

Adobe® Application Manager Enterprise Edition Release 3.1

Welcome to Adobe® Application Manager Enterprise Edition release 3.1.

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.

- [Overview of support in various AAMEE releases](#)
- [New and Changed in this Release](#)
- [Supported Suites—Components and System Requirements](#)
- [Known Issues](#)

Overview of support in various AAMEE releases

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	Yes. The following suites are supported. For more information, see the AAMEE 2.1 Deployment Guide. <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	Yes	Supports Adobe Technical Communication Suite 4.0 and Adobe eLearning Suite 6.0.	Yes. Updates applicable for volume licenses are supported.

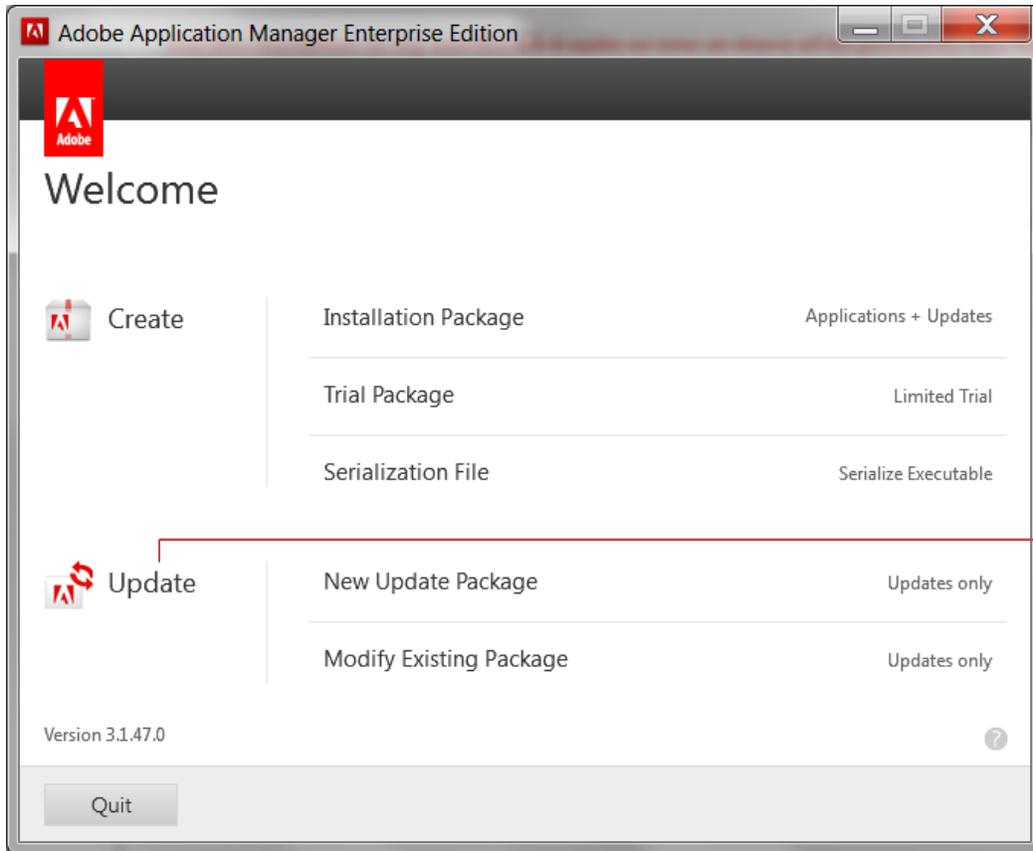
New and Changed in this Release

- [Support for creating update packages](#)
- [Support for more suites](#)
- [Adobe Remote Update Manager can be used to deploy specified updates](#)
- [Packages can be deployed by copying install images from one machine to another](#)
- [On uninstalling a package, licensing information is removed and the software is deactivated](#)
- [Windows-based packages can be deployed by double-clicking on the package name](#)
- [Adobe Exceptions Deployer available in the Exceptions folder](#)

Support for creating update packages

The previous version of AAMEE—AAMEE 3.0—supported the creation and serialization of installation packages only. This release supports the creation of update packages as well. You can create a new package containing only updates or modify an existing package to include the latest updates for one or more products in the package.

