



Adobe Technical Communication Suite (2019 release) Installation Guide



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Install Adobe Technical Communication Suite (2019 release)

Adobe Technical Communication Suite (TCS) is an end-to-end solution for authoring, reviewing, managing, and publishing technical information and training content. You can use it to create and maintain technical documentation, user assistance systems, knowledge-bases, simulations, software demonstrations, and other support information.

This document explains the following:

- Minimum system requirements that must be met to install Adobe TCS; see [System requirements](#)
- Various options available to access the latest version; see [Get Adobe TCS](#)
- How to download and install from DVDs or through electronic downloads; see [Install Adobe TCS](#)
- Solutions to common installation issues; see [Troubleshooting tips](#)
- How to install TCS using Adobe Admin Console; see [Deploy TCS through Adobe Admin Console](#)

System requirements

Before installing Adobe TCS or individual products from the Adobe TCS bundle, ensure that your system meets the following requirements:

- [Core hardware and operating system](#)
- [Supported software](#)
- [Supported languages](#)
- [Supported browsers for publishing output](#)

Core hardware and operating system

Category	Adobe TCS	Adobe RoboHelp	Adobe FrameMaker	Adobe FrameMaker Publishing Server
Processor	Core i3 or faster			Intel Core (Broadwell)
Operating system	Microsoft Windows 10, 8.1, or 7			Microsoft® Windows® Server 2012 R2 or 2016
RAM	4 GB or higher	2 GB or higher		4 GB or higher
Hard-disk space	10 GB or higher	3 GB or higher		8 GB or higher

Category	Adobe TCS	Adobe RoboHelp	Adobe FrameMaker	Adobe FrameMaker Publishing Server
Architecture (CPU and Operating system)	64-bit		64- or 32-bit	64-bit
Additional software	JRE 8	-	JRE 8	-
Maximum supported screen resolution	4K (3480 x 2160, 8.3 megapixel, aspect ratio 16:9)			

NOTE: Microsoft® PowerPoint 2016, 2013, or 2010 is required if you are installing Adobe Presenter.

IMPORTANT: Installation is not supported on a volume that uses a case-sensitive file system or on removable flash storage devices.

Supported software

Software	Adobe TCS	Adobe RoboHelp	Adobe FrameMaker
Microsoft Word	2016, 2013, or 2010		
Adobe Acrobat	Pro 2017 or Pro DC		
Adobe Captivate	2019	2019*	2019, 2017
Microsoft SharePoint	2016, 2013, 2010, or Online	Online*	2016, 2013, 2010, or Online
Adobe Presenter 11.1	Yes	-	
Adobe Experience Manager 6.4, 6.3, 6.2	Yes	-	Yes
DITA-OT 3.0, 2.3	Yes	-	Yes

* RoboHelp 2019 supports these versions. However, RoboHelp Classic 2019 supports only SharePoint 2010 and Adobe Captivate 2017.

Supported languages

Adobe TCS and all the bundled products are available in the following languages:

- English
- French

- German
- Japanese

NOTE: Adobe FrameMaker Publishing Server is available only in English.

Supported browsers for publishing output

Browser	Adobe RoboHelp	Adobe FrameMaker	Adobe FrameMaker Publishing Server
Google Chrome 65.0 or above	Yes	Yes	Yes
Mozilla Firefox 59.0 or above	Yes	Yes	Yes
Microsoft Edge 40.0 or above	Yes	Yes	Yes
Microsoft Internet Explorer 11	Yes (supported with RoboHelp Classic 2019 only)	Yes (basic certification)	-

Get Adobe TCS

Visit the [Adobe TCS portal](#) to access the latest version of Adobe TCS. Depending on your requirement, you can do the following:

- [Download a free 30-day trial](#) by filling a simple form.
- [Request a free private demo](#) by filling a form.
- Purchase or upgrade to the latest version from Adobe Store. You can have the latest version delivered as DVDs or as an electronic download file.
- [Deploy through Adobe Admin Console](#).

Install Adobe TCS

The installation process for Adobe TCS varies, depending on the delivery method you chose while purchasing or upgrading to the latest version.

Prerequisite to installation

During the installation of Adobe TCS, if certain applications are running on your system, an error dialog appears and the installation is interrupted. Therefore, before starting the installation process, ensure that you close the conflicting applications.

Conflicting applications to be closed before installation:

Adobe applications	Microsoft applications	Operating system and other applications
Adobe FrameMaker	MS Excel	AutoCAD Map 3D
Adobe RoboHelp	MS Word	Netscape Navigator
Adobe Acrobat Pro	MS Outlook	
Adobe Reader	MS PowerPoint	
	MS Visual Studio	
	MS Access	
	MS Notepad	
	MS Project	
	Character Map (close from Task Manager)	

Next, depending on your chosen delivery method, follow the appropriate installation procedure:

- [Install from DVDs](#)
- [Install from Electronic Download files](#)
- [Silent deployment](#)

Install from DVDs

Adobe TCS is delivered as a set of two DVDs. Disk 1 contains the Adobe TCS bundle, which includes the following:

