

Adobe® Application Manager Enterprise Edition Release 2.1

Welcome to Adobe® Application Manager Enterprise Edition release 2.1.

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New and Changed in this Release

The following enhancements have been made in this release:

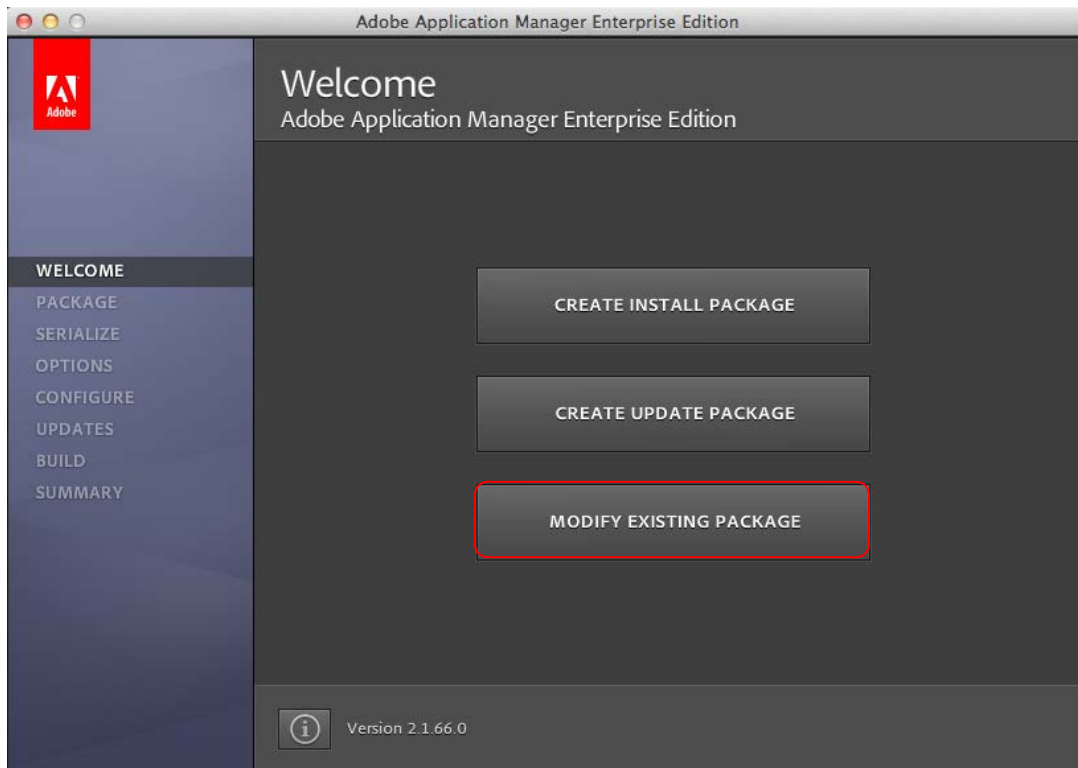
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Existing packages can be updated

