

# Adobe Acrobat Services: Onboarding Guide for Enterprise Term Licensing Agreement Customers

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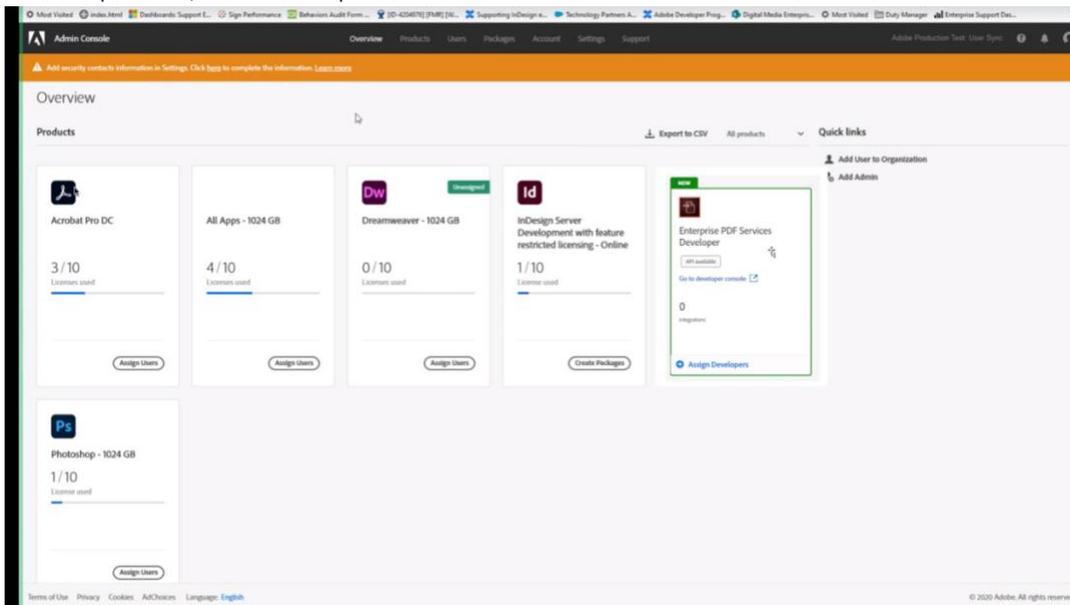
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*Note that "Adobe Acrobat Services" covers the entire range of our offerings including Adobe PDF Services API, Adobe Document Generation API, Adobe PDF Extract API, and more.*

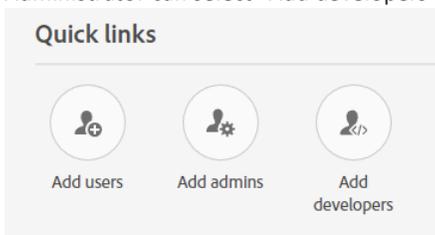
Before getting started, review the prerequisites below and ensure they are complete.

## Prerequisites (IT Administrator)

1. Log into the ETLA Admin Console and make sure the "Enterprise PDF Services Developer" product is listed in available products, like the example below.



2. Click on "Assign Developers" at the bottom of the Enterprise PDF Services Developer tile. Alternatively, your IT Administrator can select "Add developers" from Quick links.



3. When adding the developer, make sure that “Enterprise PDF Services Developer” is selected as the product:

The screenshot shows the 'Developer 1' configuration form. The 'Email or username' field contains 'raycamde@adobe.com' and the 'ID type' is 'Adobe ID'. Below this, a table lists user details: Name is '[None]', Email is 'raycamde@adobe.com', and SSO username is 'raycamde@adobe.com'. A 'Select products' dropdown menu is open, showing two categories: 'CREATIVE CLOUD (2)' and 'DOCUMENT CLOUD (3)'. Under 'CREATIVE CLOUD', 'Adobe Stock (Credits) - Gen 2' is selected with a right arrow, and 'Creative Cloud Automation Services' is unselected. Under 'DOCUMENT CLOUD', 'Acrobat Sign Solutions for enterprise - TRNS', 'Document Cloud for enterprise', and 'Enterprise PDF Services Developer' are all selected with right arrows. A second dropdown menu, 'PRODUCT PROFILES (2)', is also open, showing 'Default Enterprise PDF Services Developer configuration' selected with a checked checkbox and 'PDF Services API Test' unselected.

