Adobe Acrobat Pro DC

Cleanup Procedure for AdobeAcrobatPro ▮ AdobeAcrobat ▮

Documentation

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1. Contact Persons

Name	Phone number	Company	Email
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███████████████			

2. About this document

This document contains information about the cleanup and possible LCM of the two modules AdobeAcrobatPro████████ and AdobeAcrobat██████████

3. Release notes

Release	Description	Date released
DC	Document Cloud	2017-03-13

4. Background

Based on the fact that the two packages AdobeAcrobat_DC█████ (owned by █████████████) and AdobeAcrobatPro████████ (owned by ██████) have the same GUID, the two installations are related to each other. That means when AdobeAcrobat_DC_IIS.EN is installed on a computer, the package AdobeAcrobatPro███████ will automatically follow as a shadow.

Action performed to reduce the problems:

1. WMI Filters set in software catalogue preventing the installation of AdobeAcrobatPro██████ once AdobeAcrobat████████ is installed.
2. AdobeAcrobatPro██████ has been blocked for ████████████████ in the software catalogue.
   Nevertheless in order to prevent any future shadow installations, the module AdobeAcrobatPro██████ needs to be uninstalled from all clients.

   Whenever that cleanup is decided to take place, Chapter 5 provides information what needs to be considered.

5. Cleanup Procedure

Initial situation:

On a computer the installation of Adobe Acrobat looks like following:
AdobeAcrobat███████████ is installed through a client profile
AdobeAcrobatPro██████ has been dragged in automatically directly to the computer.
Example: see picture 1

Name	Desired State	Current State	Status Date	Patch
████████████████████	Install	Installed	20180313 083045	0(0)
	Uninstall	Uninstalled	20180312 083740	0(5)
	Install	Installed	20180313 083045	0(0)
	Install	Installed (Patched)	20180313 083045	4(4)
	Install	Blocked by WMI Filter (T...	20180313 083045	0(0)
EN	Install	Installed (Patched)	20180313 083045	1(1)
	Install	Installed	20180313 083045	0(0)
	Install	Installed (Patched)	20180313 083045	11(11)
	Install	Installed	20180313 083045	0(0)
EN	Install	Installed	20180313 083045	0(0)
	Uninstall	Uninstalled	20180312 083740	0(1)
	Uninstall	Uninstalled	20180312 083740	0(0)
	Install	Installed	20180313 083045	0(0)
	Install	Installed	20180313 083045	0(0)
	Install	Installed	20180313 083045	0(0)
	Install	Installed	20180313 083045	0(0)
N	Install	Installed	20180313 083045	0(0)
N	Install	Installed	20180313 083045	0(0)
	Install	Installed (Patched)	20180313 083046	2(2)
	Uninstall	Uninstalled	20180312 083740	0(0)
	Uninstall	Uninstalled	20180312 083740	0(0)
	Uninstall	Uninstalled	20180312 083740	0(0)
	Install	Installed	20180313 083046	0(0)
	Install	Installed	20180313 083046	0(0)
	Install	Blocked by WMI Filter (T...	20180313 083045	0(0)
	Install	Installed	20180313 083046	0(0)
	Install	Installed (Patched)	20180313 083046	5(5)
1.EN	Install	Installed	20180313 083045	0(0)

Picture 1: initial situation

Solution to cleanup:

Step 1:   Uninstall module AdobeAcrobatPro███████

Result: AdobeAcrobatPro███████ is uninstalled, files for AdobeAcrobat███████████ are gone as well.
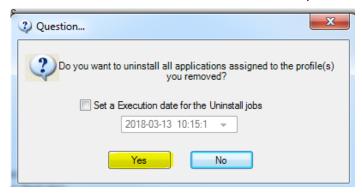
███ **shows:** AdobeAcrobat_DC███████ is still installed (see picture 2)

ATTN: this is a fake entry as the module AdobeAcrobatPro███████took also away the files for the module AdobeAcrobat███████████

Picture 2: result of uninstallation AdobeAcrobatPro███████

Step 2:   remove the client from client profile App Adobe Acrobat DC 2017 and choose "Yes" for the question below.

Result: The module AdobeAcrobat_DC███████ will show an "error during uninstall".

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ATTN: This happens because there are no files for that module available on the harddisk of the computer anymore.
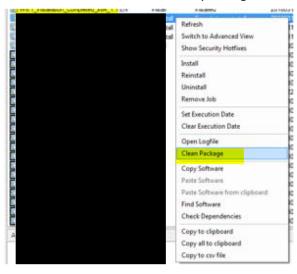
Step 3:   select the module AdobeAcrobat_DC█████ right click and choose "clean package"

Step 4:   remove the entry for the module AdobeAcrobat_DC█████ from ███ by right clicking the module and choose "remove job"

Step 5:   add the client profile again to the computer

Make sure that the user is not logged on

Wake up the client in ██

ATTN: The reason why you need to follow this procedure: AdobeAcrobat_DC█████ will not reinstall properly unless all traces of previous installation from AdobeAcrobat_DC█████ and AdobeAcrobatPro█████ are removed from ██ and the computer itself.