference section at http://forums.adobe.com/community/download_install_setup/creative_suite_enterprise_deployment <i>Default:</i> If you do not specify this parameter, all available updates are deployed.
--help	Lists the usage of the tool.

Examples

- ◆ The following command invokes Adobe Remote Update Manager on the client machine for a scenario where there is no proxy server

```
RemoteUpdateManager
```

- ◆ The following command invokes Adobe Remote Update Manager on the client machine that requires a proxy server user name `TestUser` and the proxy server password `_27Dtpras?!`

```
RemoteUpdateManager --proxyUserName=TestUser --proxyPassword=_27Dtpras?!
```

- ◆ The following command deploys updates only for the products corresponding to the channel id `AdobePhotoshopCS6-13.0` and the channel id `AdobeInDesignCS6-8.0`. Note that there is no space between the comma (,) and "AdobeInDesignCS6-8.0".

```
RemoteUpdateManager --channelIds=AdobePhotoshopCS6-13.0,AdobeInDesignCS6-8.0
```

Return values

After execution, Adobe Remote Update Manager returns one of the following values:

0	Updates deployed successfully, or machine is already up-to-date.
1	Generic error, for example an internal error. For example, this might be the case where Adobe Application Manager installation is corrupted or network is not present. In this case, typically, the process of downloading or installing updates cannot be started at all.
2	One or more updates could not be installed. For example, only two out of three updates might have been installed successfully. Consider a case where updates are to be installed for Photoshop, Illustrator, and Dreamweaver. However, Photoshop is running on the client machine and so the updates were installed only for Illustrator and Dreamweaver. In this scenario, error 2 will be returned.

Detailed information is available in the Adobe Remote Update Manager Log file, explained in the next section.

Adobe Remote Update Manager log file

The Adobe Remote Update Manager log file provides detailed information about the events that occur during deployment of exception payloads with Adobe Remote Update Manager.

The log file is named `RemoteUpdateManager.log` and is located as follows:

- ◆ In Windows, the log file is in the `%temp%` location.
- ◆ In Mac OS, the log file is in the folder `~/Library/Logs/`.

