

Adobe Acrobat Pro DC

Cleanup Procedure for

AdobeAcrobatPro_DC [REDACTED]

AdobeAcrobat_DC_I [REDACTED]

Documentation

Author: Uschi Choroba

Date: 2018-03-13

Mobile: [REDACTED]

Email: [REDACTED]

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1. Contact Persons

Name	Phone number	Company	Email
[REDACTED]			
[REDACTED]			
[REDACTED]			
[REDACTED]			

2. About this document

This document contains information about the cleanup and possible LCM of the two modules AdobeAcrobatPro_DC_[REDACTED] and AdobeAcrobat_DC_[REDACTED].

3. Release notes

Release	Description	Date released
DC	Document Cloud	[REDACTED]

4. Background

Based on the fact that the two packages AdobeAcrobat_DC_ [REDACTED] (owned by [REDACTED]) and AdobeAcrobatPro_DC_ [REDACTED] (owned by [REDACTED]) have the same GUID, the two installations are related to each other. That means when AdobeAcrobat_DC_ [REDACTED] is installed on a computer, the package AdobeAcrobatPro_DC_ [REDACTED] will automatically follow as a shadow.

Action performed to reduce the problems:

1. WMI Filters set in software catalogue preventing the installation of AdobeAcrobatPro_DC_ [REDACTED] once AdobeAcrobat_DC_ [REDACTED] is installed.
 2. AdobeAcrobatPro_DC_ [REDACTED] has been blocked for [REDACTED] in the software catalogue.
- Nevertheless in order to prevent any future shadow installations, the module AdobeAcrobatPro_DC_ [REDACTED] 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_DC_ [REDACTED] is installed through a client profile

AdobeAcrobatPro_DC_ [REDACTED] has been dragged in automatically directly to the computer.

Example: see picture 1

Name	Desired State	Current State	Status Date	Patch
AdobeAcrobat_DC_ [REDACTED].EN	Install	Installed	20180313 083045	0(0)
AdobeReader_DC_ [REDACTED].EN	Uninstall	Uninstalled	20180312 083740	0(5)
AdobeReader_DC_2017_ [REDACTED].EN	Install	Installed	20180313 083045	0(0)
Automation_Win10_x64_1.1.EN	Install	Installed (Patched)	20180313 083045	4(4)
BitLocker_Win10_1.0.EN	Install	Blocked by WMI Filter (T...	20180313 083045	0(0)
CiscoAnyConnect_VPN_4.4.01054_ [REDACTED].EN	Install	Installed (Patched)	20180313 083045	1(1)
Cyance_x64_Win10_2.0.EN	Install	Installed	20180313 083045	0(0)
DotNetFramework_4.5.EN	Install	Installed (Patched)	20180313 083045	11(11)
Firefox_ESR_45.6.0_ [REDACTED].EN	Install	Installed	20180313 083045	0(0)
GoogleChrome_EHT_55.0.2883.87_ [REDACTED].EN	Install	Installed	20180313 083045	0(0)
ICC_WSUS_1.3.EN	Uninstall	Uninstalled	20180312 083740	0(1)
ICC_WSUS_x64_1.0.EN	Uninstall	Uninstalled	20180312 083740	0(0)
ICC_WSUS_x64_1.1.EN	Install	Installed	20180313 083045	0(0)
Mca_agent_4.8.3.EN	Install	Installed	20180313 083045	0(0)
Mca_HostIPS_8.0.8.EN	Install	Installed	20180313 083045	0(0)
Mca_VSE_8.0.8.EN	Install	Installed	20180313 083045	0(0)
MS_VCPP_Redistributable_x64_2013.EN	Install	Installed	20180313 083045	0(0)
MS_VCPP_Redistributable_x86_2013.EN	Install	Installed	20180313 083045	0(0)
MSOfficePROPlus_2013_ [REDACTED].EN	Install	Installed (Patched)	20180313 083046	2(2)
Silverlight_x64_5.1.40720.EN	Uninstall	Uninstalled	20180312 083740	0(0)
Silverlight_x64_5.1.41212.EN	Uninstall	Uninstalled	20180312 083740	0(0)
Silverlight_x64_5.1.50901.EN	Uninstall	Uninstalled	20180312 083740	0(0)
Silverlight_x64_5.1.50907.EN	Install	Installed	20180313 083046	0(0)
SnowAgent_x64_2.0.EN	Install	Installed	20180313 083046	0(0)
TFM_Win10_1.0.EN	Install	Blocked by WMI Filter (T...	20180313 083045	0(0)
Win10_Installation_Completed_1.0.EN	Install	Installed	20180313 083046	0(0)
AdobeAcrobatPro_DC_ [REDACTED].EN	Install	Installed (Patched)	20180313 083046	5(5)
MS_VCPP_Redistributable_x64_10.0.40219.EN	Install	Installed	20180313 083046	0(0)