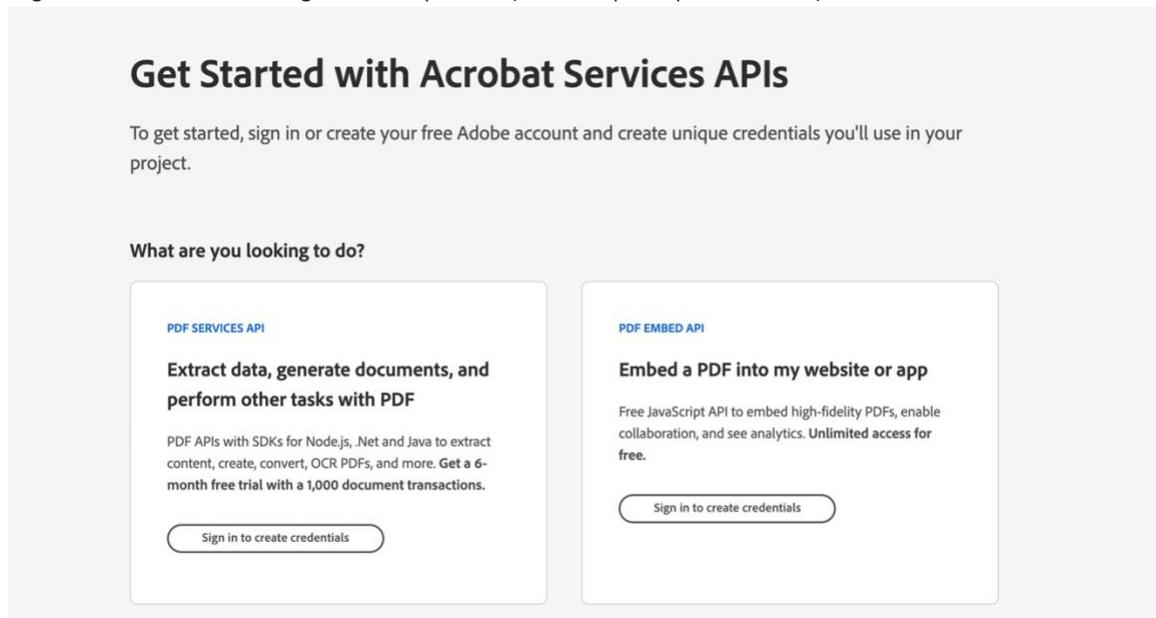
4. When done selecting, click save.

The screenshot shows the 'Add developers' form. At the top, it says 'Enter users' email addresses, then select products with developer APIs. Below this, the 'Developer 1' configuration is shown. The 'Email or username' field contains 'raycamde@adobe.com' and the 'ID type' is 'Adobe ID'. Below this, a table lists user details: Name is '[None]', Email is 'raycamde@adobe.com', and SSO username is 'raycamde@adobe.com'. A 'Select products' dropdown menu is open, showing 'Enterprise PDF Services Developer' selected with a checked checkbox. Below this, the 'PRODUCT PROFILE' is 'Default Enterprise PDF Services Developer configuration'. At the bottom of the form, there are 'Cancel' and 'Save' buttons.