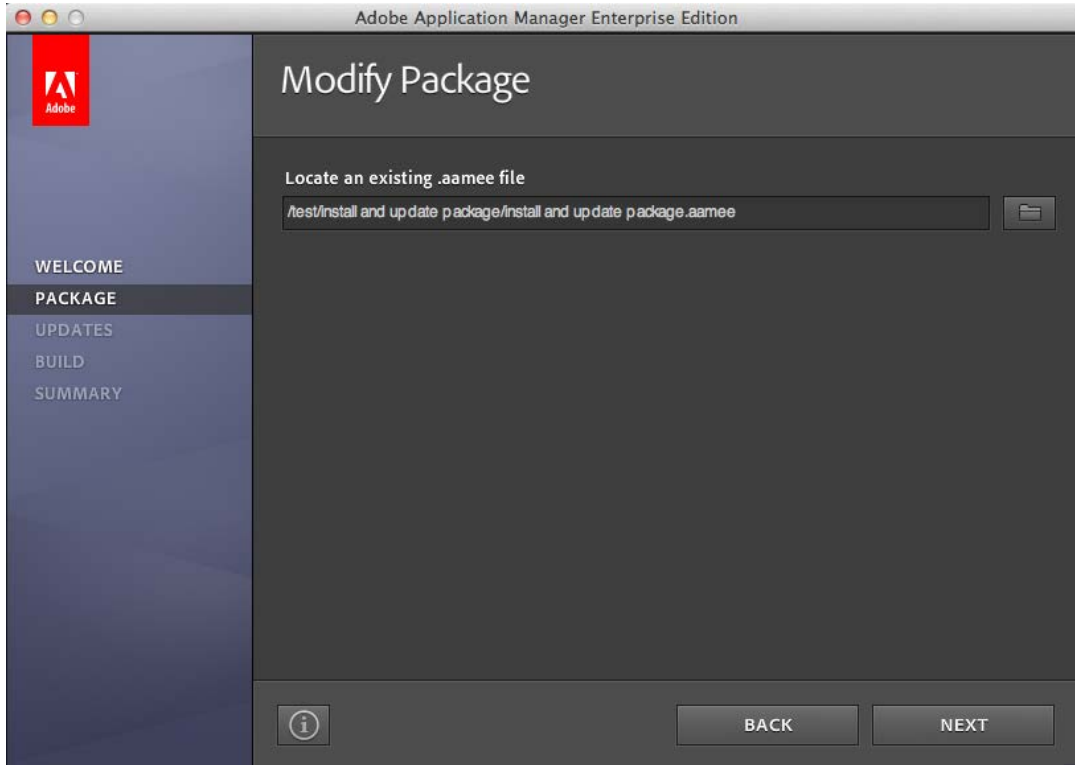
You can now modify an existing package with the latest updates, without having to build a complete package again. For example, if you have a package that consists of two products and their updates, you can now modify this package by adding the latest available updates—the updates will be added to the existing MSI or PKG file, without rebuilding the entire package. This feature 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.

Here is how this feature works:

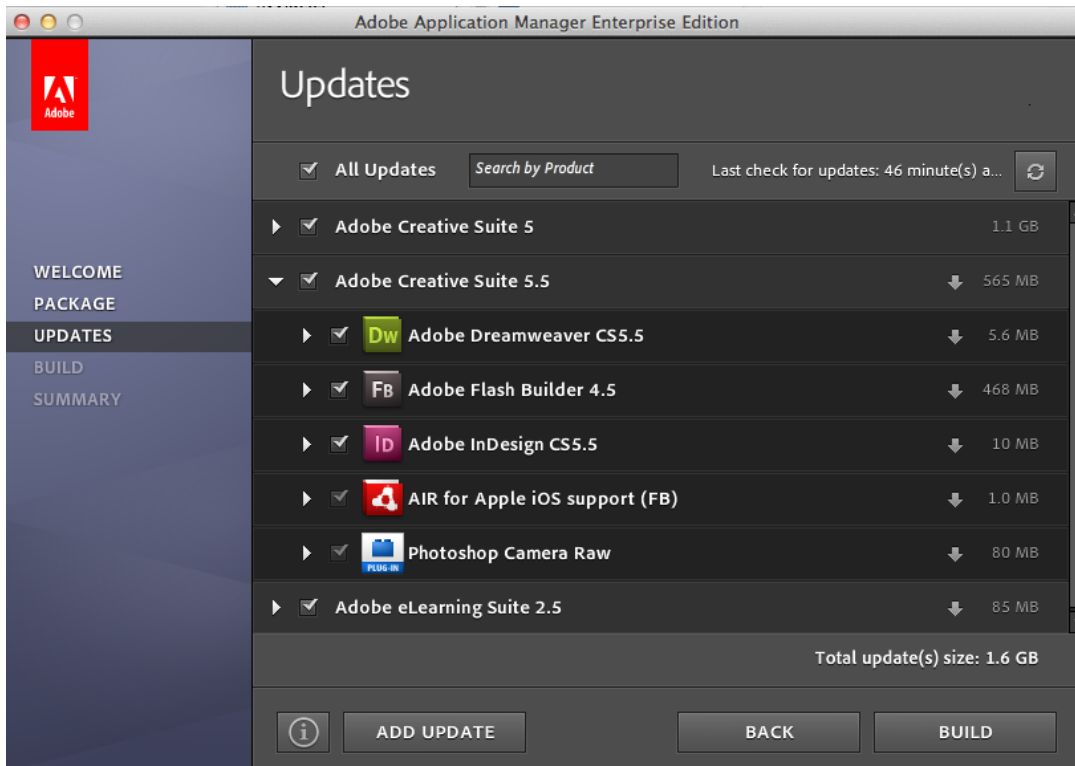
1. In this release, when you create a new package, a package configuration file named `<package name>.aamee` is created in the package folder.
2. If you subsequently want to update this package, in the Welcome screen, select the option *Modify Existing Package* (this option has been added in this release).



