Adobe Enterprise Software Availability

What does this mean to you?

FAS and SEAS Faculty and Staff: Adobe Acrobat Pro and the full suite of Adobe Creative Cloud products are available to FAS and SEAS faculty and staff.

Central Administration, Divinity School, and Radcliffe: Adobe Acrobat Pro is now available to all Central Administration, Divinity School and Radcliffe.

How will the software be made available?

All newly configured Windows computers will come bundled with Adobe Acrobat Pro. Acrobat Pro will also be available via self-service portals for existing Mac and PC computers.

What are the hardware and software requirements?

- The minimum hardware requirements to effectively install and run these applications are:
    - 4 GB RAM: Note – 8GB RAM is recommended if you plan to use the more resource intensive applications (i.e.- Video suite of applications)
    - 20 GB free disk space
- It is recommended you use the most current operating systems for your Windows or Apple computer.

Please ensure your computer meets the minimum requirements.

## How do I install the software?

Windows computers

- The LANDesk Portal Manager is used to install your Adobe products.
- To identify if your computer has the Portal Manager installed:
    a. Click on Start Menu
    b. Click All Programs
    c. Click LANDesk Management
    d. You should see Portal Manager, if installed

- If you need the LANDesk Portal Manager installed please contact the HUIT Service Desk, x 5- 7777.
- Please click here for instructions on how to install your Adobe application via the LANDesk Portal Manager

Mac computers

- The Casper Self Service portal is used to install your Adobe products.
  - Click on your Applications folder to determine if you already have the Casper Self Service portal installed.
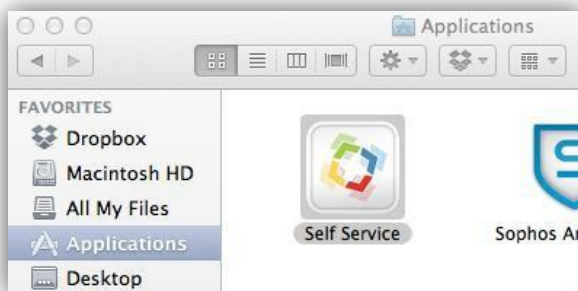
  - If you need the Casper Self Service portal installed please contact the HUIT Service Desk, x 5-7777.
  - Please click here for instructions on how to install via the Casper Self-Service portal.

Can I install multiple versions of the Adobe applications on my computer?

- When you install the current Acrobat Pro version from either portal, the install will remove the prior version of Acrobat Pro installed on your computer.
- When you install any Creative Cloud (CC) application from either portal, these versions can coexist with prior Creative Suite (CS) applications.

Do these applications provide the functionality found in Adobe's Creative Cloud subscription-based service?

- No. Our enterprise license agreement provides for a full-featured local install on your Harvard-owned computer but at this time, there is no cloud-based functionality (file syncing or storage) available.

I just installed an Adobe Creative Cloud application on my PC, why do I have two versions of the application?

- In some cases, on 64-bit Windows computers (operating system is the 64-bit version), the application install package will install both a 64-bit and 32-bit version of application. Note: 32-bit Windows computers will only have the 32-bit version installed. The LANDesk Portal Manager knows if your computer has the 64-bit or 32-bit version of the operating system and will present you with the proper application install package. For those computers running the 64-bit version of the operating system, it is recommended you open the 64-bit version of the Adobe application.

I do not see the individual Adobe application I am looking for in the self-service portals.

- If you are unable to find the application you need please contact the HUIT Service Desk, x 5-7777.

How to get help?

As always, if you have any questions or require assistance, please don't hesitate to contact the HUIT Service Desk, x 5-7777.