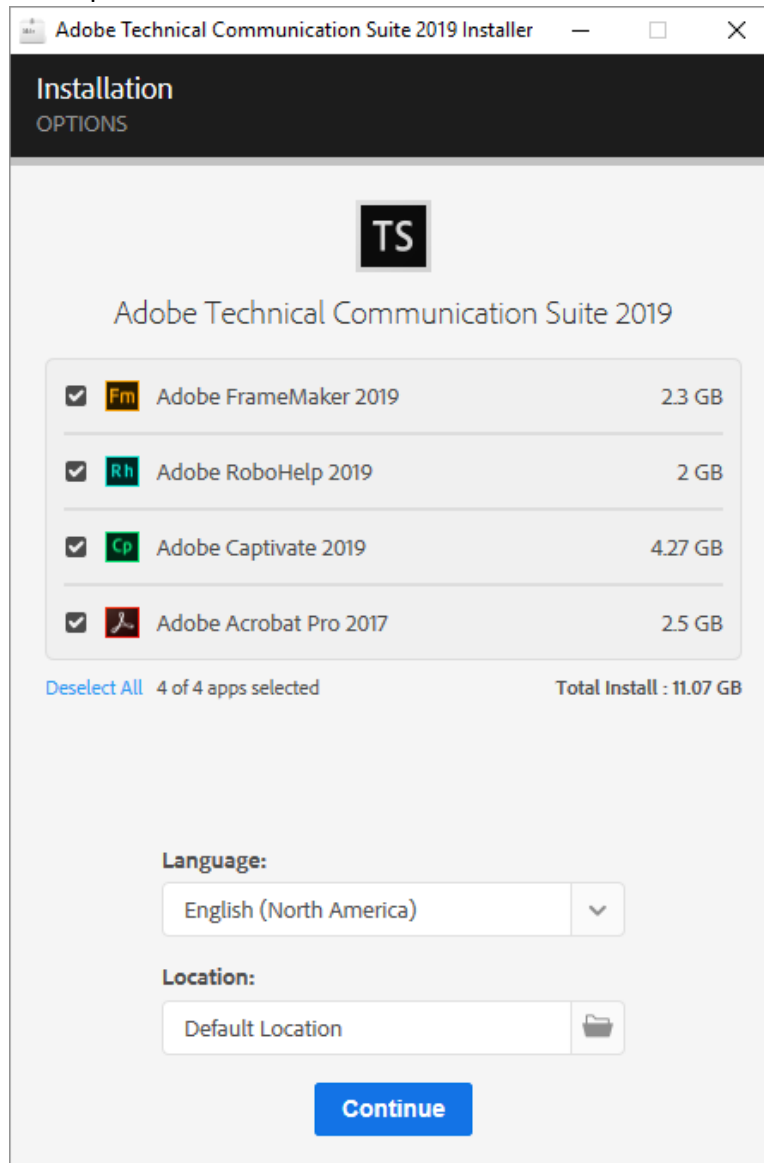
- Adobe FrameMaker 2019 (64-bit)
- Adobe RoboHelp 2019 (64-bit)
- Adobe Captivate 2019 (64-bit)
- Adobe Acrobat Pro 2017 (32-bit)

Disk 2 contains the following:

- Adobe Presenter 11 (64-bit)
- Adobe TCS add-ons (Adobe eLearning assets and Captivate Voices 32- and 64-bit)
NOTE: Retail subscription users, including those who have purchased from other buying programs offering subscription, do not have access to Adobe TCS add-ons.
- Adobe TCS readme files (for the Adobe TCS bundle and each product in the Adobe TCS bundle)

To install Adobe TCS, except for Adobe Presenter 11, do the following:

- 1) Insert Disk 1.
- 2) From the appropriate DVD drive, navigate to the `Set-up.exe` file inside the *Adobe Technical Communication Suite 2019* folder.
- 3) Double-click `Set-up.exe` to run it.
- 4) Select the desired components to be installed and click **Continue**.



- 5) Follow the installation prompts until the installation is complete.
- 6) Eject Disk 1.

NOTE: You must [activate Adobe TCS](#) to operate it. A broadband Internet connection and registration information are required for software activation, validation of subscriptions, and access to Online Services. Phone activation is not supported.

NOTE: If you are a subscription user, you will also get access to Adobe Acrobat Pro DC:

- [Download Adobe Acrobat Pro DC](#).
- If you need help with downloading and installation, see [Download and install Acrobat DC - Subscription](#).

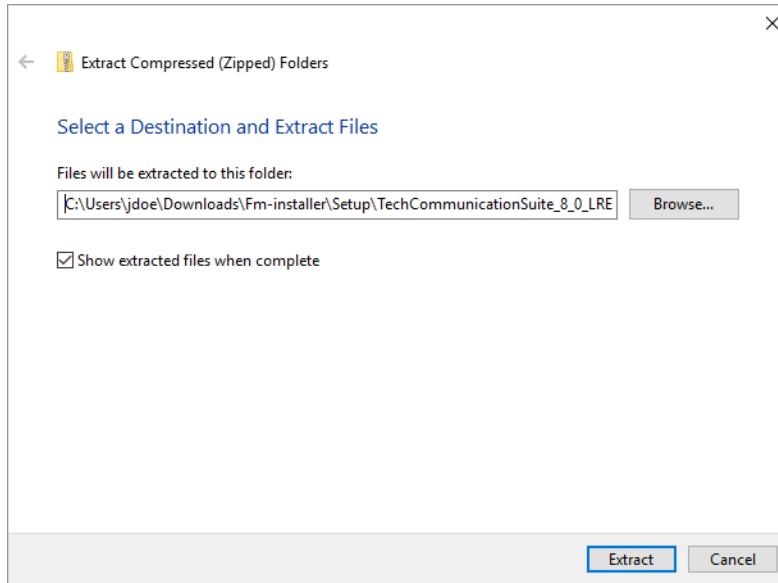
Install from Electronic Download files

Adobe provides two electronic download files that you can download from www.adobe.com/go/learn_tcs_download_en:

- `TechCommunicationSuite_8_0_LREFDJ.zip`—Contains the following:
 - Adobe Presenter 11.1 (64-bit)
 - Adobe TCS 2019 bundle, which includes the following:
 - Adobe FrameMaker 2019 Update 2 (64-bit)
 - Adobe RoboHelp 2019 Update 5 (64-bit)
 - Adobe Captivate 2019 (64-bit)
 - Adobe Media Encoder (64-bit)
 - Adobe Acrobat Pro 2017 (32-bit)
 - Adobe TCS readme files (for the Adobe TCS bundle)
- `TechCommunicationSuite_8_0_Content_LREFDJ.zip`—Contains the following:
 - Adobe TCS add-ons (Adobe eLearning assets and Captivate Voices 32- and 64-bit)
NOTE: Retail subscription users, including those who have purchased from other buying programs offering subscription, do not have access to Adobe TCS add-ons.
 - Adobe TCS readme files (for each product in the Adobe TCS bundle)

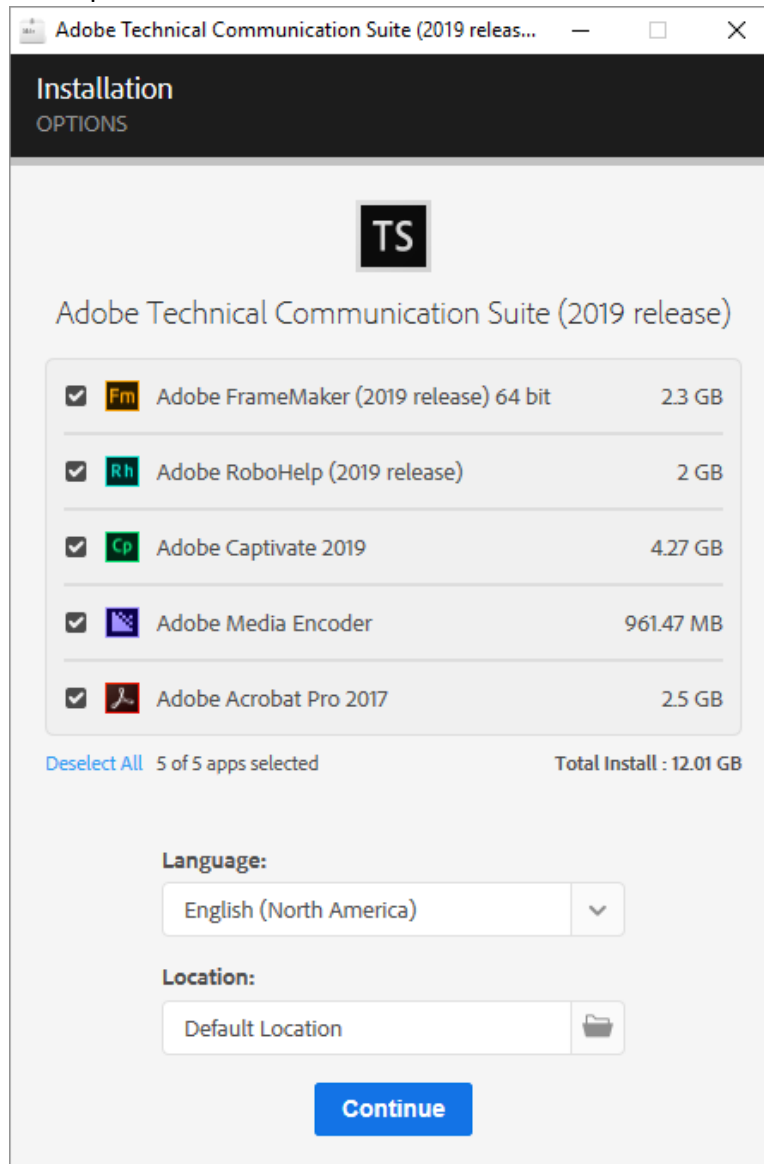
To install Adobe TCS from an electronic download file, do the following:

- 1) Download the `TechCommunicationSuite_8_0_LREFDJ.zip` file from www.adobe.com/go/learn_tcs_download_en:
- 2) Extract the installation files to the default folder path or specify an alternate folder path:



- 3) Navigate to the folder that contains the `Set-up.exe` file.
- 4) Double-click `Set-up.exe` to run it.

- 5) Select the desired components to be installed and click **Continue**.



- 6) Follow the installation prompts until the installation is complete.

Silent deployment

If you are an administrator, run `Set-up.exe` in silent mode on ESD Bootstrapper to install, uninstall, or update Adobe TCS. Use the following command-line syntax:

NOTE: Arguments in **bold** font are mandatory.

- To install

```
Set-up.exe --silent=1
-installLanguage=<language_supported_by_TCS>
-proxyUserName=<internet_proxy_username>
-proxyPassword=<internet_proxy_password>
```

- To uninstall
Set-up.exe --silent=1 -uninstall=1 -sapCode=FRMK
-productPlatform=<platform_version> -codexVersion=<codex_version>
-deleteUserPreferences=true -proxyUserName=<internet_proxy_username>
-proxyPassword=<internet_proxy_password>
- To update
Set-up.exe --silent=1 -update=1 -sapCode=FRMK
-productPlatform=<platform_version> -codexVersion=<codex_version>
-installLanguage=<language_supported_by_TCS>
-proxyUserName=<internet_proxy_username>
-proxyPassword=<internet_proxy_password>

NOTE:

- In the `-productPlatform` argument, specify `win32` for 32-bit systems or `win64` for 64-bit systems.
- In the `-codexVersion` argument, specify `14.0.0` for TCS 2017 or `15.0.0` for TCS 2019.
- In the `-installLanguage` argument, specify `en_EN` for English, `fr_FR` for French, `ge_GE` for German, or `jp_JP` for Japanese.