3. When prompted, navigate to the package configuration file (named `<package name>.aamee`) created in step 1.



4. In the Updates screen that appears, select the updates that you want to include in the package, and then select Build.



Note: In the Updates screen, updates for components that are already part of the package that you are modifying are checked by default and cannot be unchecked. If the updates shown on the screen for these components are of a higher version than the ones currently in the package, the updates will be packaged. That is, the latest updates for the components that are already in the package are always packaged. You can optionally package updates for other components as well by selecting them in the Updates screen.

For more information, see the “Using the Adobe Application Manager for Enterprise Deployment” chapter in the Deployment Guide.

Additional suites are supported

In addition to Creative Suite 5 and 5.5, you can now package the following suites with Adobe Application Manager Enterprise Edition:

- Adobe® eLearning Suite 2.5
- Adobe® Technical Communication Suite 3.5
- Adobe® Acrobat® X Suite

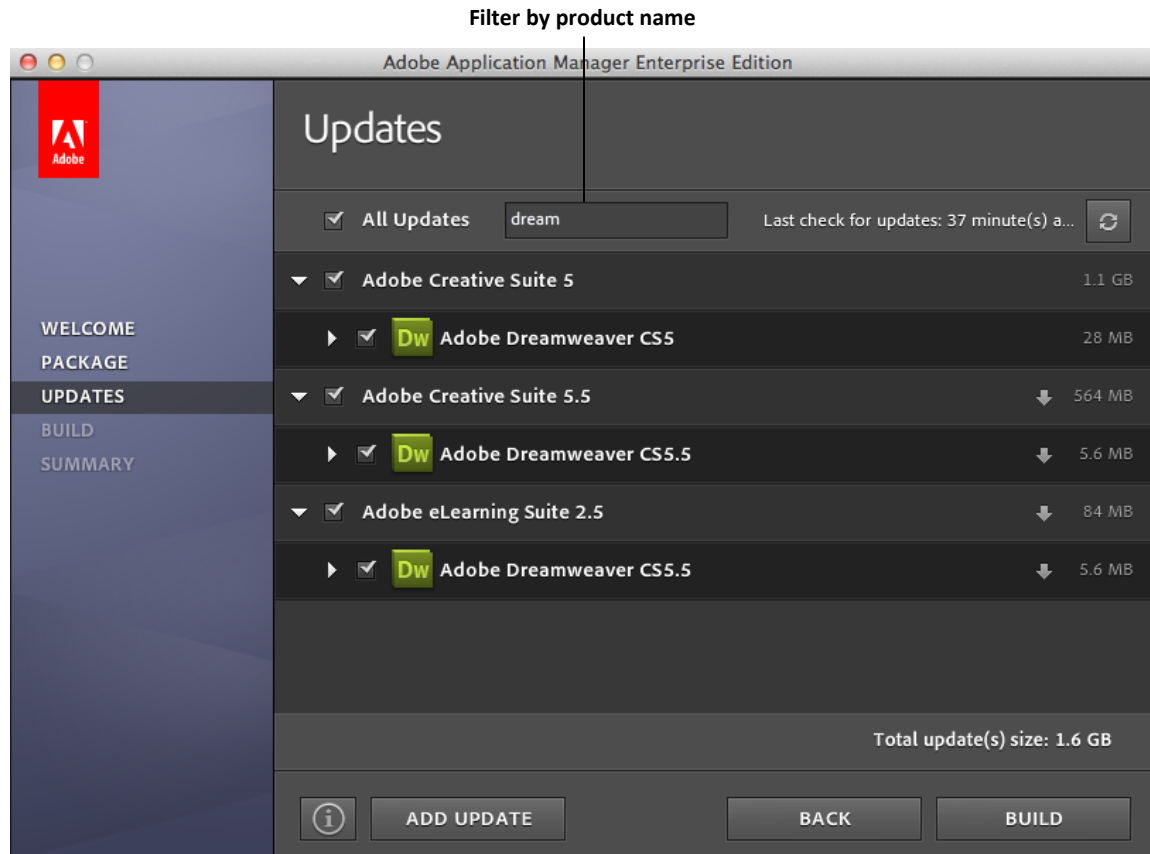
Note: Adobe Application Manager Enterprise Edition provides limited support for Adobe eLearning Suite 2.5 and Adobe Acrobat X Suite. See the first two entries in the [Known Issues](#) section for the limitations that apply to the packaging and deployment of products in the Adobe eLearning Suite 2.5 and Adobe Acrobat X Suite:

For a list of the components in these suites and the system requirements, see [Supported Suites—Components and system requirements](#).

