

Adobe® Application Manager Enterprise Edition 3.0 FAQ

Product information

The Adobe Application Manager Enterprise Edition (AAMEE) 3.0 offers IT administrators in enterprise organizations a straightforward and customizable way to wrap Creative Suite 6 applications as MSI or PKG for silent deployment via industry standard tools such as Apple Remote Desktop, JAMF Casper, and Microsoft SCCM (System Center Configuration Manager). The MSI and PKG installers enable a fully unattended install on end user machines from a centralized deployment location with customizable options and advanced installation logging.

AAMEE provides MSI and PKG wrappers for 32 and 64 bit Creative Suite applications. The Adobe Application Manager Enterprise Edition enables IT administrators to customize installation packages in the following ways:

- **32-bit and 64-bit Packages:** On Windows, the tool provides the capability to wrap either 32-bit or 64-bit packages as MSI standard packages.
- **Serialization:** IT administrators have the option to either pre-serialize their Creative Suite applications at the time of packaging or proceed without serializing to install in trial mode. New to AAMEE 3.0 is the ability to create a serialization executable that can be pushed out to systems remotely.
- **Selectively package applications:** The option screen provides users the ability to package only the specific applications they select, thus enabling smaller installs.
- **Disable End-user License Agreement (EULA):** This option suppresses the EULA prompt at launch on end user's machine.
- **Disable Product registration reminders (serialized products only):** If the IT administrator chooses to serialize when packaging the installer and selects this option, no prompt for product registration or Adobe ID creation will occur on end user's machine. An Adobe ID will need to be created or used by the IT administrator during packaging.
- **Disable Adobe Updater (AUM):** Select this option in the configuration screen if you wish to suppress update announcements for all products.
- **Disable Adobe Product Improvement Program:** The Adobe Product Improvement Program is a completely voluntary and anonymous tool to gather basis and anonymous data such as operating system, processor type, browser information and feature usage. Selecting this option enables IT specialists to disable this entirely so that users are not prompted to participate and no information is collected.
- **Disable Activation:** AAMEE 3.0 disables the online activation requirement that is new to CS6. The only activation process that occurs is when the IT administrator is using AAMEE 3.0 to validate the volume serial number.

FAQ

What is the Adobe Application Manager Enterprise Edition?

The Adobe Application Manager Enterprise Edition is a configuration application designed to package Creative Suite applications as MSI on Windows and PKG for Mac for silent deployment to multiple end user machines. Featuring an easy-to-use interface, it allows IT specialists to automatically enter and validate volume serial numbers over the internet prior to installation, choose which applications are installed, disable automatic updates, and turn off manual registration.

Why has Adobe developed the Adobe Application Manager Enterprise Edition?

Adobe developed the Adobe Application Manager Edition as a way to begin to address some of the challenges that our customers encounter when deploying Creative Suite software on more than one computer. Adobe Application Manager Enterprise Edition is designed to align to industry-standard formats and tools to facilitate fully unattended installs on end users' systems.

Who would benefit from using the Adobe Application Manager Enterprise Edition?

Any organization that wants to disable updates, avoid EULA pop-ups and anyone who has systems that might need to suppress online activation.

Is there a charge for the Adobe Application Manager Enterprise Edition?

The Adobe Application Manager Enterprise Edition is a complimentary tool for volume licensing customers and can be downloaded from the Adobe Licensing Website as part of the CS6 downloads or one of the following sites for IT administrators:

<http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html>

<http://www.adobe.com/products/creativesuite/it.html>

What additional tools install and ship with Adobe Application Manager Enterprise Edition?

The AAMEE 3.0 install features five additional tools for IT administrators: Adobe Provisioning Toolkit Enterprise Edition (APTEE), Adobe Update Server Setup Tool (AUSST), Exceptions Deployer Application (XDA) Beta, Remote Update Manager (RUM) Beta, and Acrobat's Adobe Customization Wizard X.

How do the new CS6 identity aware licensing changes around the Adobe ID effect the Adobe Application Manager Enterprise Edition?

The requirement to have an Adobe ID associated with an install is only a minor impact for the enterprise. Adobe has made an effort to minimize the impact to enterprise organizations by not requiring Adobe IDs for the end users of the product. The IT administrator simply needs to either create or login in with an Adobe ID on behalf of their organization from within AAMEE 3.0. The end users will not be prompted to for using an Adobe ID.

How can I avoid the mandatory activation that is required by CS6?

Any package created by AAMEE 3.0 is automatically granted an exception to the activation. Any install of CS6 in an environment behind secure firewalls or where users are offline should use AAMEE 3.0.

Does the IT administrator have to be online to use Adobe Application Manager Enterprise Edition?

Yes, AAMEE 3.0 requires that the IT administrator be online.

Is the Adobe Application Manager Enterprise Edition required for packaging CS6?

Yes, AAMEE 3.0 is required. In the past there has been alternative ways of packaging our software including from our deployment vendor partners (i.e. JAMF's Composer) but those solutions will not work with CS6 due to the introduction of the online serial number validation and the requirement to sign in with an Adobe ID.

Can I package CS, Acrobat or AIR updates with Adobe Application Manager Enterprise Edition?

AAMEE 3.0 does not feature the ability to package up any updates. Previous versions of AAMEE allowed for the downloading and packaging of updates for CS applications. We are looking to restore this functionality with a future release. The Remote Update Manager (RUM) Beta that ships with AAMEE 3.0 can be used to update the CS6 installs as a post-deployment step. Please see the Enterprise Deployment Guide for more info on the RUM tool.

Can I package CS 6 updates with AAMEE 2.1?

Yes, this is possible to package CS6 updates with the older version of AAMEE by manually adding them in the Update workflow. However AAMEE 2.1 and AAMEE 3.0 do not function on the same system. Another system or a virtual machine would have to be used in order to accommodate the two separate versions.