By default, ESD client returns progress and exit codes in the console. A parent script or automation can use the exit code to track the success of the operation. `Exit Code = 0` denotes success; other exit codes indicate errors.

NOTE: In case of uninstallation and update, ESD client creates a copy of itself in the `temp` location, from which it runs the process. Since the ESD client cannot connect to the parent console outside the `temp` location, it does not return the progress and exit codes. So, the parent script or automation cannot track the exit code and it depends on logs.

Troubleshooting tips

Issue: The ‘Installation Failed with exceptions’ error dialog appears during installation, and the installation is aborted.

Solution: A prerequisite to installing Adobe TCS is that you close certain applications (see the list at [Prerequisite to installation](#)) that conflict with the installation process. If one or more such applications remain open during the installation, the ‘Installation Failed with exceptions’ error appears, and the installation process is aborted. Check and close the applications, and restart the installation.

Issue: Why can’t I install all products from the Adobe TCS bundle on my system?

Solution: The minimum system requirement for Adobe TCS 2019 is 64-bit operating system. You cannot install the Adobe TCS bundle on a 32-bit system.

Or, applications that conflict with the installation process might be running on your system. See the list of the conflicting applications at [Prerequisite to installation](#)). Close the open applications and restart the installation.

Issues:

- I have installed FrameMaker 2017 and 2019 in my system. On uninstalling FrameMaker 2017, I get the error 'Registry information is invalid or missing. Please reinstall the product.'
- I have both 32- and 64-bit versions of FrameMaker 2019 in my system. On uninstalling either version, I get the error "Registry information is invalid or missing. Please reinstall the product."

Solution: FrameMaker uses common registry entries across versions and across both the bits in a version. So, uninstalling the version that you installed first results in removal of the common registry entries because the first version is unable to detect another version in the system that also uses the same entries.

For example, you get this error if you:

- Installed FrameMaker 2017 followed by FrameMaker 2019, and then uninstalled FrameMaker 2017
- Installed FrameMaker 2019 32-bit followed by 64-bit, and then uninstalled 32-bit
- Installed FrameMaker 2019 64-bit followed by 32-bit, and then uninstalled 64-bit

On the contrary, if you uninstall the last-installed version first, it detects a previous version that uses common registry entries, and does not remove the entries. In this case, you will not get this error.

To solve this issue, reinstall the uninstalled version. Run the `FrameMaker.exe` file in administrator mode to install the required registry entries.

Issue: I get error 1603 on trying to install Acrobat Pro in my machine.

Solution: If an Acrobat DC version was previously installed, Acrobat Pro 2017 installation fails as Acrobat DC is a higher version than Acrobat Pro 2017. You can uninstall Acrobat DC to be able to install Acrobat Pro 2017, or continue to use Acrobat DC.

Deploy TCS through Admin Console - for VIP and ETLA customer administrators

If you have Administrator rights for an organization in Adobe Admin Console and the pool of licenses for Adobe Technical Communications Suite (TCS) or one of its point products, you can create and download packages through Admin Console. You can then use the Admin Console to assign end users to an organization and distribute the packages to the users. For more information about how to use Admin Console, see the [Administration User Guide](#).

As an Administrator of an organization, you need to perform the following tasks to create and distribute TCS packages to your end users:

- 1) [Get your organization's account provisioned in Admin Console](#)
- 2) [Customize and create packages for TCS](#)
- 3) [Download package](#)
- 4) [Distribute package](#)

In addition, you can also perform some common tasks in the Admin Console:

- [Add or remove users](#)
- [Update a package](#)

Get your organization's account provisioned in Admin Console

This task is performed by Adobe's account provisioning and licensing team. In this task, your organization is created in Admin Console that consists of the applications and number licenses you have purchased for each application. Also, one or more administrative user accounts are created for your organization. As an administrator, you can create packages and grant application access to users in your organization.

Customize and create packages for TCS

Adobe Templates are pre-created Named User Licensing packages that are available for you to download from the Packages tab in the Admin Console. They are either single-app packages or collection packages created by Adobe. These packages are created based on default settings.

For TCS, a pre-configured template is available for each product in the suite. Depending on the licenses purchased by your organization, you could have templates for one or more applications from the suite or you could have a template for the entire Technical Communication Suite.

NOTE: If your organization is setup with Adobe Creative Cloud product(s) and TCS, then the TCS package will contain Creative Cloud desktop app along with other TCS products. The Creative Cloud desktop app allows you to download and install Adobe Creative Cloud apps. For more information, see [Download Creative Cloud desktop app](#).