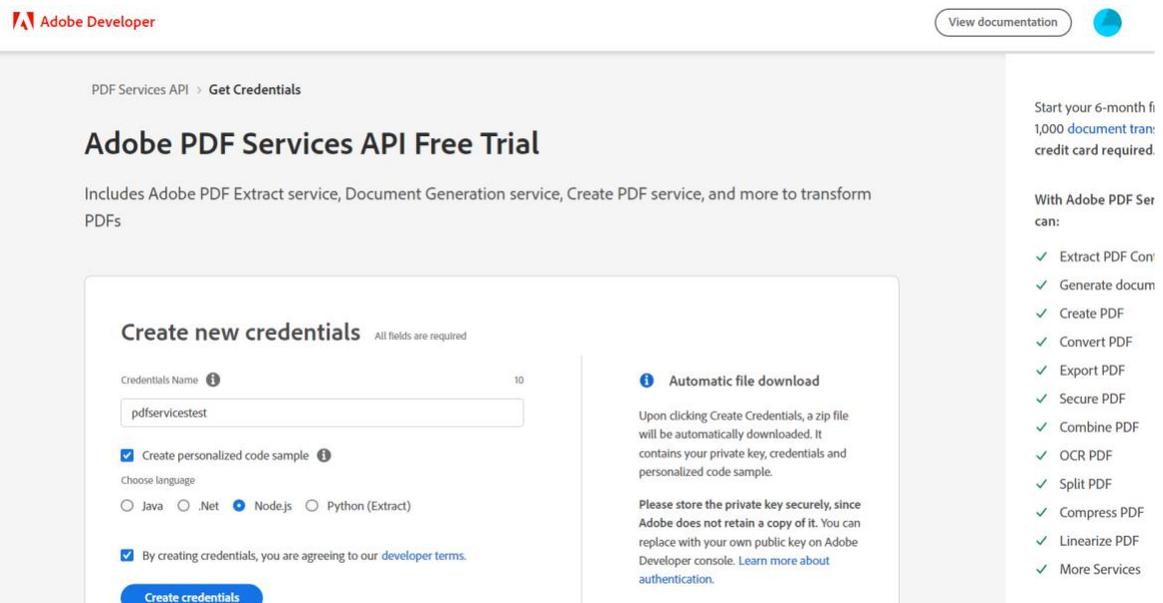
Once these are in place, developers can self-create the credentials (using the steps below) to use the Adobe Acrobat Services APIs in the production environment.

## Creating credentials and using Adobe Acrobat Services (Developer)

1. Go to the Acrobat Services onboarding application
2. Log in with the Adobe ID assigned to the product (from the prerequisite section)



3. Select the PDF Services API "Create credentials" button to create PDF Services API credentials and fill in the required details (i.e. credentials name, description, select language to download samples, etc.)
  - a. Here the user can choose to download code samples to use the SDK by checking the "Create personalized code samples" check box
  - b. Code samples for PDF Services API can be downloaded in four languages (Java, Node.js, .Net, and Python). Note that Python only supports Extract API.



4. After clicking the "Create Credentials" button, credentials will be created and selected code samples will download (Downloaded samples can be run directly via command line or any IDE, and the steps can be found [here](#))

PDF Services API > Get Credentials

## Your new credential is ready to use

PDF SERVICES API

pdfservicestest1

We have downloaded a zip file that has your private key, credentials and personalized code sample

Please store the private key securely, since Adobe does not retain a copy of it. The validity period of this key is 1 year. You can replace with your own public key on Adobe Developer console. [Learn more about authentication.](#)

Next Step : quick start guide

View quick start guide

Learn more

To get the most out of Adobe PDF Services API, check out our other resources and start building today :

DOCUMENTATION

- Quick start guide
- API reference
- SDK documentation

CODE SAMPLE ON GITHUB

- Node.js
- .Net
- Java
- Python

GET INVOLVED

- Support Community
- Adobe Tech Blog
- Follow Adobe Developers

- The private key will also be downloaded in the code samples ZIP file. (If the code samples download check box is not selected, only the private key will be downloaded.)

