



Hewitt

Adobe Acrobat 6.0 Enterprise Rollout Experiences

How we overcame the insurmountable

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Brief Overview

- **Tools Used**
- **Rollout of Acrobat 6.0.3**
- **Rollout of Acrobat 6.0.4 Update**
- **Plans for Acrobat 7.0.3**
- **Anything Else?**
- **Questions**

Tools Used

- **WISE Packaging Studio**
- **Adobe Acrobat InstallShield Tuner 6.0.1**
- **Proprietary Distribution Tool**
 - Other tools (e.g. Tivoli) will suffice here.

Overwritten Files

Problem

- Custom Distiller .JobOptions files were overwritten by the 6.0.1 MSP when using a non-Adobe Tuner Transform (created in WISE) for the base installation MSI.

Overwritten Files

Solution

- Removed the non-Adobe Tuner transform and added the custom Distiller .JobOptions files directly to the Adobe Tuner transform.

Back leveling of Build

Problem

- Acrobat 6.0.2 and 6.0.3 updates were delivered as .MSI's. 6.0.1 was delivered as an .MSP. A "Repair" command after the installation would cause a back level of installation to 6.0.1, even after 6.0.2 and 6.0.3 were installed.

Back leveling of Build

Solution - Considered

- Considered modifying the ReinstallModeText property from the default of amus to pmus. This would help mitigate the risk in that pmus would only allow replacement if the file was missing. The problem is that we could get a partial reinstallation, completely corrupting the build. Also, required active network connection in event of repair.

Back leveling of Build

Solution – Implemented

- Added JavaScript code to remove the “Repair” option from under help. Thus preventing users from manually initiating a repair.
- Decided we would take the risk of application back leveling to 6.0.1, but still being functional.
- Allowed for continued operation while disconnected.

Custom Registry Settings

Problem

- Based on Tuner documentation, custom registry settings should be able to be applied using a .BAT or .EXE from within Tuner.

Custom Registry Settings

Solution – Tried, but failed.

- Using a .BAT file both locally (download then execute) or from the LAN, but were unable to be successful.

Custom Registry Settings

Solution – Implemented

- Used our distribution tool to execute a `regedit.exe /s` with the custom .REG files.

Locked Directory

Problem

- C:\Documents and Settings\All Users\Documents\Adobe PDF 6.0\Settings – location for Distiller .JobOptions
- Existing .JobOptions could not be modified or new ones created by associates with PowerUser access to the machine.
 - To all other directories and files, user had full rights. Just \Settings was locked.

Locked Directory

Solution

- Modified our workstation policy to specifically allow full access to this directory.

Shortcut Location

Problem

- Default installation wanted to place Adobe Acrobat and Acrobat Distiller icons under “All Programs”



Shortcut Location

Solution

- Used scripting facility within distribution tool to generate new shortcut locations.

File Replacement within Tuner

Problem

- Could not add or replace files to the Tuner transform after initial compilation had completed.

File Replacement within Tuner

Solution

- Brute Force – ended up having to rebuild Tuner transform from scratch any time new or updated files needed to be included.

Acrobat 6.0.4 Update

Existing Installations

- Applied the Acrobat 6.0.4 .MSI update to affected workstations as it was shipped from Adobe Systems.

New Installations

- Rebuilt the full transform, adding the 6.0.4 update to the package in the same manner as 6.0.2 and 6.0.3.

Acrobat 7.0.3 and beyond

- Even with issues, Tuner 7.0 will be a significant tool in next deployment. Snapshot and deploy only works in highly monolithic desktop environment.
- Acrobat 7.0 w/ 7.0.1, 7.0.2, 7.0.3 will have same back leveling issues as Acrobat 6.0
- Will still have need for product customization, as with 6.0 product.

Anything Else?

- Product Customization via Tuner – this tool is indispensable.
- Deployment Support via SMS, Tivoli, Active Directory/Group Policy
- Hosting Support via Citrix/WTS
- Chaining of multiple installers & patches into a single package.

More Information

Adobe Systems

- <http://www.adobe.com/products/acrobat/deployment.html>
- http://partners.adobe.com/public/developer/acrobat/index_advanced.html#ed

Thanks

- Scott Terry – Sr. Application Packager – Hewitt Associates.
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- David Stromfeld, Product Manager, ePaper Solutions, Adobe Systems, Inc.
- Lily Tran, Product Manager, Deployment Engineering, Adobe Systems, Inc.



Questions?

Adobe Acrobat 6.0 Installation Script Notes.

Check for existing Version

Check for Acrobat 5.05

```
RegKeyNotExist=HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{DA6D69D2-92C3-4F59-BA90-59B70BD7C48E}
```

Check for Acrobat 6.x

```
RegKeyNotExist=HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-1033-0000-7760-000000000001}
```

Install Acrobat 6, updates and patches.