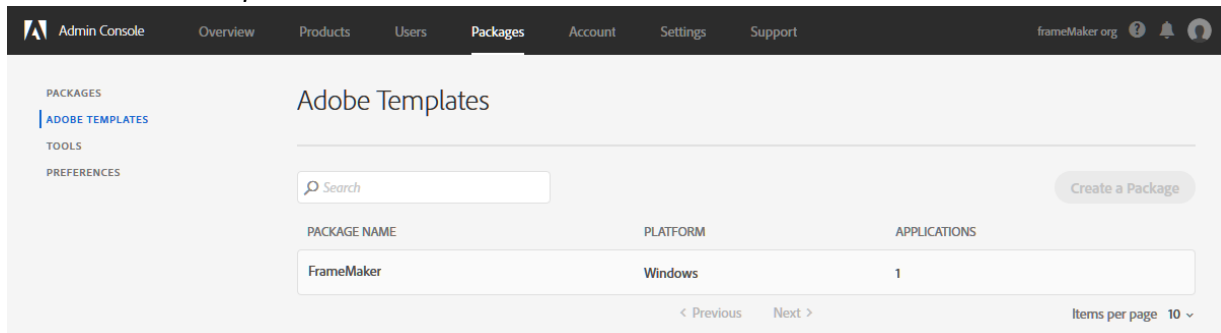
Perform the following steps to customize and create a package:

- 1) Open a browser and access the [Admin Console](#).
- 2) Enter your Adobe ID and password, and click **Sign In**.
- 3) If you're an Administrator for multiple organizations, select an organization.

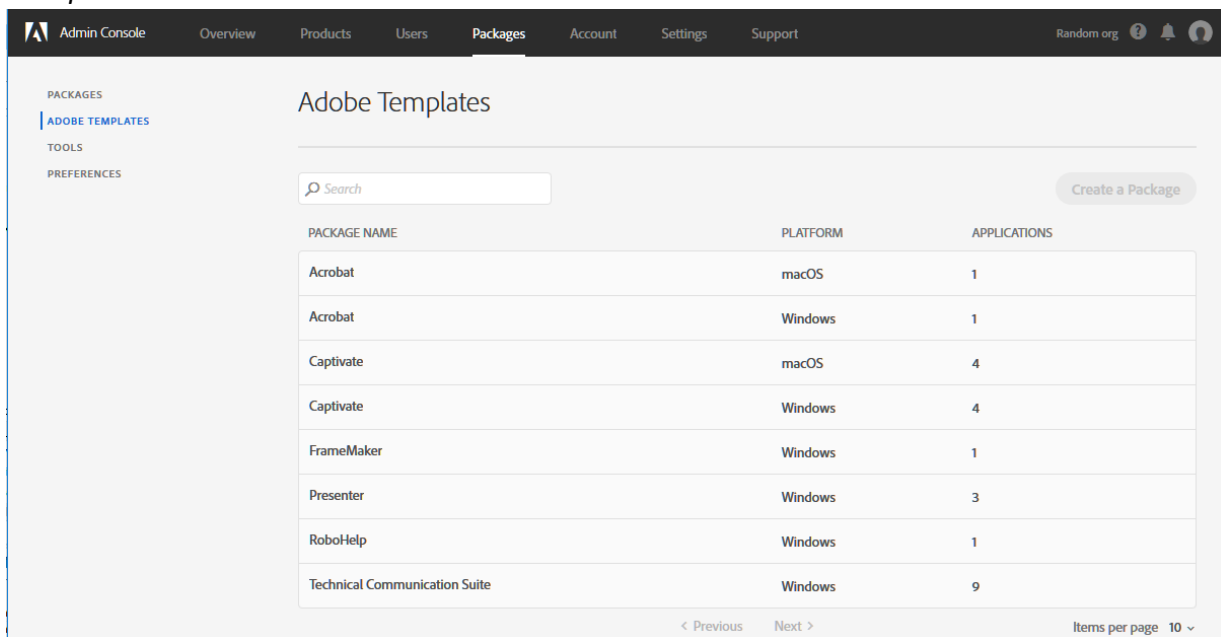
An Admin can belong to multiple organizations. For example, if a company has several subsidiaries, each of which has a separate license agreement, or a separate organization under the license agreement, the same Admin may be assigned to all.

- 4) Navigate to **Packages > Adobe Templates**.

If your organization has purchased licenses only for FrameMaker, then you will only get FrameMaker template as shown below:



If your organization has purchased licenses for TCS, then you will have access to all product-specific templates in the suite:



IMPORTANT: Templates for Acrobat and Captivate have macOS variant, however, those should not be selected for creating TCS package.

These pre-configured templates contain their corresponding application. For example, the package for Acrobat contains Acrobat application. Clicking on a template shows the package details.

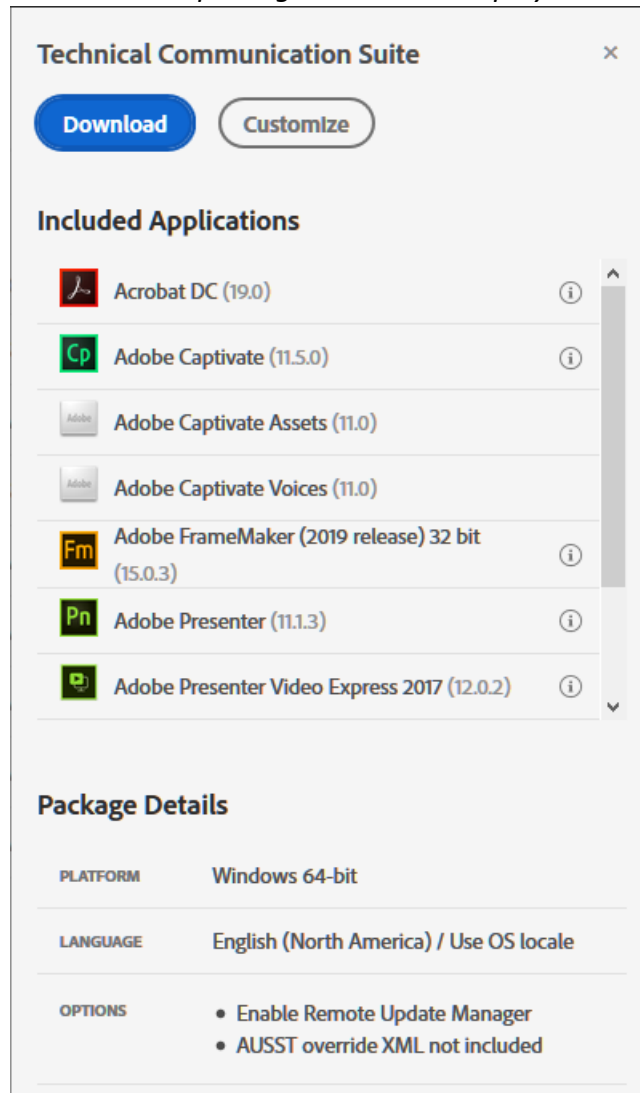
The Applications column in the templates screen indicates the number of applications bundled in the package. In case of Captivate, there are 4 application bundled in the package, which are: Adobe