**Note:** The autogenerated public key has an expiry of one year.

## Working with public/private key pairs

### Insert user-generated public/private key pair

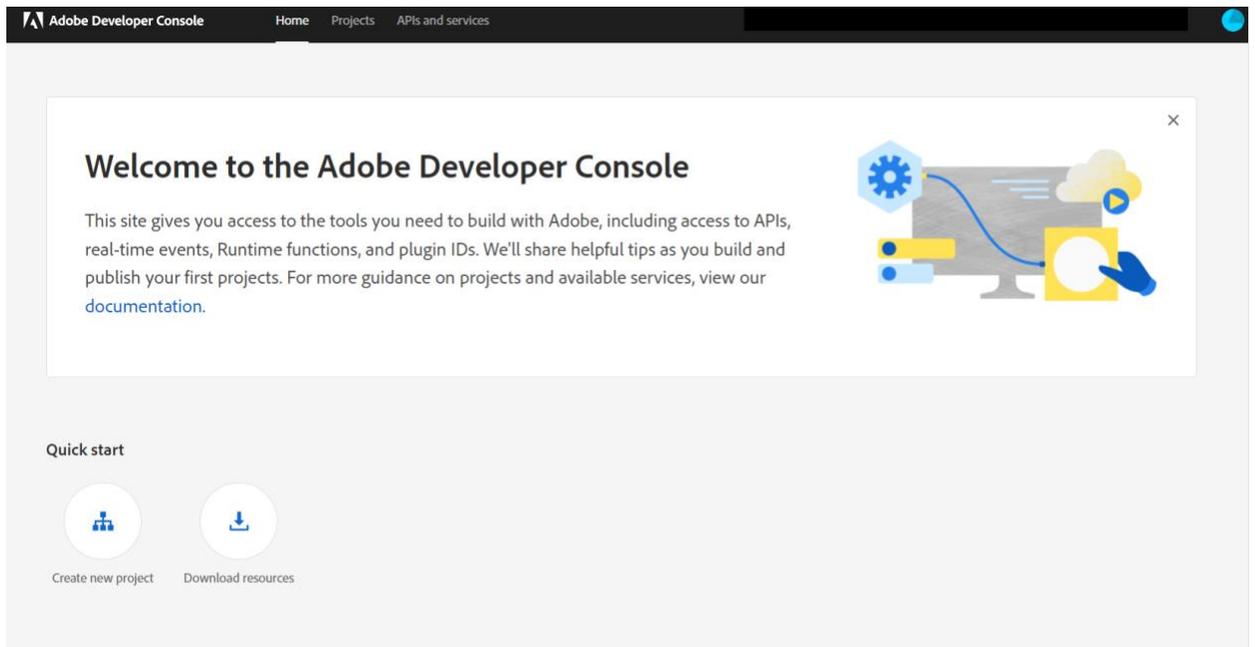
There are two ways a user can insert their own public key.

- Create credentials using the [Acrobat Services onboarding application](#), then update the public key in Adobe Developer Console
- Create credentials directly via the [Adobe Developer Console](#)

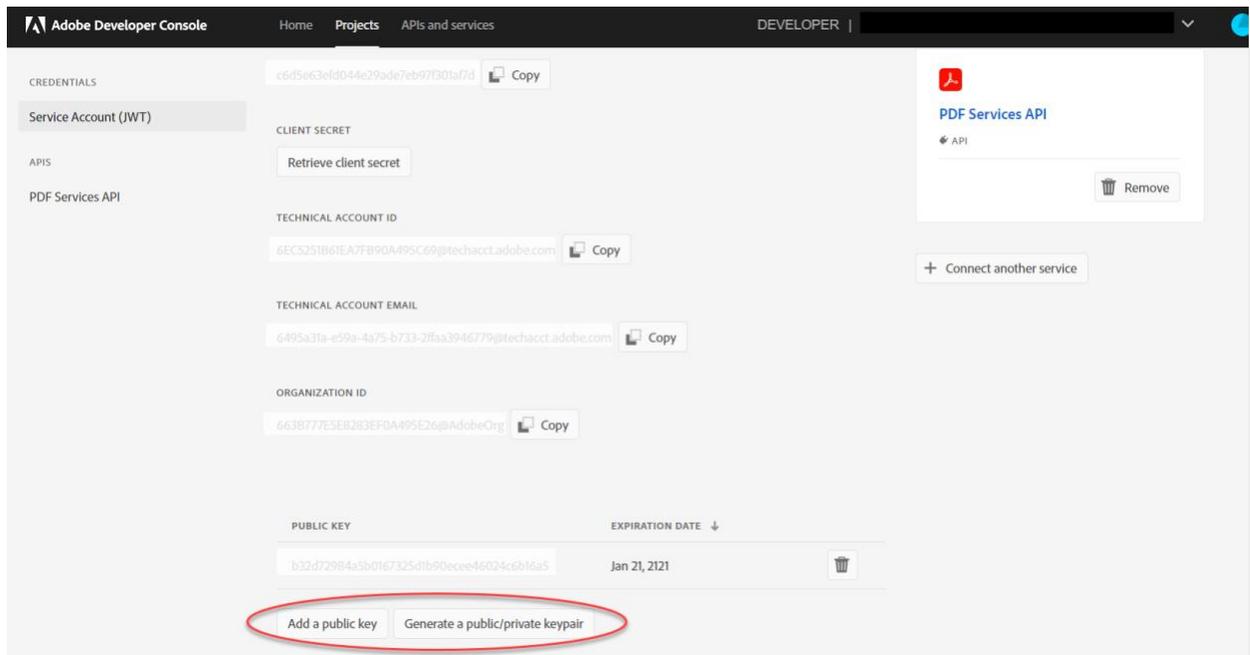
To learn how to create a public/private key pair, refer to the "[Learn more about authentication](#)" section when you create your credentials.