Can I package 32-bit and 64-bit applications in a single package?

Users must create separate packages for 32-bit and 64-bit installs on Windows.

If I do not serialize at the time I create my installer package, but proceed as trial, will end users be prompted to enter a serial number?

Yes, if you choose not to serialize at the point at which you package the applications, end users will be prompted to enter a serial number. This is identical to the prompts for serial numbers encountered when using the Creative Suite 6 Trial version. You can use the new Serialization Executable workflow within AAMEE 3.0 to serialize remotely or use the Adobe Provisioning Toolkit Enterprise Edition (APTEE) command line tool to serialize trial software. APTEE is part of the installation of AAMEE 3.0.

Can I use the Adobe Application Manager Enterprise Edition to package Acrobat?

You can use AAMEE 3.0 to package Acrobat X as long as it is a part of CS6 media and related CS serial number.

What serial number should I use to package my applications?

Users must provide a volume serial number that matches the media identified in the packaging process. In other words, you will need to use the same serial number as the media you are using for packaging.

Can I define my desktop Creative Suite preferences with the Adobe Application Manager Enterprise Edition?

No. The settings packaged by the Adobe Application Manager Enterprise Edition are installed by default. At this time it is not possible to create and package user-defined settings such as PDF and Color presets.

Can I choose which applications and components from a suite are included in the package?

Yes.

What platforms does the Adobe Application Manager Enterprise Edition support?

The Adobe Application Manager Enterprise Edition is available in Mac and Windows versions and supports all CS6 related system requirements.

<http://www.adobe.com/products/creativesuite/mastercollection/systemreqs/>

Can I use the Windows Application Manager Enterprise Edition to create installer packages for the Mac platform and vice versa?

No. You must use the toolkit for the platform you intend to install on. For example, if you are deploying to Mac computers, you must use the Mac PKG; if you're deploying to Windows computers, you must use the Windows version and create an MSI package.

How many copies of the Adobe Application Manager Enterprise Edition will I need?

If you are planning to install the Creative Suite 6 software on a single platform, you only need a single copy of the Adobe Application Manager Enterprise Edition. If you are installing on both Mac and Windows, you need a version of the deployment toolkit for each.

Can the Adobe Application Manager Enterprise Edition be used to package the Creative Cloud Team Ready applications?

AAMEE 3.0 will support the packaging of the CS6 Master Collection that comes with the Creative Cloud Team Ready offering. Support for additional applications that are made available for Creative Cloud Team Ready will be addressed with future versions of AAMEE.

Can the Adobe Application Manager Enterprise Edition 3.0 package previous versions of the suite such as Creative Suite 5 or 5.5 or suites like the Technical Communication Suite?

No. AAMEE 3.0 only supports the CS6 media.

Can the Adobe Application Manager Enterprise Edition package previous versions of the suite such as Creative Suite 3 or 4?

No.

Can the Adobe Application Manager Enterprise Edition package other Adobe application like Lightroom or Photoshop Elements?

No. AAMEE 3.0 only supports the CS6 media.

Once I have packaged my installer as a MSI or PKG, how do I deploy the package to remote computers on my network?

Once an installer package has been created, you will require a mechanism to physically deploy and initiate the packages across your network. Typically, packages are installed from a server using additional third-party party deployment software such as Apple Remote Desktop™ (ARD) on the Mac, JAMF Casper, or Microsoft System Center Configuration Manager (SCCM).

Can I install an AAMEE-produced package for the Mac OS using SMB shares?

Yes, but some corruption of alias files could result. If your master distribution point is an SMB share it is recommended that you initially host the PKG on an AFP compatible share and wrap the PKG inside a DMG.

Which third-party tools does the Adobe Application Manager Enterprise Edition support?

The Adobe Application Manager Enterprise Edition has been tested for use with Apple Remote Desktop™ (ARD) on the Mac, Microsoft System Center Configuration Manager (SCCM) on Windows, JAMF Casper on the Mac, and Absolute Manage on Mac and Windows. Many additional third-party vendors also have support for the Adobe Application Manager Enterprise Edition packages. See the related appendix of the Enterprise Deployment Guide PDF for links to those vendors and documents.

Can I create snapshot images using the Adobe Application Manager Enterprise Edition?

The Adobe Application Manager Enterprise Edition is not designed to create a snapshot image of the Creative Suite.

Does the Adobe Application Manager Enterprise Edition package provide visual feedback during the installation to indicate progress or completion?

No, the Adobe Application Manager Enterprise Edition packages are created for silent installs with no feedback to the users that the installation is occurring.

How do I obtain a copy of Adobe Application Manager Enterprise Edition?

The Adobe Application Manager Enterprise Edition is offered as a complimentary tool and can be downloaded from these sites for IT administrators:

<http://www.adobe.com/devnet/creativesuite/enterprisedeployment.html>

<http://www.adobe.com/products/creativesuite/it.html>

What languages is the Adobe Application Manager Enterprise Edition and related documentation available in?

French (fr_FR,fr_CA), German (de_DE), Japanese (ja_JP), Italian (it_IT), Swedish (sv_SE), Spanish (es_MX, es_ES), and Dutch (nl_NL).

Where can I learn more about the Adobe Application Manager Enterprise Edition?

The Enterprise Deployment Guide is the most comprehensive documentation on the subject of deploying with AAMEE. It is available on:

<http://www.adobe.com/products/creativesuite/it.html>

Adobe TV now has video content on deploying and keeping Creative Suite applications up to date in the Enterprise.

<http://tv.adobe.com/show/creative-suite-in-the-enterprise/>



Adobe

Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110-2704
USA
www.adobe.com

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