Here are excerpts from contents of a sample log file:

```
01/05/12 15:00:22:369 [INFO] AAMEE Utilities RUM
01/05/12 15:00:22:369 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:22:369 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:22:369 [INFO] AAMEE Utilities RUM Launching the RemoteUpdateManager...
01/05/12 15:00:22:369 [INFO] AAMEE Utilities RUM RemoteUpdateManager version is :
3.0.69.0 (BuildVersion: 3.0; BuildDate: Thu Dec 22 2011 05:00:28 )
01/05/12 15:00:22:369 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:00:22:369 [INFO] AAMEE Utilities RUM Initializing UpdaterCore Library...
01/05/12 15:00:22:681 [INFO] AAMEE Utilities RUM UpdaterCore library initialized
successfully.
01/05/12 15:00:22:681 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:00:22:681 [INFO] AAMEE Utilities RUM Starting UpdaterCore CheckForUpdate...
01/05/12 15:00:24:334 [INFO] AAMEE Utilities RUM CheckForUpdates completed successfully.
01/05/12 15:00:24:334 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:00:24:334 [INFO] AAMEE Utilities RUM Starting UpdaterCore DownloadUpdates...
```

```
01/05/12 15:00:24:350 [WARN] AAMEE Utilities RUM No new applicable Updates. Seems like all
products are up-to-date.
01/05/12 15:00:24:350 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:00:24:662 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:24:662 [INFO] AAMEE Utilities RUM Ending the RemoteUpdateManager Return
Code (0)
01/05/12 15:00:24:662 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:24:662 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:24:662 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM

01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM Launching the RemoteUpdateManager...
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM RemoteUpdateManager version is :
3.0.69.0 (BuildVersion: 3.0; BuildDate: Thu Dec 22 2011 05:00:28 )
01/05/12 15:00:40:995 [ERROR] AAMEE Utilities RUM RemoteUpdateManager not launched with
Admin privileges.
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM Ending the RemoteUpdateManager Return
Code (1)
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:00:40:995 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:14:19:795 [INFO] AAMEE Utilities RUM

01/05/12 15:14:19:795 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:14:19:795 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:14:19:795 [INFO] AAMEE Utilities RUM Launching the RemoteUpdateManager...
01/05/12 15:14:19:795 [INFO] AAMEE Utilities RUM RemoteUpdateManager version is :
3.0.69.0 (BuildVersion: 3.0; BuildDate: Thu Dec 22 2011 05:00:28 )
01/05/12 15:14:19:795 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:14:19:795 [INFO] AAMEE Utilities RUM Initializing UpdaterCore Library...
01/05/12 15:14:19:936 [INFO] AAMEE Utilities RUM UpdaterCore library initialized
successfully.
01/05/12 15:14:19:936 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:14:19:936 [INFO] AAMEE Utilities RUM Starting UpdaterCore CheckForUpdate...
01/05/12 15:14:26:550 [INFO] AAMEE Utilities RUM CheckForUpdates completed successfully.
01/05/12 15:14:26:550 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:14:26:550 [INFO] AAMEE Utilities RUM Starting UpdaterCore DownloadUpdates...
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM Following Updates are to be downloaded :
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (AdobeAPE3_Win_NoLocale/3.1)
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (AdobeBridgeCS5-4.0/4.0.5)
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (AdobeCSXSInfrastructureCS5-2/2.0.1)
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (AdobeDeviceCentralCS5-3.0/3.0.1)
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (AdobeExtendScriptToolkitCS5-3.5.0/3.5.0)
```

```

01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (AdobeExtensionManagerCS5-5.0/5.0.1)
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (AdobeIllustratorCS5-15.0/15.0.2)
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (AdobeXMPPanelsCS5-3.0/3.1)
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM (PhotoshopCameraRaw-6.0/6.6.053)
01/05/12 15:14:26:566 [INFO] AAMEE Utilities RUM *** Downloading
(AdobeAPE3_Win_NoLocale/3.1) ...
01/05/12 15:14:36:628 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(AdobeAPE3_Win_NoLocale/3.1) ...
01/05/12 15:14:36:628 [INFO] AAMEE Utilities RUM *** Downloading
(AdobeBridgeCS5-4.0/4.0.5) ...
01/05/12 15:15:11:073 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(AdobeBridgeCS5-4.0/4.0.5) ...
01/05/12 15:15:11:073 [INFO] AAMEE Utilities RUM *** Downloading
(AdobeCSXSInfrastructureCS5-2/2.0.1) ...
01/05/12 15:15:12:118 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(AdobeCSXSInfrastructureCS5-2/2.0.1) ...
01/05/12 15:15:12:118 [INFO] AAMEE Utilities RUM *** Downloading
(AdobeDeviceCentralCS5-3.0/3.0.1) ...
01/05/12 15:15:18:795 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(AdobeDeviceCentralCS5-3.0/3.0.1) ...
01/05/12 15:15:18:795 [INFO] AAMEE Utilities RUM *** Downloading
(AdobeExtendScriptToolkitCS5-3.5.0/3.5.0) ...
01/05/12 15:15:20:776 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(AdobeExtendScriptToolkitCS5-3.5.0/3.5.0) ...
01/05/12 15:15:20:776 [INFO] AAMEE Utilities RUM *** Downloading
(AdobeExtensionManagerCS5-5.0/5.0.1) ...
01/05/12 15:16:14:861 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(AdobeExtensionManagerCS5-5.0/5.0.1) ...
01/05/12 15:16:14:861 [INFO] AAMEE Utilities RUM *** Downloading
(AdobeIllustratorCS5-15.0/15.0.2) ...
01/05/12 15:16:38:058 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(AdobeIllustratorCS5-15.0/15.0.2) ...
01/05/12 15:16:38:058 [INFO] AAMEE Utilities RUM *** Downloading
(AdobeXMPPanelsCS5-3.0/3.1) ...
01/05/12 15:16:39:431 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(AdobeXMPPanelsCS5-3.0/3.1) ...
01/05/12 15:16:39:431 [INFO] AAMEE Utilities RUM *** Downloading
(PhotoshopCameraRaw-6.0/6.6.053) ...
01/05/12 15:18:31:299 [INFO] AAMEE Utilities RUM *** Successfully downloaded
(PhotoshopCameraRaw-6.0/6.6.053) ...
01/05/12 15:18:31:299 [INFO] AAMEE Utilities RUM All Updates downloaded successfully ...
01/05/12 15:18:31:299 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:18:31:299 [INFO] AAMEE Utilities RUM Starting UpdaterCore InstallUpdates...
01/05/12 15:18:31:299 [INFO] AAMEE Utilities RUM *** Installing
(AdobeAPE3_Win_NoLocale/3.1) ...
01/05/12 15:18:41:486 [INFO] AAMEE Utilities RUM InstallUpdates is successfull
01/05/12 15:18:41:486 [INFO] AAMEE Utilities RUM *** Successfully installed
(AdobeAPE3_Win_NoLocale/3.1) ...
01/05/12 15:18:41:486 [INFO] AAMEE Utilities RUM *** Installing
(AdobeBridgeCS5-4.0/4.0.5) ...
01/05/12 15:18:54:652 [INFO] AAMEE Utilities RUM InstallUpdates is successfull
01/05/12 15:18:54:652 [INFO] AAMEE Utilities RUM *** Successfully installed
(AdobeBridgeCS5-4.0/4.0.5) ...
01/05/12 15:18:54:652 [INFO] AAMEE Utilities RUM *** Installing
(AdobeCSXSInfrastructureCS5-2/2.0.1) ...
01/05/12 15:19:05:307 [INFO] AAMEE Utilities RUM InstallUpdates is successfull
01/05/12 15:19:05:307 [INFO] AAMEE Utilities RUM *** Successfully installed
(AdobeCSXSInfrastructureCS5-2/2.0.1) ...
01/05/12 15:19:05:307 [INFO] AAMEE Utilities RUM *** Installing
(AdobeDeviceCentralCS5-3.0/3.0.1) ...
01/05/12 15:19:11:953 [INFO] AAMEE Utilities RUM InstallUpdates is successfull