### Update public key after creating credentials via Acrobat Services onboarding application (recommended)

- Create credentials by using the steps mentioned in the "Create the credentials and use the 'PDF Services API' service section
- Manage credentials in the [Adobe Developer Console](#)

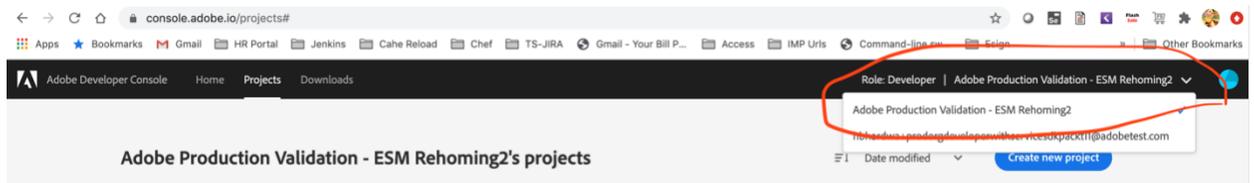


3. In Console, you will now see the credentials created in the Acrobat Services onboarding app
4. You can now add your public key as well
  - 4.1. To know how to create a public/private key, refer to the "[Learn more about authentication](#)" section below



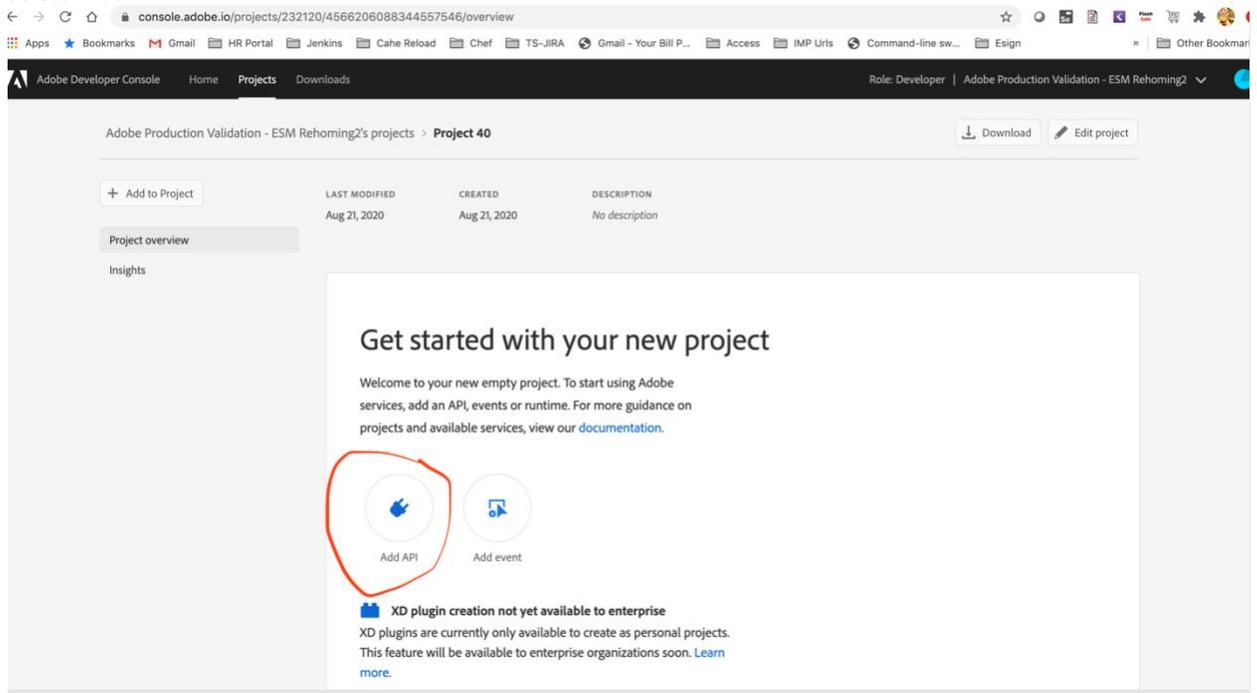
### Add the public key while creating credentials via Adobe Developer Console

