
Adobe® Application Manager Enterprise Edition Release 3.0

In this document:

- [Introduction](#)
- [New and Changed in this Release](#)
- [Supported Suites—Components and System Requirements](#)
- [Known Issues](#)

Introduction

Welcome to Adobe® Application Manager Enterprise Edition release 3.0.

Use Adobe Application Manager Enterprise Edition (AAMEE) 3.0 to create installation packages for Adobe® Creative Suite® 6.

NOTE: AAMEE 3.0 does not support installation of Adobe Creative Suite 6 updates—that support will be added in the proposed AAMEE 3.1 release. In addition to supporting Adobe Creative Suite 6, the proposed AAMEE 3.1 release will also support the other suites that the AAMEE 2.1 release supports.

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

Release	Supports CS6?	Supports CS 5.5, CS5, and other packages?	Supports updates?
AAMEE 2.1	No	<p>Yes. The following suites are supported. For more information, see the AAMEE 2.1 Deployment Guide.</p> <ul style="list-style-type: none"> • Adobe® Creative Suite® 5 • Adobe® Creative Suite® 5.5 • Adobe® Technical Communication Suite 3.5 • Adobe® eLearning Suite 2.5 (limited support) • Adobe® Acrobat® X Suite (limited support) 	Yes

AAMEE 3.0	Yes	No	No
AAMEE 3.1 (proposed)	Yes	Yes	Yes

IMPORTANT:

- It is possible to install AAMEE 3.0 on a machine where AAMEE 2.1 is installed. However, once AAMEE 2.1 is upgraded to AAMEE 3.0, the installation can't be rolled back to AAMEE 2.1. It is, therefore, recommended that you install AAMEE 3.0 and AAMEE 2.1 on different machines.
- It is recommended that AAMEE should not be installed on a system where a Creative Suite product has been installed.

New and Changed in this Release

Note: Once a CS6-based AAMEE 3.0 produced package is deployed/installed, the installation will not require online activation. If the CS6 installation is done manually (i.e. 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 3.0 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.

AAMEE 3.0 Workflows

AAMEE 3.0 supports the following workflows for creation of installation packages for Creative Suite 6.0.

- [Create CS6 Installation package](#)
- [Create CS6 Trial package](#)
- [Create CS6 Serialization File](#)

Create CS6 Installation package

This workflow creates a package with a valid serial number. Use this workflow to deploy the CS6 suite or one or more of its products on client machines in a serialized mode.

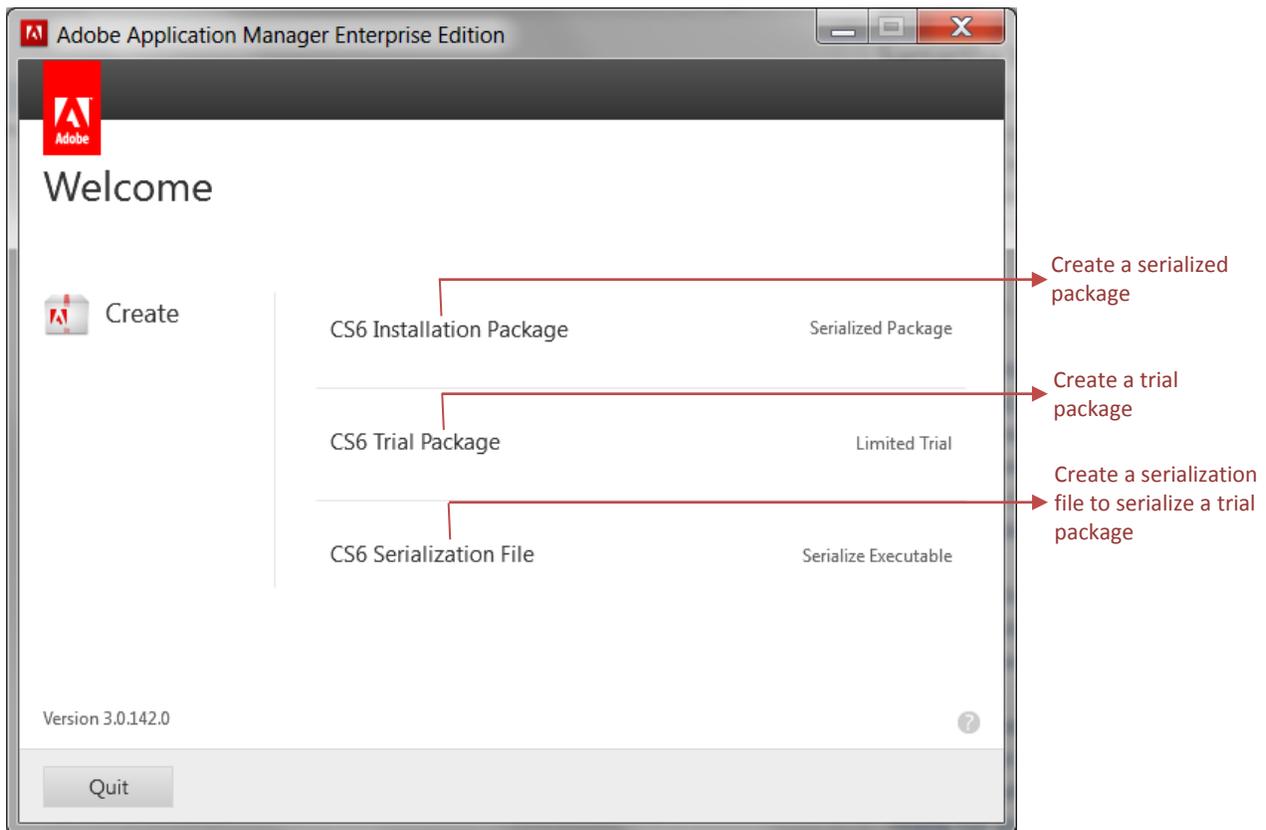
Note: Only valid volume serial numbers are accepted. Serial number should be of media that is selected.