```

```

01/05/12 15:19:11:953 [INFO] AAMEE Utilities RUM *** Successfully installed
(AdobeDeviceCentralCS5-3.0/3.0.1) ...
01/05/12 15:19:11:953 [INFO] AAMEE Utilities RUM *** Installing
(AdobeExtendScriptToolkitCS5-3.5.0/3.5.0) ...
01/05/12 15:19:22:607 [INFO] AAMEE Utilities RUM InstallUpdates is successfull
01/05/12 15:19:22:607 [INFO] AAMEE Utilities RUM *** Successfully installed
(AdobeExtendScriptToolkitCS5-3.5.0/3.5.0) ...
01/05/12 15:19:22:607 [INFO] AAMEE Utilities RUM *** Installing
(AdobeExtensionManagerCS5-5.0/5.0.1) ...
01/05/12 15:19:31:687 [INFO] AAMEE Utilities RUM InstallUpdates is successfull
01/05/12 15:19:31:687 [INFO] AAMEE Utilities RUM *** Successfully installed
(AdobeExtensionManagerCS5-5.0/5.0.1) ...
01/05/12 15:19:31:687 [INFO] AAMEE Utilities RUM *** Installing
(AdobeIllustratorCS5-15.0/15.0.2) ...
01/05/12 15:19:50:766 [INFO] AAMEE Utilities RUM InstallUpdates is successfull
01/05/12 15:19:50:766 [INFO] AAMEE Utilities RUM *** Successfully installed
(AdobeIllustratorCS5-15.0/15.0.2) ...
01/05/12 15:19:50:766 [INFO] AAMEE Utilities RUM *** Installing
(AdobeXMPPanelsCS5-3.0/3.1) ...
01/05/12 15:19:56:116 [INFO] AAMEE Utilities RUM InstallUpdates is successfull
01/05/12 15:19:56:116 [INFO] AAMEE Utilities RUM *** Successfully installed
(AdobeXMPPanelsCS5-3.0/3.1) ...
01/05/12 15:19:56:116 [INFO] AAMEE Utilities RUM *** Installing
(PhotoshopCameraRaw-6.0/6.6.053) ...
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM InstallUpdates is successfull
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM *** Successfully installed
(PhotoshopCameraRaw-6.0/6.6.053) ...
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM All Updates installed successfully ...
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM Following Updates were successfully
installed :
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM (AdobeAPE3_Win_NoLocale/3.1)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM (AdobeBridgeCS5-4.0/4.0.5)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM (AdobeCSXSInfrastructureCS5-2/2.0.1)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM (AdobeDeviceCentralCS5-3.0/3.0.1)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM
(AdobeExtendScriptToolkitCS5-3.5.0/3.5.0)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM (AdobeExtensionManagerCS5-5.0/5.0.1)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM (AdobeIllustratorCS5-15.0/15.0.2)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM (AdobeXMPPanelsCS5-3.0/3.1)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM (PhotoshopCameraRaw-6.0/6.6.053)
01/05/12 15:20:14:259 [INFO] AAMEE Utilities RUM
*****
01/05/12 15:20:14:946 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:20:14:946 [INFO] AAMEE Utilities RUM Ending the RemoteUpdateManager Return
Code (0)
01/05/12 15:20:14:946 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:20:14:946 [INFO] AAMEE Utilities RUM
#####
01/05/12 15:20:14:946 [INFO] AAMEE Utilities RUM
#####

```

Checking for Errors

The errors that Adobe Remote Update Manager encounters are marked with the [error] tag in the log file.