1. Go to <https://developer.adobe.com/console> and log in with the ETLA User ID
2. Select the ETLA organization



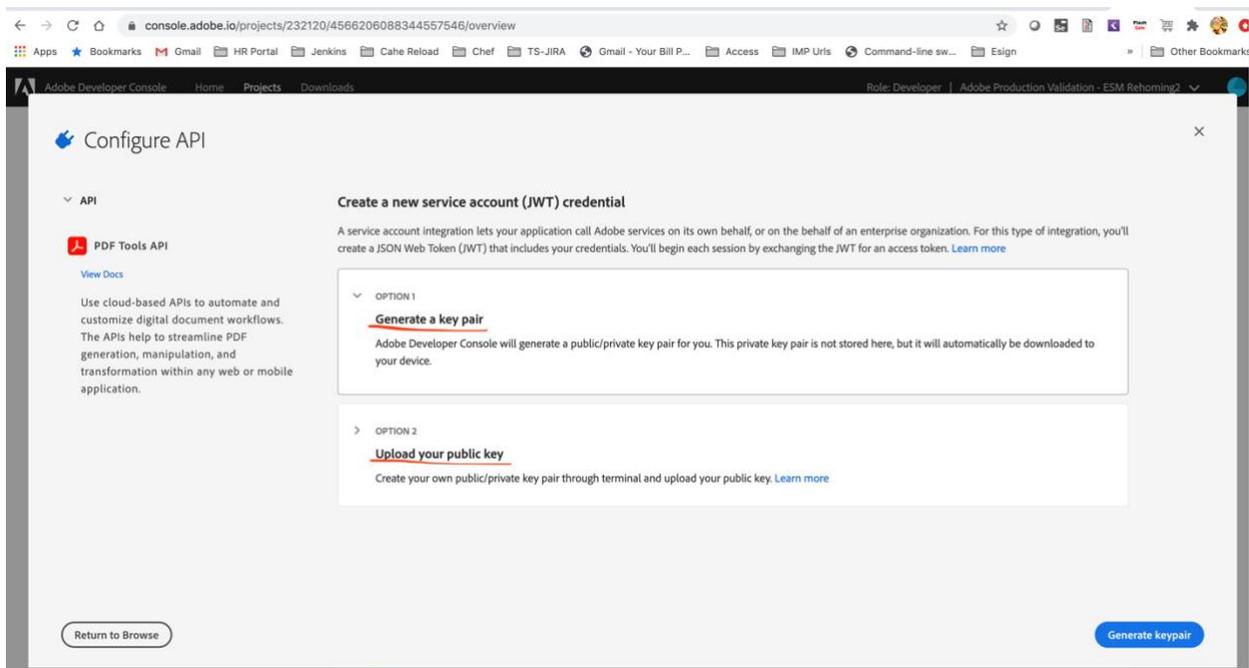
3. Click the "Create new project" button

4. Select "Add API"



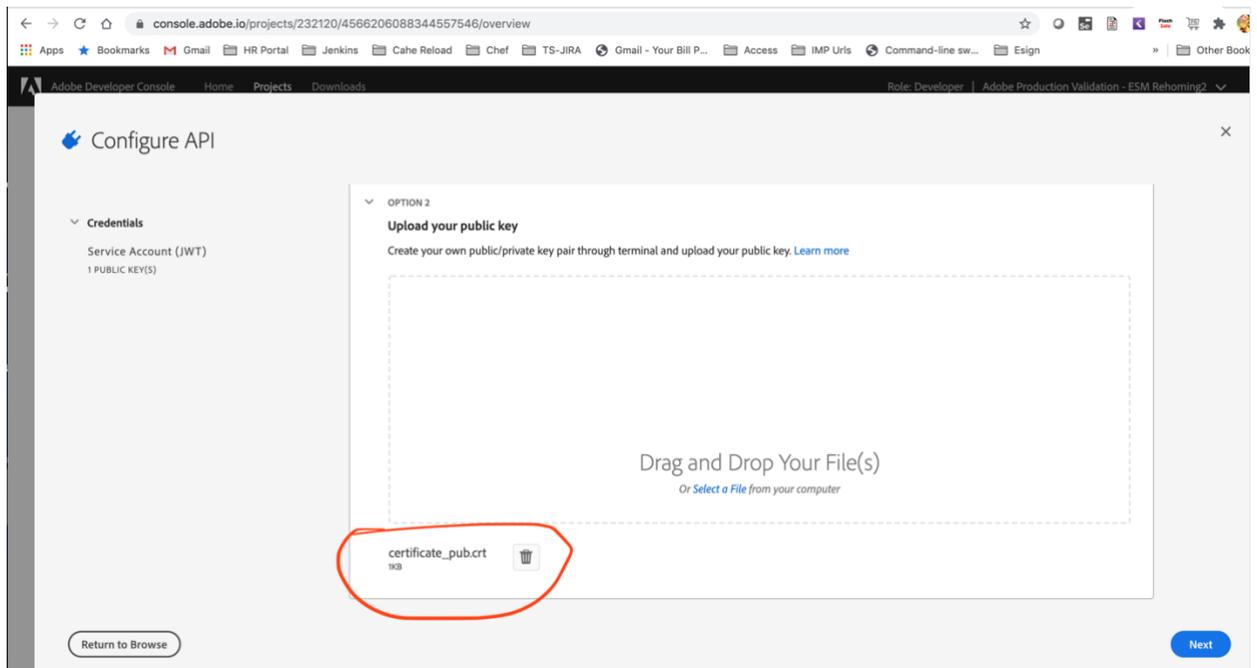
5. Next, click "Document Cloud" and "PDF Services API" before proceeding