List of available updates can be filtered by product name(s)

While creating packages, you can now filter the list of updates by product names. This allows you to view the updates only for the product names that you want.

To use this feature, type the name of the product in the search box in the updates screen. You can also specify multiple products by specifying a comma-separated list of product names.



For more information, see the “Creating deployment packages” section in the “Using the Adobe Application Manager for Enterprise Deployment” chapter of the Deployment Guide.

Mac OS X 10.7 Lion and Apple Remote Desktop 3.5 Admin are supported

This release of Adobe Application Manager Enterprise Edition supports Mac OS X 10.7 Lion and Apple Remote Desktop 3.5 Admin.

Preferences for Welcome screen and Configure Package screen are saved

When you create a package, the options that you specify in the Welcome screen and the Configure Package screen are saved. 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.

The preferences are saved in the `AAMEEPreferences.xml` file. The location of the file is as follows:

- 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`

Packages can be created from multiple-disk inputs

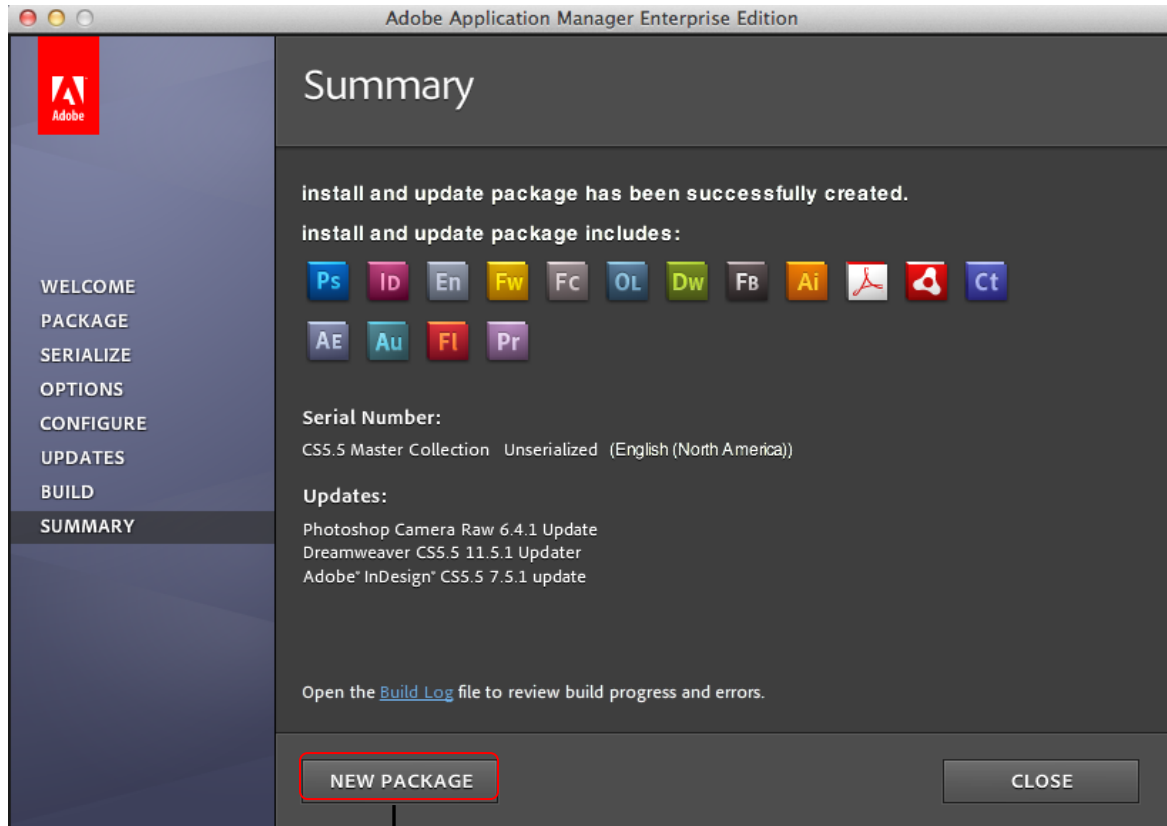
In previous releases, you could not use multiple CDs or DVDs for providing product content—you had to merge the content from the CDs or DVDs to a product install folder.