Picture 1: initial situation

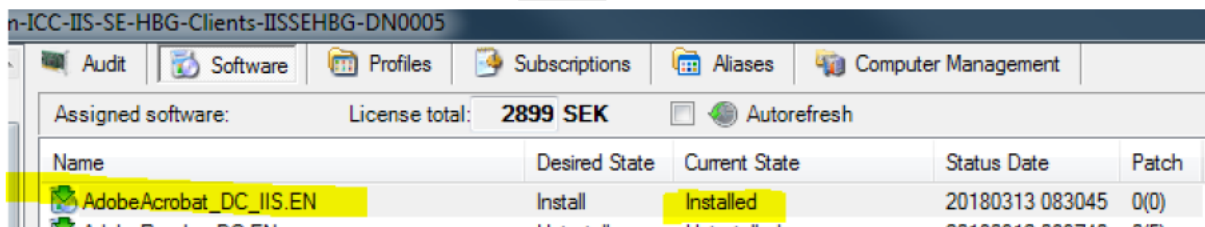
Solution to cleanup:

Step 1: Uninstall module AdobeAcrobatPro_DC_██████████

Result: AdobeAcrobatPro_DC_██████████ is uninstalled, files for AdobeAcrobat_DC_██████████ are gone as well.

IMU shows: AdobeAcrobat_DC_██████████ is still installed (see picture 2)

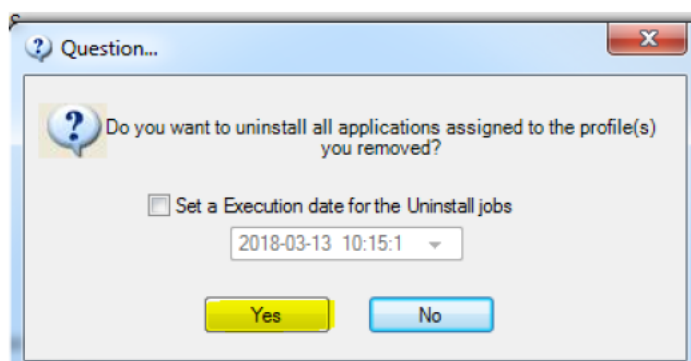
ATTN: this is a fake entry as the module AdobeAcrobatPro_DC_██████████ took also away the files for the module AdobeAcrobat_DC_██████████



Name	Desired State	Current State	Status Date	Patch
AdobeAcrobat_DC_IIS.EN	Install	Installed	20180313 083045	0(0)

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.

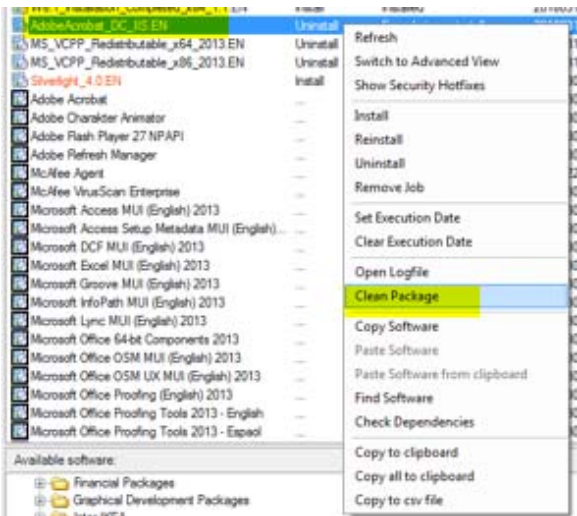


Result: The module AdobeAcrobat_DC_I██████████ will show an "error during uninstall".

ATTN: This happens because there are no files for that module available on the harddisk of the computer anymore.

AdobeAcrobat_DC_IIS.EN	Uninstall	Error during uninstall	20180313 100522	0(0)
MS_VCPP_Redistributable_x64_2013.EN	Uninstall	Uninstalled	20180313 100515	0(0)
MS_VCPP_Redistributable_x86_2013.EN	Uninstall	Uninstalled	20180313 100515	0(0)

Step 3: select the module AdobeAcrobat_DC_██████████, right click and choose “clean package”



Step 4: remove the entry for the module AdobeAcrobat_DC_██████████ from IMU 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 IMU

Name	Desired State	Current State	Status Date	Patch
AdobeAcrobat_DC_IIS.EN	Install	...	20171128 160627	0(0)
AdobeBridge_CC_2017_IIS.EN	Install	Installed	20180313 100515	0(0)

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