Note: On Mac OS, Adobe® Digital Publishing Suite updates are not supported.



You can create new update packages or modify an existing package to include latest updates.

Support for more suites

In addition to supporting Adobe Creative Suite 6, AAMEE 3.1 also supports Adobe Technical Communication Suite 4.0 and Adobe eLearning Suite 6.0.

Adobe Remote Update Manager can be used to deploy specified updates

You can now use Adobe Remote Update Manager to remotely deploy only the updates that you specify instead of mandatorily deploying all updates. You can specify one or more updates to be deployed remotely.

Use the new parameter `--channelIds=<channel_id_1,channel_id_2,...>` to deploy only specified updates. In the syntax, `channel_id1` represents the id for the specified product. Updates for any other products or components that are recommended to be installed with the specified product will also be deployed.

If the `--channelIds` parameter is not specified, all the available updates for the installed products will be deployed.

The list of channel ids and the corresponding product or component is available in the Reference section at

http://forums.adobe.com/community/download_install_setup/creative_suite_enterprise_deployment

For example, the following command remotely deploys updates only for products corresponding to channel_id_2 and channel_id_3.

```
RemoteUpdateManager --proxyUserName=<User Name>  
--proxyPassword=<Password>  
--channelIds=<channel_id_2,channel_id_3>
```

Packages can be deployed by copying install images from one machine to another

You can now deploy packages by copying an install image from one machine to another. The licensing information is preserved during deployment using this method.

On uninstalling software, licensing information is removed and the software is deactivated

When you uninstall software created using an AAMEE package, the licensing information is removed from the client machine. If the machine is online, the software is also deactivated on that machine.

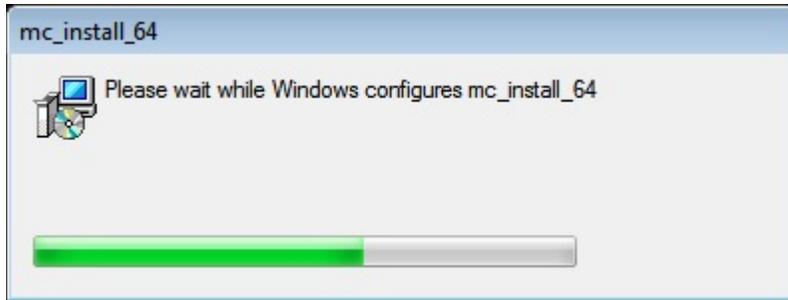
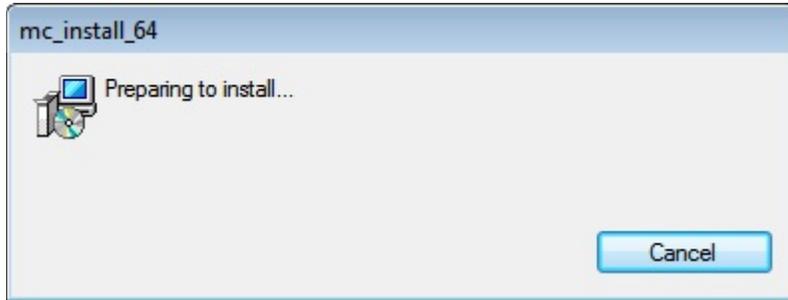
Windows-based packages can be deployed by double-clicking on the package name

In the previous releases, Windows-based packages could be installed only by using the silent install process. In this release, the users can also deploy the package through the user interface. This feature can be enabled in any of the following ways:

- The user can right-click the MSI file and select “Run as Administrator”.
- If you are using SCCM to deploy the package, create the program by specifying “Run with administrative rights” in the Run mode of the Environment tab.

Note: Ensure that you do *not* use the /quiet parameter in the command line

The following screens are displayed as part of the deployment process:



Adobe Exceptions Deployer is available in the Exceptions folder

Once a package is created, Adobe Exceptions Deployer is copied to the Exceptions folder, so you do not have to copy it separately there.

Adobe Exceptions Deployer (along with Adobe Remote Update Manager) is also available in the utilities folder.