Captivate, Adobe Captivate Assets, Adobe Captivate Voices, and Media Encoder. Similarly, the Presenter package contains 3 applications: Adobe Presenter, Adobe Presenter Video Express, and Media Encoder.

- 5) To customize the TCS package, click anywhere on the row of Technical Communication Suite package.

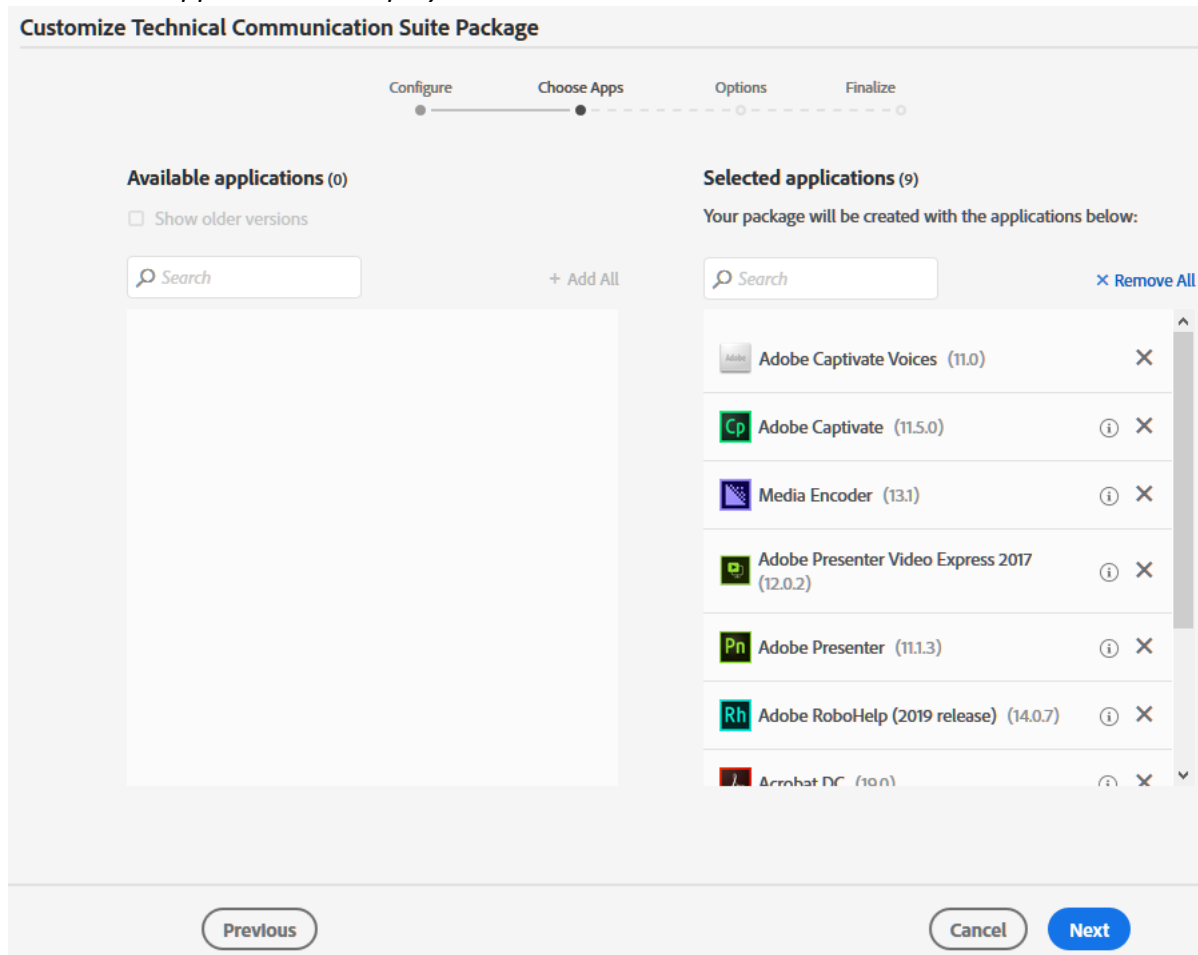
NOTE: If you want to create a package for a point product, click anywhere on the row of the desired package. Except Captivate and Presenter, there are no customizations available in the point product packages. You can simply download the package and distribute them to your end users.

