

New Adobe Software Available

Frequently Asked Questions

Table of Contents

• What software packages are available with the site license?.....	2
• How do I install the Acrobat Pro software onto my computer?	2
• What is the KACE Agent?	4
• How do I create an ETS Work Request?	4
• What if I already have Acrobat Pro Installed on my computer?	4
• What if I have an older version of Acrobat Pro installed on my computer but I need the latest version because it has a feature I need to perform my job duties?	5
• I need additional Adobe software packages installed on my computer, how do I get these software packages?	5
• I am part time/adjunct faculty and the District does not provide me with a computer, I use my own. How do I obtain the Adobe software?	6
• How can we obtain the latest version of the software for our computer classroom or lab?	6
• I am a full time faculty or staff person employed by FHDA, may I install the software onto my personally owned computer?	6
• I accidentally installed the Agent and Acrobat software onto my personally owned computer before I knew this was an infringement of the site license agreement. What should I do?	7

- **What software packages are available with the site license?**

Acrobat XI Pro

Design Tools: Photoshop, Illustrator, InDesign, Bridge, Extension Manager, InCopy

Web Tools: Dreamweaver, Flash Professional, Flash Builder Premium Edition, Fireworks

Video and Audio Tools: Premiere Pro, After Effects, Audition, SpeedGrade, Prelude, Encore, Media Encoder

Other Tools: Photoshop Lightroom 5, Muse, and Edge Tools & Services

- **How do I install the Acrobat Pro software onto my computer?**

Answer:

- All new computers will have Acrobat Pro software pre-installed.
- If you currently do not have Acrobat Pro installed on your District computer:

1. Windows XP users: All District XP operating system computers are on an accelerated upgrade plan due to the fact Microsoft has stopped supporting XP and is no longer releasing security updates.

1.a. If the computer is 4.5 years or older, it will be replaced; ETS staff will contact you. The new computer will have Windows 7 and Acrobat Pro will be installed.

1.b. Otherwise, ETS staff will contact you to perform an Operating System upgrade from XP to Windows 7. At that time Acrobat Pro will be installed. Prior to the OS Upgrade, a back up of the data will be performed. This process will take from 4 to 8 hours to complete.

2. Windows 7 users:

2.a. If you have Administrative rights to your District Windows 7 computer (*if you do, most know about it*), you may try installing the software on your own. There is a two-step process. First you must install the KACE Agent software. Next you install the Adobe Acrobat Pro software. Go to **<http://ets.fhda.edu/Standards>** for detailed instructions.


2.b. If you do not have Administrator rights, please create an ETS Work Request and ETS support staff will coordinate the installation with you.

3. Apple (Mac) users:

3.a. Most Apple Computer users have the appropriate rights to install the Acrobat software on their own.
Please note, Apple Operating System 10.6 or newer is required to install and use Acrobat Pro.

3.b. **If you have an older operating system (10.5 or older)**, please submit an ETS Work Request and someone in ETS will contact you. ETS staff will research eligibility for either an OS upgrade or a computer replacement.

3.c. **How do I check to see which Apple Operating System (OS) is on my computer?**

Answer: Go to the Apple  menu at the top left of the computer screen and select **About This Mac**. The operating system version will be displayed in the little window that appears. When finished, just close the window.

3.d. **If you choose to attempt the installation on your own**, there is a two-step process. First you must install the KACE Agent software. Next you install the Adobe Acrobat Pro software. Go to:
<http://ets.fhda.edu/Standards> for detailed instructions.

3.e. **If you tried the installation on your own and it did not work**, please create an ETS Work Request and ETS support staff will coordinate the installation with you.

- **What is the KACE Agent?**

The KACE system was purchased to replace the ETS Request Tracking system. Currently it is used to create ETS Work Requests. There are other features included with the KACE system such as an equipment inventory database, software distribution and software license compliance management. By installing the KACE agent users will be able to install District site licensed software, such as Adobe Acrobat Pro onto their District provided computer.

- **How do I create an ETS Work Request?**

Answer:

1. Using a Browser, go to **etshelp.fhda.edu**
2. Log in using your *MyPortal* login name and password.
3. Click on the **New** button.
4. Fill out the work request and click on **Save** at the bottom.
5. A ***ticket*** number will appear at the top of the work request.

- **What if I already have Acrobat Pro Installed on my computer?**

Answer: If you already have Acrobat Pro installed on your District computer from a previous purchase, when the license expires, create an ETS Work Request to have it updated.

- **What if I have an older version of Acrobat Pro installed on my computer but I need the latest version because it has a feature I need to perform my job duties?**

Answer: Please submit an ETS Work Request.

- **I need additional Adobe software packages installed on my computer, how do I get these software packages?**

Answer:

1. If you work in the **Fine Arts, Creative Arts, or Marketing departments**, please submit an ETS Work Request.
2. **Otherwise, your manager must approve the installation for the individual Adobe applications required to perform your job duties**, by submitting an ETS Work Request on your behalf as it pertains to your job duties.

Please Note: Be prepared to dedicate significant time for ETS to install one or more of these additional Adobe products onto your District provided computer.

Please Note: The full suite of software has minimum disk space requirement. Many of the applications have minimum memory requirements for optimal performance:

30 gig of Disk space
Apple OS 10.6: Adobe Acrobat Pro
The other Adobe software requires OS 10.8 or 10.9

-or-

Windows 7
8 gig RAM preferred
512K VRAM

Please Note: ETS is phasing out the XP operating system either by scheduling an operating system upgrade for your current computer, or when a new computer is delivered during the Measure C equipment refresh process. Some of the Adobe software may work on XP, however, you may

want to wait for Windows 7, unless it is imperative for your job duties to have the software installed prior to the Windows 7 upgrade.

• I am part time/adjunct faculty and the District does not provide me with a computer, I use my own. How do I obtain the Adobe software?

Answer:

- The site license agreement allows you to purchase a software license for \$19.99 per year from: <http://store.collegebuys.org>
- As long as you are an active employee of the FHDA District, you may purchase the annual software subscription for \$19.99 from College Buys.
- It is up to the Dean to reimburse the individual for the expense.

• How can we obtain the latest version of the software for our computer classroom or lab?

Answer: During the normal course of updating and changing software images for classrooms and labs, including the Instructor Console computer, ETS will work with each department to include all the necessary software to support the curriculum.

• I am a full time faculty or staff person employed by FHDA, may I install the software onto my personally owned computer?

Answer:

-The District licensed version of the software may only be installed onto District owned computers.

-However, as an active employee of FHDA, the site license agreement allows you to purchase a software license for \$19.99 per year from: <http://store.collegebuys.org> for personal use.

- I accidentally installed the Agent and Acrobat software onto my personally owned computer before I knew this was an infringement of the site license agreement. What should I do?

Answer:

-Please create an ETS Work Request. Someone from ETS will assist you with removing the software.

-Using a browser go to **etshelp.fhda.edu**

-Login using your MyPortal login name and password.

-Click on the **New** button.

-Select the **ETS Request for Help** form.

-When you have completed the form, **click** on the **Save** button at the bottom. You will see **TICK:** and a number at the top of the form when you have successfully created a work request.