For additional information on checking for errors in CS 5 and CS 5.5 installations, see the following knowledge base article:
kb2.adobe.com/cps/834/cpsid_83440.html

C Conflicting Processes

This appendix lists processes that can conflict with the installation of Adobe products, if they are running at the time of installation. In the process names, * is a wildcard that matches any number of characters.

MAC OS	WINDOWS
adobe captivate	adobecaptivate.exe
adobe contribute cs5	contribute.exe
adobe fireworks cs5	fireworks.exe
adobe illustrator	illustrator.exe
adobe incopy cs5	incopy.exe
adobe indesign cs5	indesign.exe
adobe photoshop cs5	photoshop.exe
dreamweaver	dreamweaver.exe
adobe flash cs5	flash.exe
soundbooth	adobe sing glyphlet manager cs3.exe
adobe sing glyphlet manager cs3	glyphlet manager.exe
adobe soundbooth beta	audition.exe
adobe soundbooth cs3	adobe soundbooth cs3.exe
adobe photoshop cs*	adobe golive*.exe
adobe after effects*	ahv.exe
after effects*	golive*.exe
adobe help viewer*	afterfx.exe
adobe imageready*	pipltool.exe
photoshop elements*	restool.exe
adoberesourcesynchronizer	shell.exe
adobe golive*	adobeupdatemanager.exe
adobe updater*	adobe updater.exe
bridge cs23	adobeupdater.exe
bridge	adobeupdateinstallmgr.exe
adobe crashcrash reporter	adobeupdaterinstallmgr.exe
photo downloader	adobe dng converter.exe
adobe dng converter	bridge.exe
shell	bridgeproxy.exe

MAC OS	WINDOWS
contribute	photodownloader.exe
ffextnforcontributeecs3	devicecentral.exe
device central	adobe encore*.exe
adobe encore*	encore*.exe
encoredvd	photoshopserver.exe
photoshopserver	pxhpinst.exe
extendscript toolkit*	extendscript toolkit*.exe
extension manager	extension manager.exe
fireworks*	replace.exe
adobe flash cs3	crashreporterAp.exe
flash	fireworks*.exe
flash player*	flashplayer*.exe
install flash player 9 ub	flash 7 video encoder.exe
flash *video encoder	flash 8 video encoder.exe
adobe illustrator*	flash video encoder.exe
illustrator*	pmreaderapp.exe
adobe incopy cs*	adobe premiere pro.exe
adobe indesign cs*	premiere.exe
incopy cs*	adobe premiere elements.exe
indesign cs*	wmencodinghelper.exe
indesignserver	adobe stock photos cs3.exe
vcprefshelper	vcprefshelper.exe
versioncuecs3ctl	versioncuecs3Ctl.exe
audition	indesignserver.exe
adobe premiere*	indesignserverservice.exe
bridge cs2345	photoshop elements 4.0.exe
adobe bridge cs2345	photoshop elements 5.0.exe
photo downloader	photoshopelementsorganizer.exe
adobe dng converter	photoshopelementseditor.exe
adobe3dandvideoserver	imageready.exe
adobedandvideoserver	adobe encore dvd.exe
community help client	dreamweaver.exe
Dreamweaver	firefox.exe

MAC OS	WINDOWS
adobe flash cs4	adobe soundbooth cs4.exe
adobe photoshop cs45	acrobat.exe
adobe after effects45	adobe premiere elements.exe
after effects45	adobe onlocation.exe
adobe bridge cs45	adobe extension manager cs4.exe
adobe soundbooth cs4	fireworks10.exe
adobe fireworks*	acrobat.com.exe
flash video encoder	robohtml.exe
acrobat*	robohelp.exe
distiller*	framemaker.exe
adobe onlocation	adobecaptivate.exe
adobe bridge cs4	rso3middleservice.exe
adobe media player	rso3server.exe
adobe drive cs4	3d toolkit.exe
adobe media encoder cs5	adobe media encoder.exe
firefox	firefox.exe
firefox-bin	firefoxextensionsetup
firefox	extendscript toolkit.exe
extendscript toolkit	dynamiclinkmanager.exe
adobe device central cs5	adobe soundbooth cs345
adobe crash reporter	opera.exe
adobe bridge cs2345	adobe extension manager cs5.exe
adobe bridge	
adobe bridge*	
adobe flash catalyst*	
adobe flash builder*	
adobe photoshop*	
adobe updater	
dynamiclinkmanager	
adobecrashreporter	
adobe onlocation*	
flashbuilder*	
firefox-bin	