In this release, you can use multiple CDs or DVDs (or their ISO or DMG mounted images) for providing product content. Adobe Application Manager Enterprise Edition reads the content of the first disk, and then prompts you to insert the next disk. Multiple disks that are inserted in different disk drives are automatically detected. For example, if you provide media information through disk 1 and disk 2 in separate disk drives, Adobe Application Manager Enterprise Edition automatically detects them and automatically reads content from disk 1 and then disk 2.

Note: The input from multiple-disks works only with CD or DVD disks, or with ISO or DMG mounted images of these disks. If data is simply copied to a hard disk, network drive, USB drive, and so on, merge the images in a product install folder as in the previous releases. For more information on creating a product install folder, see the Deployment Guide.

Additional packages can be created in the same session

In the previous release, once you created a package, the session would end. To create a new package, you had to launch Adobe Application Manager Enterprise Edition again. In this release, you can continue to create more packages or update an existing package in the same session. Once you have created a package, click the *New Package* button in the Summary screen to go back to the welcome screen, from where you can create another package or update/modify an existing package.



Click the *New Package* button to continue creating or updating packages in the same AAMEE session.

New Versions of Adobe Application Manager Enterprise Edition are detected automatically

New versions of Adobe Application Manager Enterprise Edition are now detected automatically and a dialog box is displayed asking if you want to download the new version. This way, you do not have to manually check for and download new Adobe Application Manager Enterprise Edition versions.



ExceptionInfo.txt file with commands for installing exception payloads available for Mac OS

Commands for installing the payloads in the Exceptions folder for Mac OS are available in the ExceptionInfo.txt file, located in the Exceptions folder. The file was already available for the Windows platform in the previous version.

Note: Detailed information on installing payloads in the Exceptions folder is available in the chapter “Installing Products in the Exceptions Folder” of the Deployment Guide and in the knowledgebase article on the subject.

Supported Suites—Components and System Requirements

- [Adobe® Creative Suite® 5](#)
- [Adobe® Creative Suite® 5.5](#)
- [Adobe® eLearning Suite 2.5](#)
- [Adobe® Technical Communication Suite 3.5](#)
- [Adobe® Acrobat X Suite](#)

Adobe Creative Suite 5

- Creative Suite 5 Master Collection Components:
http://kb2.adobe.com/cps/826/cpsid_82621.html#main_Creative_Suite_5_Master_Collection_components
- Creative Suite 5 Master Collection System Requirements
http://kb2.adobe.com/cps/826/cpsid_82621.html#main_Minimum_system_requirements

Adobe Creative Suite 5.5

- Creative Suite 5.5 Master Collection Components:
<http://www.adobe.com/products/creativesuite/mastercollection.html>
- Creative Suite 5.5 Master Collection System Requirements:
<http://www.adobe.com/products/creativesuite/mastercollection/tech-specs.html>

Adobe eLearning Suite 2.5

- Components:
<http://www.adobe.com/products/elearningsuite.html>

- System Requirements:
<http://www.adobe.com/products/elearningsuite/tech-specs.html>

Adobe Technical Communication Suite 3.5

- Components:
<http://www.adobe.com/products/technicalcommunicationsuite.html>
- System Requirements
<http://www.adobe.com/products/technicalcommunicationsuite/tech-specs.html>

Adobe Acrobat X Suite

- Components:
<http://www.adobe.com/products/acrobatxsuite.html>
- System Requirements
<http://www.adobe.com/products/acrobatxsuite/tech-specs.html>

Known Issues

The following issues are known to occur when using this version of Adobe Application Manager Enterprise Edition.

Problem: (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.

Workaround: None. 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.

Problem: (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.

Workaround: As Adobe Presenter cannot be deployed, it is recommended that you do not include Adobe Presenter when you package 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.