The Technical Communication Suite package details are displayed:



- 6) Click **Customize**.
- 7) In the *Configure* screen, you are shown the **Use OS Locale** option. *Select the **Use OS Locale** option to create a package that deploys in the client machine's OS language. As TCS is available in four languages: English, French, German, and Japanese, if you try to install it on a system with any other language, it will fallback to English.*
- 8) Click **Next**.

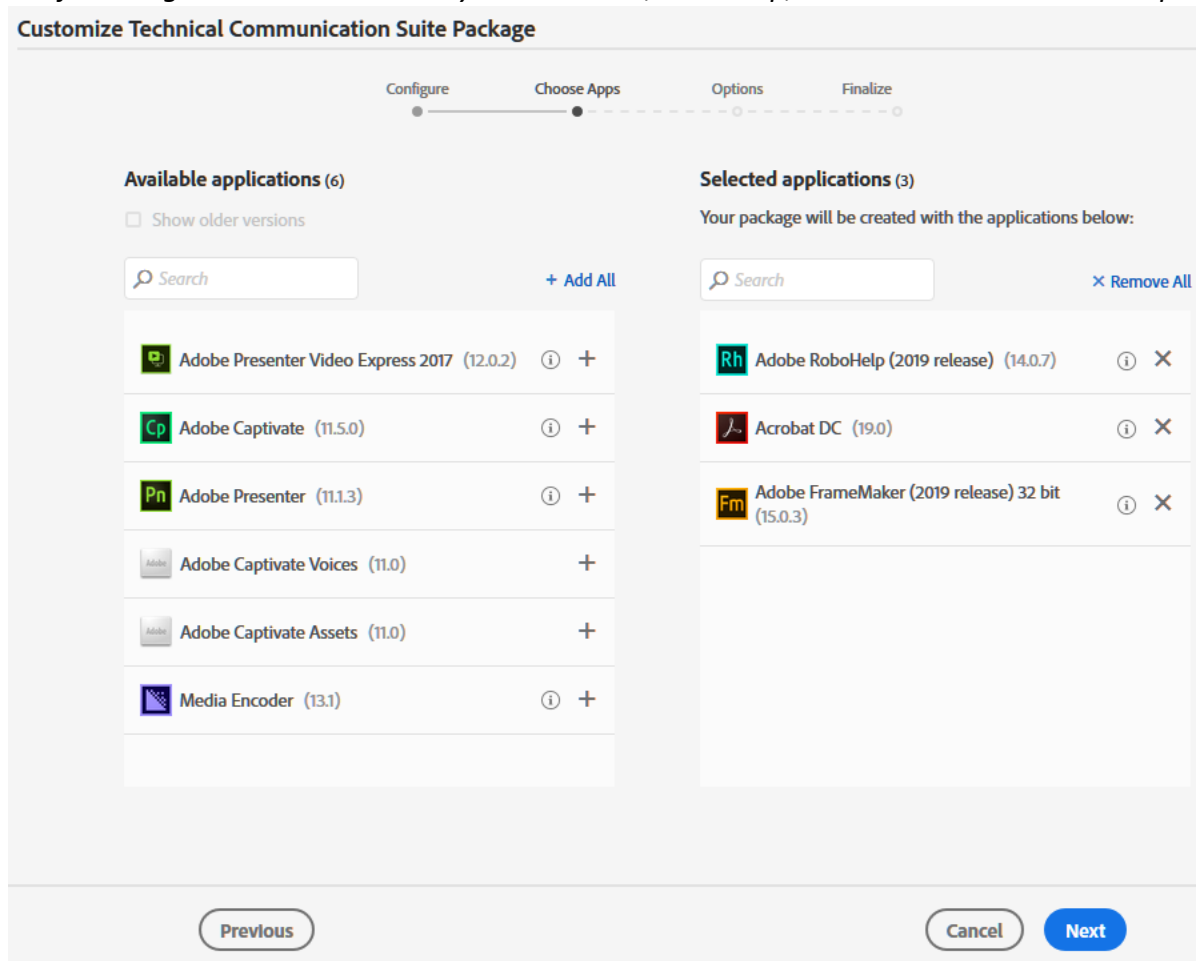
The Choose Apps screen is displayed.



By default, all applications in TCS are selected. You can remove the application that you do not want in the package by clicking the cross (X) icon.

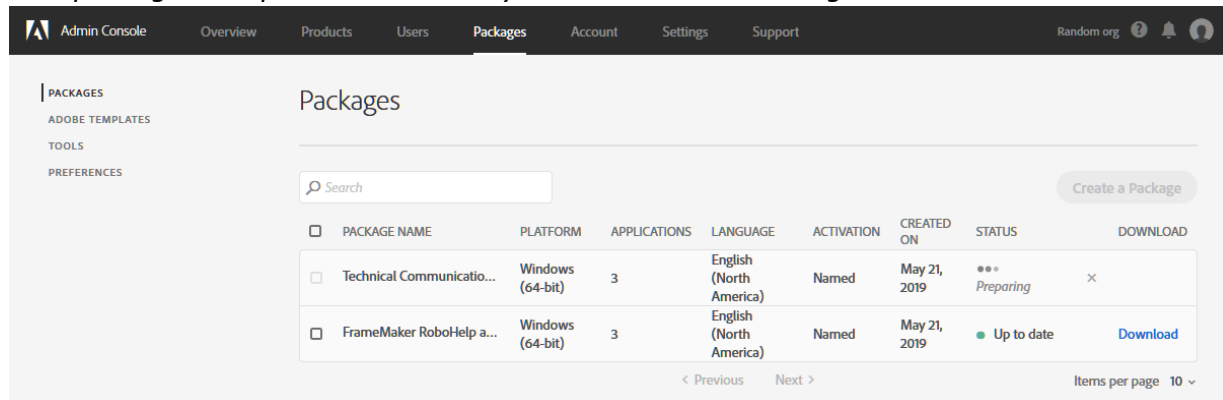
IMPORTANT: The latest version of Adobe Media Encoder included in the TCS package is supported on Microsoft Windows 10 (64-bit) Version 1703 or later. If you are creating a package for earlier version of Windows, then exclude Adobe Media Encoder from the package. You need to install the Media Encoder separately.