Install Acrobat 6

```
msiexec /i <path to MSI location>\6.0\acropro.msi TRANSFORMS=acropro.mst;acropro1.mst /qb-!  
REBOOT=REALLYSUPPRES
```

Install 601 Patch

```
<path to MSI location>\6.0\ac60prp1.exe -s -a "/p ac60prp1.msp REINSTALLMODE=omus REINSTALL=ALL /qb-!  
REBOOT=REALLYSUPPRESS"
```

Install 602 Update

```
msiexec /i <path to MSI location>\6.0\602update\Acrop602.msi /qb-! REBOOT=REALLYSUPPRESS
```

Install 603 Update

```
msiexec /i <path to MSI location>\6.0\603update\Acrop603.msi /qb-! REBOOT=REALLYSUPPRESS
```

Applying Post Install Customization

```
c:\winxp\system32\regedt32.exe /s <path to MSI location>\6.0\acro6postHKCU.reg /CMDPARMS /USER  
c:\winxp\system32\regedt32.exe /s <path to MSI location>\6.0\acro6revisedHKCU.reg /CMDPARMS /USER  
c:\winxp\system32\regedt32.exe /s <path to MSI location>\6.0\acro6postHKLM.reg
```

***Copying alternate job options file and ACL modifier ***

```
copyfile <path to MSI location>\6.0\Hewitt Standard (5.0)-WC.joboptions, c:\documents and settings\All  
Users\Documents\Adobe PDF 6.0\Settings\Hewitt Standard (5.0)-WC.joboptions /c /n
```

Modify ACL for dir c:\documents and settings\all users\shared documents\Adobe PDF 6.0\Settings

```
xcaccls.exe "C:\Documents and Settings\All Users\Documents\Adobe PDF 6.0\Settings\*.*" /G everyone:RWCF /Y
```

Reboot the Workstation

```
Reboot = True
```

Hewitt

Enterprise Installation of Adobe Acrobat 6.02

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Agenda

- **Hewitt Associates**
- **Who I am**
- **What session is about**
- **What session is not about**
- **Our environment**
- **Deployment Objectives**
- **Tools Used**
- **Overall Installation Steps**
- **Lessons Learnt**
- **Resources**

Hewitt Associates

- **Global Outsourcing and Consulting Firm**
- **HR Benefits & Strategy**
- **HR Strategy & Technology**
- **Health Care**
- **Organizational Change**
- **Retirement & Reward Strategies**

Hewitt Associates, cont.

15,000 Associates

95 Offices

38 Countries

> 2,600 Clients

> 50% Fortune 500 companies

> 2 billion (USD) in total revenue (FY'2003)

About Myself

- **Adobe Acrobat & Acrobat Reader Product Manager at Hewitt**
- **Hewitt's Subject Matter Expert on PostScript, PDF and Font technologies.**
- **Active Member – Xplor International**
- **Active Participant at .PDF Conference**
- **Member (4-yrs) Xplor / Adobe Joint Technology Council**

What the Session is About

Case Study on how we, Hewitt, are working through packaging and rollout issues of Adobe Acrobat 6.02

How we worked through some inherent package shortcomings

Critical areas to watch out for

What Session is NOT about

Step by Step instructions on how to perform a rollout of Adobe Acrobat.

That this is easy

- It is not!

Our Environment

Approx 20,000 desktops, worldwide.

Windows XP

2 User types

- Power User – 80%
- Administrator – 20%

Standardized Hardware

- Desktops
- Laptops

Deployment Objectives

Installation of Adobe Acrobat

- 6.0.0 Base Software, 6.01 Patch, 6.02 Update
- Customized Adobe PDF printer & Acrobat/Distiller user prefs.
- Custom JobOptions, JavaScript & Help Files
- Lights Out (no user intervention)
- > 2,000 desktops, worldwide.

Tools Used

InstallShield Tuner 6.0.1 for Adobe Acrobat

WISE Application Packager

“Software Distribution System”

InstallShield Tuner

Set corporate serial number and license info

Added custom JavaScript, documentation and Distiller JobOptions files.

Disable automatic updates.

InstallShield Tuner – could not:

**Modify default user preferences in Acrobat
or Distiller**

Modify default Adobe PDF printer instance

WISE

Capture Registry Update files for items not handled by InstallShield Tuner

- Default User Preferences
- Default Adobe PDF printer instance settings

Software Distribution System

- Internally Developed
- Performs 3-5 million distributions / month
- 20,000 workstations
- > 90 % success
- ‘Superset’ functionality of all major products (Microsoft SMS, IBM Tivoli, Novell ZfD)

Overall Installation Steps

- Initial 6.0.0 Installation
- Reboot Workstation
- Perform 6.01 Patch
- Install 6.01 Update
- Apply Custom Registry Files

Initial Installation

**misexec /i acropro.msi
TRANSFORMS="acropro.mst;ha1.mst;acr
opro1.mst" /qb-!**

- Acropro.mst – Adobe default – required with acropro.msi
- Ha1.mst – Hewitt specific transform
- Acropro1.mst – Tuner transform

REBOOT!

**Why this is necessary in this day and age
under Windows XP is beyond me!**

Regardless, you need a reboot here...

6.01 Patch

```
Ac60prp1.exe -s -a /p ac60prp1.msp  
REINSTALLMODE=omus  
REINSTALL=ALL /qb-!
```

6.02 Update

Last minute change added to build package by IS security to secure against ActiveX hole

Still waiting to hear from Adobe Engineering on how best to apply patch

Apply Registry Files

Acro6PostHKLM.reg – Local Machine keys

Acro6PostHKCU.reg – Current User keys

Lessons Learnt

**6.02 Update is not an MSP, but an MSI.
This change is causing self healing to break.
Currently investigating with Adobe for
resolution.**

**InstallShield Tuner does not provide
granular control over application
configuration**

**Transforms need to be applied in specific
order**

Resources

Documentation for InstallShield Tuner

Associates at Adobe Systems

**Self-directed research on web on
installation issues with Acrobat**

Questions?