

Instructions for Installing Adobe Acrobat Pro on an Apple Computer (Macintosh)

License Agreement Information:

This **Adobe Site License** is valid **only** for District owned computers. Please see the FAQ for information on how to purchase the Adobe software for personally owned computers.

The **Mac Agent** software license is valid **only** for District owned computers.

Step A:

1. Using the **Firefox** browser, go to **etshelp.fhda.edu**
2. **Login** using your MyPortal login name and password
3. **Click** on the **Software Library** tab near the top left of the window (*under the*



FHDA logo)

4. **Click** on the **Mac Agent** software title
5. **Click** on the **Download** button
6. **Click** on the *radio button* next to: **Save File**
7. **Click** on the **Ok** button
8. **Click** on the downward arrow  in the top right hand corner of the Firefox browser window.
9. In the window that appears (*after a couple of minutes*), **click** on the

Mac KaceAgent.pkg

10. For Apple OS Versions 10.6 and 10.7 skip ahead to Step 12 below.
11. For Apple OS versions 10.8 or higher continue through the 11.1 to 11.10 steps below:
 - 11.1. Another window appears with a message: *the package cannot be opened....* **Click** on the **OK** button

- 11.2. Go to the Apple menu  at the top left of your computer and **select System Preferences**
- 11.3. **Click** on **Security and Privacy**
- 11.4. At the bottom left of the **Security and Privacy** window, **click** on the **lock** 
- 11.5. In the window that appears **type your computer password** and **click** on the **Ok** button. The **lock** will now be **unlocked** 
- 11.6. In the next window that appears, under the section **Allow application download from**, **click** on the **radio button** next to **Anywhere**
- 11.7. In the pop up window that appears, **click** on **Allow from Anywhere**
- 11.8. Next, **close** the **System Preferences** window
- 11.9. **Click** on the downward arrow  in the top right hand corner of the Firefox browser window
- 11.10. In the window that appears, **click** on the “Mac KaceAgent.pkg”

12. **Click** on **Continue**
13. **Click** on **Continue**
14. **Click** on **Install**
15. **Enter** your computer password when prompted and **click** on the **Install Software button**
16. The installation can take between 3 to 5 minutes to complete
17. **Click** on **Close** once the installation is complete

Step B:

1. You may have to wait up to 5 minutes for the Dell KACE agent (*Step A*) to communicate with the ETS Work Request system and allow the Software download and installation. (*Please continue to use the Firefox browser*)
2. Go back to the **Software Library** tab near the top left of the **ETS Help Request system** (under the FHDA



3. **Click** on **Acrobat 11 Pro For Macs 10.6 or Higher**
4. **Click** on **Install Now**
 - a. **If you see something like the following**

Software Download Activity:

Acrobat 11 Pro For Macs 10.6 or Higher Version

Action: Install Requested [Timestamp: Aug 11, 11:26 AM]

Acrobat 11 Pro For Macs 10.6 or Higher Version

Action: Install Requested [Timestamp: Aug 11, 11:26 AM]

Mac Agent Version 5.5.30275

Action: Downloaded [Timestamp: Aug 11, 11:19 AM]

Mac Agent Version 5.5.30275

Action: Downloaded [Timestamp: Aug 11, 11:18 AM]

This is just a record of what you have downloaded from the Software Library. You can ignore it. And of course it will have a different listing of software for Windows users

5. A pop up window will appear after about 1 to 5 minutes (*Please be patient*). **Click** on the **Ok** button. The window will *disappear*
6. The installation will commence immediately and *unfortunately you will not see a progress window*. However, you should see a little progress bar in the top right of the browser window. You **won't see anything** in your **downloads** folder.
7. The installation will take between 10-20 minutes (*Please be patient*)
8. If you receive this message or something similar: ***I was not able to find an exact machine with your IP address. Please try again later.*** It means the Agent installation in Step A above was either unsuccessful or it has yet to check in with the server to allow the installation. If after 15 minutes you are still unable to install the Acrobat Pro software, please create an ETS Work Request.
9. Once the installation is complete, **to locate the Adobe Acrobat Pro XI application:**
 - 7.1 Open a **Finder** window and click on **Applications**  on the left side of the window
 - 7.2 Locate the **Adobe Acrobat XI Pro** folder and open it
 - 7.3 To place this into your application **Dock** at the bottom of your screen, locate the **Adobe Acrobat Pro**  application in this folder, then **click** and **hold the mouse button down**, then **drag** to your **application Dock** among your other applications
10. If this is an **upgrade** to an older version of Acrobat Pro, you probably want to remove the old version of Acrobat Pro from your application **Dock at the bottom of your computer screen**. Just **click, drag** and **drop** the old version icon from your **Dock**, to your trashcan  that is located at the lower right of your screen