Create CS6 Trial package

This workflow creates 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 the CS6 suite or one or more of its products. You will need to serialize the package or components once the trial period is over.

Create CS6 Serialization File

Use this workflow to create a serialization file that you can use to serialize Trial packages on client machines.



Supported Suite—Components and System Requirements

Adobe Creative Suite 6

- Creative Suite 6 Master Collection Components
<http://www.adobe.com/go/creativesuitemaster>
- Creative Suite 6 Master Collection System Requirements
http://www.adobe.com/go/mastercollection_systemreqs

Known Issues

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

Problem: Notification for Adobe AIR updates are displayed for Adobe Help Manager even if updates are disabled in the package.

Workaround: None.

Problem: The AIR End User License Agreement (EULA) is displayed on launch of Adobe AIR and Dreamweaver even when EULA display is suppressed in the package.

Workaround: None.

Problem: Adobe Help Manager does not get installed if AIR is already installed (even on different drive) on the machine.

Workaround: Before installing Adobe Help Manager, uninstall any existing AIR installation from the machine.

Problem: Adobe Help Manager displays an error if help content is not available on a client machine and the machine is not connected to the internet.

Workaround: An administrator can download the help content (using the help interface) separately through a machine connected to the internet and then deploy the content on client machine(s).

Problem: After deactivating the product, Adobe ID screen is shown on launch of the product, even if Adobe ID was suppressed.

Workaround: None.

Problem: (Mac OS only) When running an AAMEE-created package on the Mac OS, the duration of installation time might be incorrect and might exaggerate the length of installation time.

Workaround: None.

Problem: Running an AAMEE-created uninstall package on the same system you are on will remove the installation of AAMEE. Therefore the recommendation is to have a separate system or virtual machine for creating your AAMEE packages and a separate system for testing the configured packages.

Workaround: None.

Problem: The check for AAMEE new version does not take place in a proxy-enabled enterprise environment where the user:

- always launches the trial workflow
- uses the same Adobe ID used in the previous launch, and
- never checks the “Remember Me” option in the proxy authentication dialog that was displayed in earlier launches.

Workaround: None.

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 (which, for example, Absolute Manage uses) 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: 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.

Workaround: None.

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 CS6 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 CS5.5, or CS6:

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/CS6 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: Help gets launched in default browser instead of in Adobe Help Manager. (Mac OS)

Workaround: Launch Help Application installed at /Application/Adobe/Adobe Help, and view help for products from there.

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: Registration and Update menu items for some installed products are enabled, even though the update option was 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. Note that Adobe Flash Builder does not support update suppression.

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 version 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: (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 6 package, Acrobat X Pro might not uninstall correctly in some cases.

Workaround: None.

Problem: In Mac OS, if the root directory of the booted volume is specified as the deployment target when building a package, deployment will fail. A descriptive error is written to the log file.

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.

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