Problem: (Mac OS only) When creating a package through Adobe Application Manager Enterprise Edition, if you select the "Disable Air Components in Package" option in the Configure Package screen, AIR-based packages such as Adobe Community Help and Adobe Media Player are not included in the package. This is required in certain scenarios, for example while performing an ssh-based installation or for avoiding manual entry of proxy credentials. These packages are copied in the Exceptions folder and you can install them separately on the client machines.

However, for a client machine that is running Mac OS X 10.7 Lion, the packages in the Exceptions folder cannot be installed via ssh if no user is logged into the client machine.

Note: This issue occurs when client machines are running MAC OS X 10.7 Lion. Using an admin machine running MAC OS 10.7 Lion does not affect the installation of the packages in the Exceptions folder.

Workaround: For installing AIR-based packages from the Exceptions folder on a client machine that is running MAC OS 10.7 X Lion, ensure that a user is logged in to the client machine when you are installing the packages in the Exceptions folder.

Problem: (Windows only) When you deploy a package that contains Adobe Technical Communication Suite 3.5, the following products, which are in the Exceptions folder, cannot be installed (with one exception, noted below):

- Adobe PDF Creation Add On 9 (AdobePDFCreationAddOn9_en_us)
Acrobat X contains a later version, so this package need not be installed after Acrobat X is installed.
- Microsoft .NET Framework 3.0 (Microsoft_.NET3.0_x86)
This is no more required for Windows Vista and onwards. However, this package can be installed for Windows XP 32-bit version.

Workaround: Not applicable.

Problem: (Mac OS only)

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 red at the end of the following command)