6. In the next step, there are two options: one generates a key pair and the other allows you to upload your public key

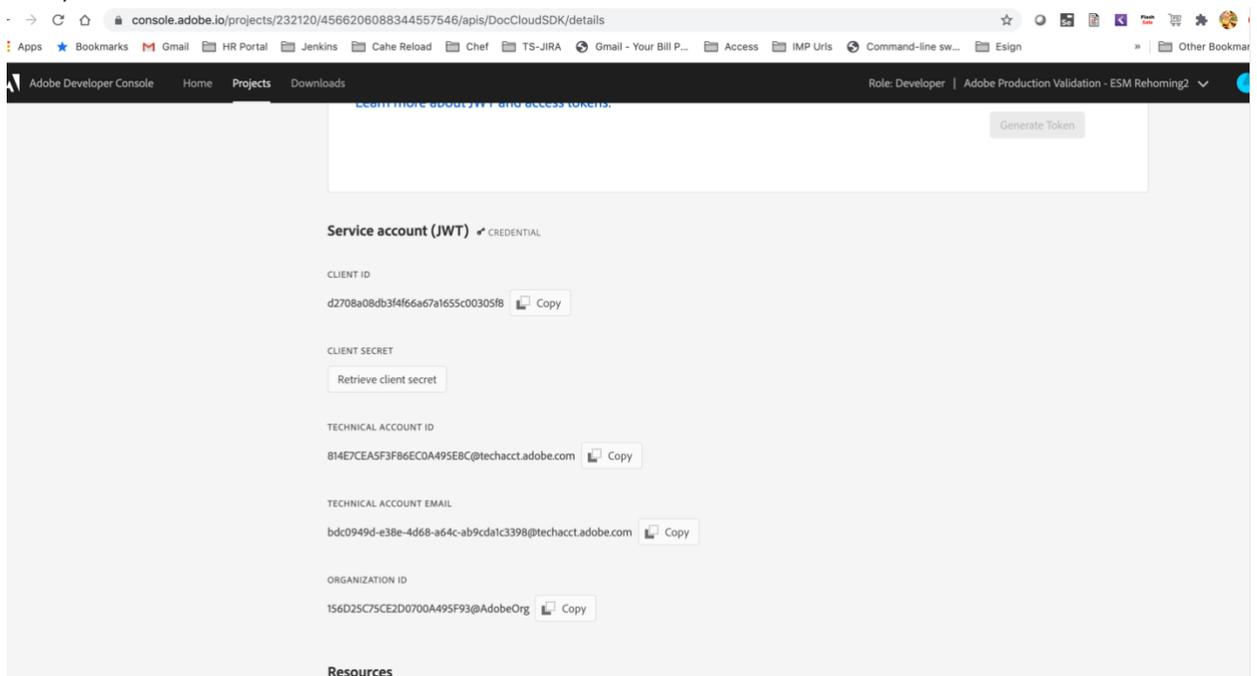


7. Upload your public key and click the "Generate keypair" button

7.1. To know how to create your public/private key, refer to the "[Learn more about authentication](#)" section



8. Click "Next" and "Select product profile"
9. Click the "Save configured API" button to complete the action
10. Now you can view the created credentials and use them



## Need to create a public/private key pair?

You can create certificates in Windows with Cygwin, which includes openssl. On the Mac operating system, you can use the built-in command-line tool openssl. To create a certificate with the command-line tool, open a terminal window on Mac or a Cygwin shell window in Windows, and run the platform-specific tool. In either case, the tool creates a public key in a certificate (CRT) file and a private key.