Supported Suite—Components and System Requirements

Adobe Creative Suite 6

- Creative Suite 6 Master Collection components
<http://www.adobe.com/in/products/creativesuite/mastercollection.html>
- Creative Suite 6 Master Collection system requirements
http://www.adobe.com/go/mastercollection_systemreqs

Adobe Technical Communication Suite 4.0

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

<http://www.adobe.com/in/products/technicalcommunicationsuite/tech-specs.html>

Adobe eLearning Suite 6.0

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

Known Issues

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

Problem: Adobe AIR-based exception payloads cannot be installed in unattended mode on client machines that run a proxy server. A proxy authentication dialog is displayed that needs to be responded to before the installation can proceed. This problem also occurs while deploying such payloads through the Adobe Exceptions Deployer.

Workaround: Install these products on client machines without running a proxy server.

Problem: On client machines that run a proxy server, a proxy server dialog is displayed on launching any of the following products: Adobe® Dreamweaver®, Adobe® Fireworks®, Adobe® Illustrator®, and Adobe InDesign®

Workaround: None.

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: (Windows only) Deployment of any suite package that contains Adobe Presenter fails if 32-bit version of Microsoft PowerPoint is not installed on the machine on which the package is being deployed. Even on 64-bit OS, 32-bit version of Microsoft PowerPoint is required.

Workaround: This is a requirement for suites containing Adobe Presenter. Ensure that 32-bit version of Microsoft PowerPoint is installed on the machine on which you are deploying the package.

Problem: Updates cannot be added manually if AAMEE has already checked for updates automatically and the machine on which packages are being created is online. This is true even if the update being added manually is of a higher version than the one being shown on the AAMEE screen.

Workaround: None. This behavior is intentional and is to ensure that only valid updates are included in the package. For example, in rare cases it is possible that a higher version update gets revoked and is, therefore, not considered a valid update anymore.

Problem: For Adobe Flash Builder and Adobe Acrobat, a notification for 'Claiming the benefits' by completing registration is displayed in top right corner of the screen even if Adobe ID has been suppressed in the workflow.

Workaround: None.

Problem: If you create a package using one or more point product(s) and then create another package using a suite that includes the product(s), subsequent uninstallation should be done in the following order: first the package(s) created using the point product(s) and then the package created using the suite. Otherwise, the licensing information and the ARP entry of the suite will not be removed from system during the uninstallation.

Workaround: Ensure the correct order of uninstallation.

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, the payloads in the Exceptions folder cannot be installed via ssh if no user is logged into the client machine.

For a client machine that is running Mac OS X 10.8, AIR-based payloads cannot be installed via either ARD or ssh if no user is logged into the client machine.

Note: This issue occurs when client machines are running MAC OS X 10.7 or Mac OS X 10.8. Using an admin machine running MAC OS 10.7 or Mac OS X 10.8 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 or Mac OS X 10.8, 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 4.0, the following products, which are in the Exceptions folder, cannot be installed (with one exception, noted below):

- Adobe PDF Creation Add On 10 (AdobePDFCreationAddOn10_en_us). Acrobat X contains a later version, so this package need not be installed after Acrobat X is installed.

Workaround: Not applicable.

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 or 3.6 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
-

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 a 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 CS6 package(s). On successful installation, symbolic links for “Profiles” and “Recommended” are created at /Library/ColorSync/Profiles

Note: In some scenarios, 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: 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 and Bridge 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: When creating a package, the packaging process will fail if you try to save the package to a network location on a different operating system. For example, packages created using a Windows machine cannot be saved on a network location on Mac OS and vice versa.

Workaround: When creating a package and saving it on a shared location, save the package on a network location on the same operating system that is on the machine used to create the package.

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, 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: Do not provide the root folder as the location for package deployment.

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, 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: Packages of Adobe Technical Communication Suite 4.0 cannot be deployed on locations that have double-byte characters in their pathname.

Workaround: Ensure that the path used for deploying Adobe Technical Communication Suite 4.0 does not have double-byte characters in the name.

© 2012 Adobe Systems Incorporated. All rights reserved.

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.