

ADOBE® REMOTE UPDATE MANAGER

TECHNICAL NOTE

© 2012 Adobe Systems Incorporated and its licensors. All rights reserved.

Adobe® Remote Update Manager Technical Note

This guide is licensed for use under the terms of the Creative Commons Attribution Non-Commercial 3.0 License. This License allows users to copy, distribute, and transmit the guide for noncommercial purposes only so long as (1) proper attribution to Adobe is given as the owner of the guide; and (2) any reuse or distribution of the guide contains a notice that use of the guide is governed by these terms. The best way to provide notice is to include the following link. To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc-sa/3.0/>

Adobe, the Adobe logo, Acrobat, Adobe Audition, Adobe Bridge, Adobe Device Central, Adobe OnLocation, Adobe Premiere, Adobe Premiere Pro, Adobe Technical Communication Suite, After Effects, Contribute, Captivate, Creative Suite, CS Live, Dreamweaver, Encore, Fireworks, Flash, Flash Builder, Flash Catalyst, FrameMaker, Illustrator, InDesign, Photoshop, RoboHelp, SiteCatalyst, and Soundbooth are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. Apple, Mac, and Mac OS are trademarks of Apple Inc., registered in the United States and other countries. Microsoft, Windows, and Windows Vista are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. UNIX is a registered trademark of The Open Group in the US and other countries. All other trademarks are the property of their respective owners.

Adobe Systems Incorporated, 345 Park Avenue, San Jose, California 95110, USA.

Contents

Using Adobe Remote Update Manager	4
Overview	4
Running Adobe Remote Update Manager without AUSST	5
Running Adobe Remote Update Manager with AUSST	6
Using Adobe Remote Update Manager to Automatically Keep the Updates Current	6
Setting up your environment before using Adobe Remote Update Manager	6
Adobe Remote Update Manager syntax and description	7
Examples	7
Return values	8
Adobe Remote Update Manager log file	8
Checking for Errors	11

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 document:

- ◆ [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.

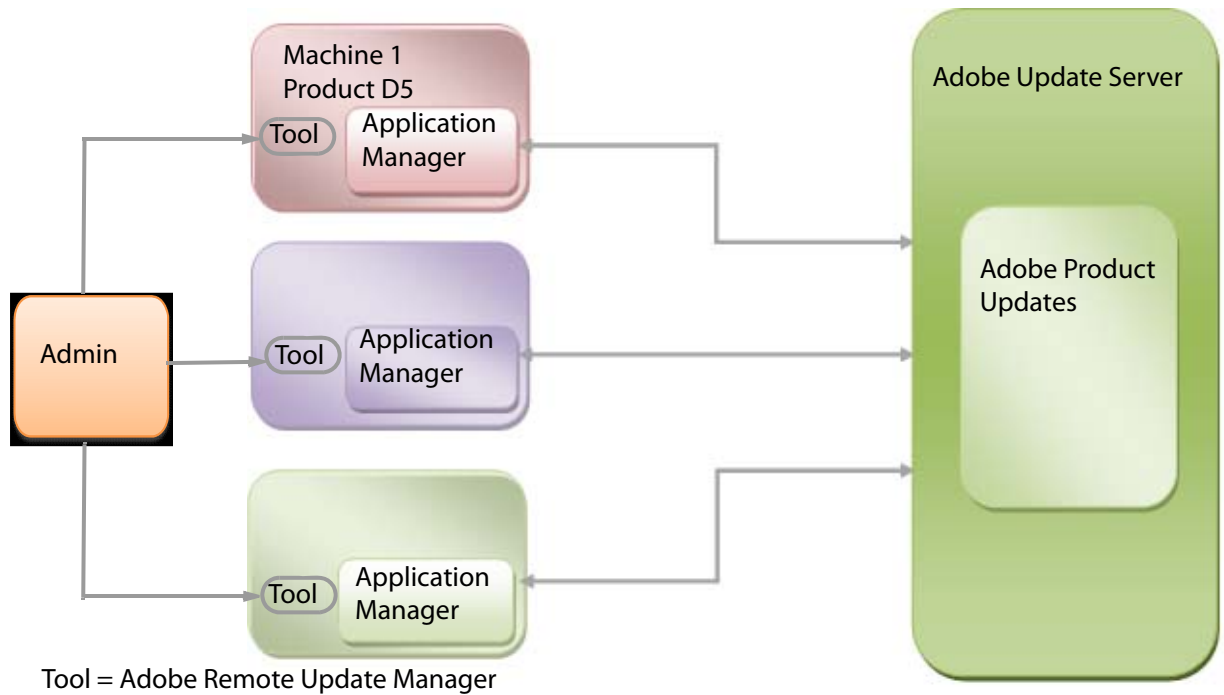
Adobe Remote Update Manager is available in the `utilities` folder.

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

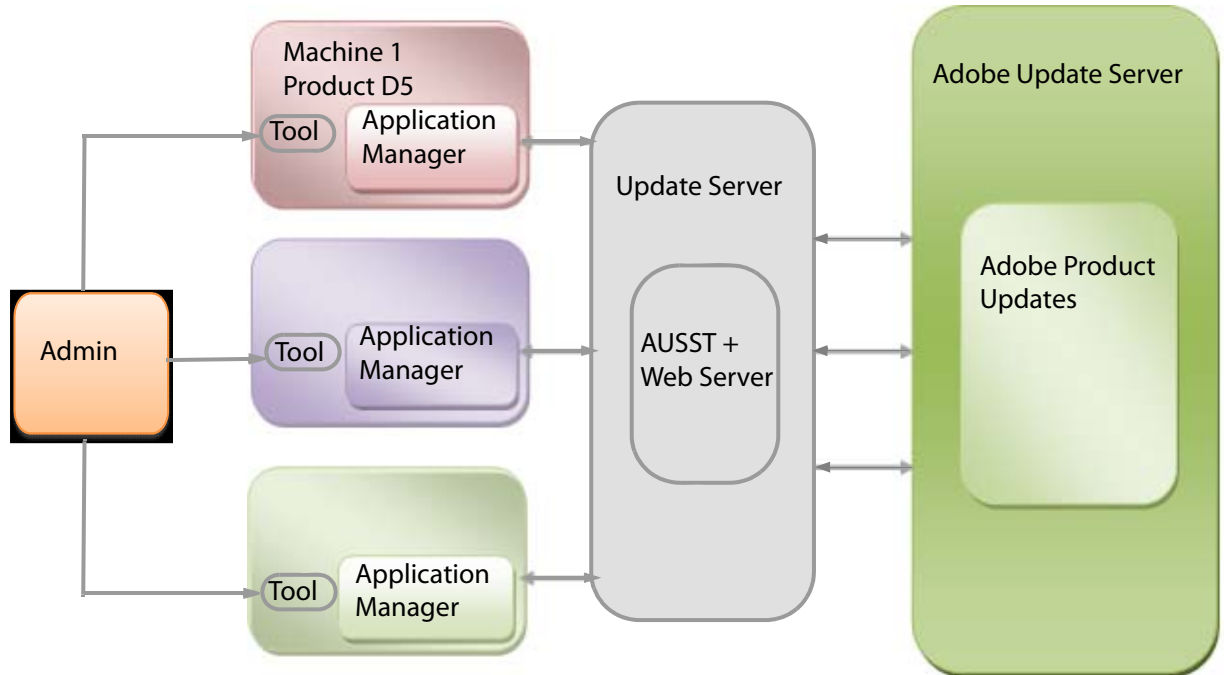
Running Adobe Remote Update Manager without AUSST

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