MAC OS	WINDOWS
navigator-bin	
Safari	
Opera	
seamonkey-bin	
Google Chrome	
opera*	
internet explorer*	
adobe extension manager cs5	
pixel_bender_toolkit	

D Adobe Help Manager – Resources

Adobe Adobe Help Manager, previously called Adobe Community Help Client (CHC), is a help system introduced with Adobe Creative Suite 5. The help system can be launched from the application using the Help menu, or by pressing F1.

Adobe Help Manager aims to provide the best possible user experience for information on Adobe products. It provides the following benefits:

- ◆ Makes the latest help and support content available
- ◆ Provides the best search experience possible
- ◆ Provides a seamless online-offline experience
- ◆ Lets you download help for Adobe products that are not installed on your computer
- ◆ Displays help for multiple products in the same help system
- ◆ Provides search results that contain links to sources other than the local help system
- ◆ Allow you to contribute to, comment, and provide feedback on help content

Adobe Help Manager Resources and Related Information

The following sections provide links to more resources on Adobe Help Manager:

Installing Adobe Help Manager with AAMEE

You can deploy the Adobe Help Manager from the Exceptions Folder, or you can download it from the Adobe website and install it separately. The instructions for both these methods are provided in [Chapter 3, "Installing Products in the Exceptions Folder"](#). Specifically, the following links to content in the chapter provide this information:

Windows

- ◆ [Installing packages on Windows](#)
- ◆ [Downloading and installing components separately on Windows](#)

Mac OS

- ◆ Downloading and Installing AdobeHelp Manager Separately
 - [Installing AIR and Adobe Help Manager](#)

General Information and Troubleshooting

- ◆ Adobe Community Help – About Community Help:
<http://community.adobe.com/help/about.html>
- ◆ Community Help User Forum:

<http://forums.adobe.com/community/creativesuites/communityhelp>

Knowledge Base articles

- ◆ Adobe Help application doesn't update:
http://kb2.adobe.com/cps/842/cpsid_84215.html
- ◆ Adobe Community Help – Known Issues:
http://kb2.adobe.com/cps/837/cpsid_83703.html
- ◆ Disable internet access from CS5 Adobe Help Manager for system administrators:
http://kb2.adobe.com/cps/849/cpsid_84992.html
- ◆ Adobe Help Manager does not find context-sensitive help for ASLR upon first invocation:
http://kb2.adobe.com/cps/831/cpsid_83103.html
- ◆ Error "Online Help content cannot be displayed" | Acrobat X:
http://kb2.adobe.com/cps/888/cpsid_88831.html

E Third-Party Deployment Documentation

Adobe continues to partner with industry's third-party deployment vendors. These vendors have provided their customer base with documentation on the method of using their tools to deploy Adobe® Creative Suite® 5 in conjunction with packages created by Adobe Application Manager Enterprise Edition.

This article provides links to documentation from third-party deployment vendors.

In addition to the deployment vendors, the Munki project has a dedicated page for deployment of Adobe® Creative Suite® 5 using Adobe Application Manager Enterprise Edition.

NOTE: Check the vendors' websites for the latest documentation, as well as for documentation related to deploying Creative Suite 5.5 using their tools.

We are working with additional deployment vendors on comparable documentation and will be announcing them in the future on the Adobe Installation and Licensing blog:

<http://blogs.adobe.com/oobe/>

Absolute Manage

- ◆ Deploying Adobe Creative Suite 5

<http://www.absolute.com/Shared/Datasheets/Abt-AdobeCS5-Info-E.sflb.ashx>

Filewave

- ◆ Building a CS5 FileSet for Mac OSX
- ◆ Building a CS5 FileSet for Windows

<http://www.filewave.com/en/resources/documents/whitepapers>

JAMF Casper

- ◆ Creative Suite related documentation:

<http://jamfsoftware.com/solutions/adobe-creative-suite>

Munki

<http://code.google.com/p/munki/wiki/MunkiAndAdobeCS5>

Symantec

- ◆ Using Client Management Suite to Deploy Adobe CS5

<http://www.symantec.com/connect/articles/using-client-management-suite-deploy-adobe-cs5>