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

Workaround: 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]loginwindow | awk '{ print $2}'` Adobe\ AIR\ Installer.app/Contents/MacOS/Adobe\ AIR\ Installer - silent)
```

Problem: After deploying Adobe Dreamweaver as part of the eLearning Suite 2.5, when Dreamweaver is launched for the first time, Extension Manager also launches and displays EULA for CourseBuilder for Dreamweaver CS5.5 Extension.

Workaround: none.

Problem: When Extension Manager is launched for the first time, an authentication prompt is displayed.

Workaround: none.

Problem: After installing Adobe Dreamweaver Widget Browser, AIR End-User License Agreement (EULA) is displayed on launch of AIR-based applications.

Workaround: none.

Problem: Once AIR components are successfully installed, trying to reinstall them might result in failure.

Workaround: Once AIR components are successfully installed, do not try to reinstall them.

Problem: (Mac OS only) Package deployment through Apple Remote Desktop 3.5 fails in the scenario where *all* of the following conditions exist:

- the package name contains double-byte characters
- the package is deployed in “Run this task from the Task Server on this computer” mode
- the OS is Mac OS X 10.5/10.7
- no user is logged-in on the target machine.

Problem: (Mac OS only) Acrobat updater cannot be suppressed through AAMEE, if the machine has Acrobat 10 previously installed (in which updater is un-suppressed) and running.

Workaround: none.

Problem: (Mac OS Only) If you install Adobe Acrobat 9 or Adobe Acrobat X using the snapshot method of JAMF Casper Suite, installation of CS5/ CS5.5 package over it will fail.

Workaround: Acrobat X is available as a package for deployment. Therefore, deploy it through the policy method or another Casper-supported method for package deployment.

For Acrobat 9, perform the following steps, *after* installing Acrobat 9 but *before* installing CS5 or CS5.5:

1. Perform a backup of “Profiles” and “Recommended” folders available at
/Library/ColorSync/Profiles
2. Delete the “Profiles” and the “Recommended” folders for which you performed backup in step 1.
3. Install the CS5/CS5.5 package(s). On successful installation, symbolic links for “Profiles” and “Recommended” are created at
/Library/ColorSync/Profiles

Note: In some scenarios, CS5/CS5.5 package deployment might fail. In such cases, restore the backup taken in step 1 to ensure that Acrobat functions correctly.

Problem: (Mac OS only): When updates are applied to Acrobat X installation after deployment, Acrobat updater settings are lost.

Workaround: To re-enable suppression of Acrobat X, perform the steps as explained in the “Handling Feature Lockdown on Mac OS after Applying Updates” section in the “Deploying Adobe Acrobat” chapter of the Deployment Guide.

Problem: After installing in trial mode and later serializing with the Adobe Provisioning Toolkit Enterprise Edition (APTEE), the first launch of certain products asks for Administrator credentials.

Workaround: This occurs in Adobe Encore CS5, Adobe Soundbooth CS5, Adobe After Effects CS5, and Adobe Premiere Pro CS5. When packaging these products, provide the serial numbers during package creation.

Problem: Help gets launched in default browser instead of in Adobe Help client. (Mac OS)

Workaround: Ensure that Adobe Help is configured correctly on target machines after deployment, by creating symbolic link using the following command as specified in the Deployment Guide.

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

Problem: User preferences are not removed from the target machine on uninstall using Adobe Application Manager Enterprise Edition package. (Windows/Mac OS)

Workaround: Remove user preferences manually.

Problem: Uninstall command is not available for un-installation of products in the "Exceptions" folder, which are not installed via the deployment package created with Adobe Application Manager Enterprise Edition. (Windows)

Workaround: Remove these programs via Add or Remove Programs.

Problem: (Mac OS only): Registration and Update menu items for Adobe After Effects, Bridge, and Device Central for CS5.5 are enabled, even though registration and Update were suppressed.

Workaround: none. However, on launching updates from these applications, user will be notified that updates are suppressed. That is, although 'Updates' menu item is not disabled, update functionality is still suppressed.

Problem: (Mac OS only) If the input media that contains the products to be packaged is corrupt, there might be a problem for different Mac OS versions as follows:

- **Mac OS versions 10.1 through 10.6:** No Mac OS error is displayed. The missing data is skipped and the package is created. When you try to deploy the package subsequently, the deployment might fail because of the missing data.
- **Mac OS version 10.7:** A Mac OS error is displayed, which does not point out that the input media might be corrupt.

For both the cases, the missing data is skipped and the package is created. When you try to deploy the package subsequently, the deployment might fail because of the missing data.

Workaround: Use a functional (non-corrupt) copy of the input media.

Problem: There might be a problem in running Adobe After Effects, Adobe Encore, Adobe Premiere Pro, and Adobe Soundbooth products if they are installed on a location that is different from the location of other Adobe Creative Suite 5 products already installed. For example, if you install Adobe Contribute at location "A" from the Adobe Creative Suite 5 media, Adobe Soundbooth might not run if it is installed at location "B". (Windows/Mac OS)

Workaround: It is recommended that all products of Adobe Creative Suite 5 be installed at the same location. The location can be the default location or a custom location.

Problem: (Windows only) If you are creating a package on a Windows machine using input media on a disk, package building process will fail if the Save To location is a Mac OS shared folder.

Workaround: When creating a package from a Windows machine using input media on a disk, do not save the package to a Mac OS shared folder.

Problem: (Mac OS only) On Mac OS X 10.7 Lion, if you try to uninstall Acrobat X Pro that was deployed as part of a Creative Suite 5.5 Master Collection package, Acrobat X Pro might not uninstall correctly in some cases.

Workaround: None.

Problem: If two downloaded updates are of the same name, and are older than the version available on the Adobe update server, a warning message that a more recent version is available is shown only for one update. This happens even when the channel Ids of these updates are different. This scenario can occur when you try to package updates of both the trial version and the retail version of the same product in the same package.

Workaround: none.

Problem: In Mac OS, if the root directory of the booted volume is specified as the deployment target when building a package, the installer will deploy to the default location. In Windows, if a drive without a folder name is specified as the deployment target when building a package, installation fails. A descriptive error is written to the Installer logs. (Mac OS/Windows)

Workaround: Provide an alternate location as the deployment target.

Problem: If Adobe Application Manager Enterprise Edition is running while a package is being deployed, an error message is displayed: “Some non-deployment workflow is running. Close it before continuing.” (Windows/Mac OS)

Workaround: Quit the Adobe Application Manager Enterprise Edition before deploying a package to a target system.

Problem: When you deploy through ARD in Mac OS version 10.6 (Snow Leopard), the deployment fails if a user logs in or out or switches users during the ARD task. (Mac OS)

Workaround: Wait some time, then redeploy.

Problem: Registration and Update menu items for Adobe After Effects and DeviceCentral are enabled, even though registration and update were suppressed. (Windows/Mac OS)

Workaround: Although the menu items are displayed as enabled, they do not initiate registration or update operations.

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