The following screenshot shows only FrameMaker, RoboHelp, and Acrobat included in the package:



- 9) Click **Next**.
- 10) On the *Options* screen, you can select or deselect the **Enable Remote Update Manager** option. *The **Enable Remote Update Manager** option enables the use of Remote Update Manager. Adobe Remote Update Manager lets you remotely run the updater on the client with the benefit of executing as an administrator. For more information, see [Remote Update Manager](#).*
- 11) Click **Next**.
- 12) On the *Finalize* screen, enter the name of the package, and then click **Build Package**. *You can also review the included applications and configuration for this package before building the package.*

The package build process starts and you are shown the Packages screen.



IMPORTANT: By default, a package is available for download for 3 days from the creation day. After this, the package expires, and the download link is no longer available.

Download package

After successful execution of the package build process, the package is listed on the Packages screen. Perform the following steps to download the package:

- 1) Access the *Packages* screen.
- 2) Click on the **Download** link of the package that you want to download.
- 3) Save the package ZIP file on your local system.

Distribute package

After downloading the package, you can share the package file with the users entitled to use Adobe products. You can simply share the file on a network location or share it through portable USB storage device. If your organization uses SCCM server, then you can deploy the package on the SCCM server to distribute it. For more details, see [Deploy Adobe packages with SCCM](#).

Other common tasks in Admin Console

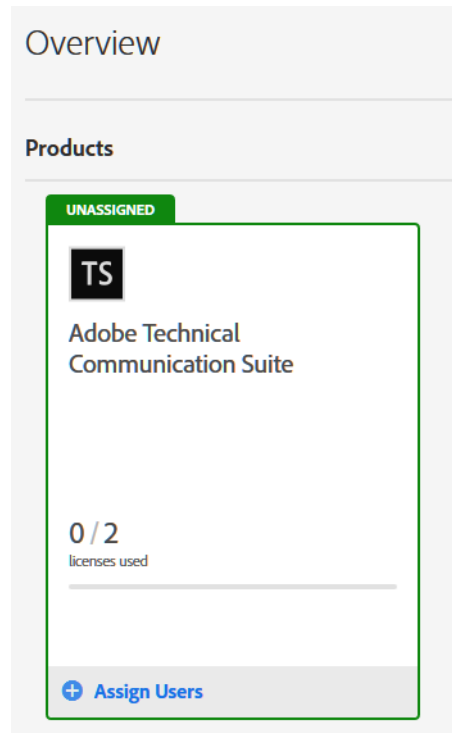
In addition to creating and distributing product packages, the following tasks are also required on a regular basis:

Add or remove users

As a Product Administrator, you are assigned administrative privileges to one or more products in your organization. You can assign users and groups to the products that you have been assigned. Optionally, you can then assign roles to these users. You can also create product profiles and assign Product Profile Administrators to the profiles that you create. For more details, see [Manage products and profiles](#).

Perform the following steps to *add users* to a product:

- 1) Log in to the [Admin Console](#).
- 2) In the products *Overview* screen, Click **Assign Users** in the Adobe Technical Communication Suite tile.



- 3) In the *Add User to Adobe Technical Communication Suite* screen, enter the name or email of the user and pick the user from the drop-down list that is displayed.

- 4) Select a profile for the current product and click **Save**.

NOTE: By default, a profile named *Default Adobe Technical Communication Suite Configuration* is available for TCS.

The updated list of users displays, and the user receives a notification email.

Perform the following steps to *remove users* from a product:

- 1) While managing a product in the Admin Console, navigate to **Users**.
- 2) Select the check boxes to the left of the user names and click **Remove Users**.
- 3) In the confirmation dialog box, click **Remove Users**.

Update a package

If one or more applications in your package is outdated (a newer version exists), you can choose to create an Update package that includes:

- All the latest versions of outdated applications
- All the updated applications and latest versions of outdated applications

For example, if you update the following package, you can choose to either create an update package that includes all the applications or create an update package that includes only Adobe Captivate (11.0.1).

Technical Communication Suite20thMay

Created By g t

Download Update Package

2 days left to download

Included Applications

- Acrobat DC (19.0)
- Adobe Captivate (11.0.1)
- Adobe Captivate Assets (11.0)
- Adobe Captivate Voices (11.0)
- Adobe FrameMaker (2019 release) 32 bit (15.0.3)
- Adobe Presenter (11.1.3)
- Adobe Presenter Video Express 2017 (12.0.2)

Package Details

PACKAGE ID	{E83C633C-F31D-464E-BF40-9D24B6B861F7}
ACTIVATION	Named
PLATFORM	Windows 64-bit
LANGUAGE	English (North America) / Use OS locale
OPTIONS	<ul style="list-style-type: none">Enable Remote Update ManagerAUSST override XML not included

For details about how to update a package, see [Create Update package](#).