

Instructions for Installing Adobe Acrobat Pro on a Windows 7 PC

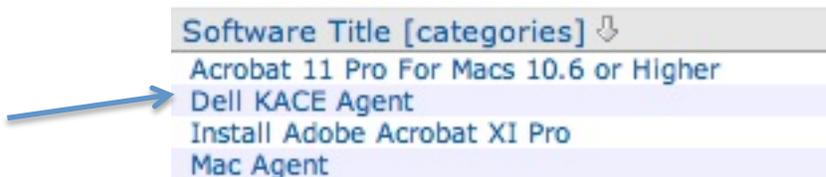
License Agreement Information:

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 **Dell KACE 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*



4. **Click** on **Dell KACE Agent** software title
5. **Click** on the **Download** button.
6. **Click** on the *radio button* next to: **Save File**
7. **Click** on the **Save** button
8. **Click** on the downward arrow  in the top right hand corner of the Firefox browser window. *You may need to wait a couple of minutes for the down load to complete. Please be patient.*
9. **Click** on the **ampagent.msi** icon.
10. **Click** on **Run**
11. **Click** on **Next**
12. **Click** on **Install**
13. If a dialog box appears that says “**Do you want to allow the following program make changes to this computer?**” **click** on **Yes**.
14. **Click** on **Finish**

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. (**Continue to use Firefox browser**)
2. Go back to the **Software Library** tab near the top left of the **ETS Help Request system** (under the FHDA logo)



3. **Click** on **Install Adobe Acrobat XI Pro**
4. **Click** on **Install Now**
5. If a dialog box appears that says "Do you want to allow the following program make changes to this computer?", **click** on **Yes**
6. When the installation is complete, you should see an **Adobe Acrobat Pro** shortcut on your desktop. *Please be patient because it could take up to 15 minutes for the installation to complete.*
7. 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.