The openssl req command creates a private key file and a certificate (CRT) file containing the public key. During the key-generation process, you are prompted to enter additional information to create a DN (Distinguished Name) for the public key. You can accept default values in some cases. To leave a field blank, enter "." (a dot character).

*For example:*

```
$ openssl req -x509 -sha256 -nodes -days 365 -newkey rsa:2048 -keyout private.key
-out certificate_pub.crt
```

Generating a 2048 bit RSA private key

```
.....
...+++
.....+++
writing new private key to 'private.key'
-----
```

When the private key generation is complete, you'll see instructions and a prompt to enter DN information. For example:

```
Country Name (2 letter code) [AU]: US
State or Province Name (full name) [Some-State]: California
Locality Name (eg, city) []: San Jose
Organization Name (eg, company) [Internet Widgits Pty Ltd]: My Company
Organizational Unit Name (eg, section) []: My Department
Common Name (e.g. server FQDN or YOUR name) []: Jane Administrator
Email Address []: j_admin@my_company.com
```

The certificate generated by this command expires in one year (365 days), at which point you can create a new one. You can make the duration longer, but rotating credentials periodically is a good security practice.

In this example, the new private key file is named "private.key," and you can use the private key to sign your JSON Web Token (JWT). The contents of the private-key file look something like this:

```
-----BEGIN PRIVATE KEY-----
MIIEVwIBADANBgkqhkiG9w0BAQEFAASCBBkkggS1AgEAAoIBAQDuRjXRJVYouxCl
o5fMCIkkjaEgaIN6hVqsyM8hzAXJkPglpB1tSwFy968+S/4YnLZ2sZs2WCM17oVX
...
ObGhwhcncvUoqweQ3rMlJH3nGVg==
-----END PRIVATE KEY-----
```

The command also creates a new certificate file named "certificate\_pub.crt" that contains the public key. You must provide the certificate to the Document Cloud API support team when you request creation of a new API key for access to the Document Cloud API. The contents of the certificate file look something like this:

```
-----BEGIN CERTIFICATE-----
MIIEPTCCAyWgAwIBAgIJANU6Eel69NiLMA0GCSqGSIb3DQEBCwUAMIG0MQswCQYD
VQQGEwJVUzETMBEGA1UECAwKQ2FsaWZlcml5YTERMA8GA1UEBwwIU2FuIEpvc2Ux
...
9yggUNdPe5SDGXueubbPVTEaee6mQamXhcnQ/1jQtNutUHJvwGng4MxLUkdim4/g
pqNlSLSXS26Dwu6qkBBpxdKA02qSK4lcfDkQwNR+ClRE
-----END CERTIFICATE-----
```

While setting up to run the samples in the PDF Services SDK, you will need to include a reference to a file containing your private key in your configuration file. The expected file format of the module generating the JWT is a PEM file containing an RSA private key. You can generate that file using the following openssl rsa command:

```
$ openssl rsa -in private.key -out keyout.pem
```

The 'private.key' file is the same file you generated in the previous step. Keyout.pem is the file you will use in the JSON

configuration file for the Document Cloud SDK samples. The contents of the PEM file look something like this:

```
-----BEGIN RSA PRIVATE KEY-----
F7aWZvcm5pYTEsMA8G31UEB4wIU2FuIEpvc2UxVQQGEwJVUzETMBEGA1UECAwKQ2
CAyWgAwIBAgIJANU6Ee179Ni1Mb0GCSqGSIbFDQEBcWUAMIG0MQswCQYDIIIEPTC
...
9ygtuNdPe5SDGXueudbPVTEaxe6mQamXhcnQw1jQtNutUHJvwGng4MxLUkdim4fg
qe5SDGXueubbPVTEaee6mQamXhcnQ/1jQtNutUHJvwG1
-----END RSA PRIVATE KEY-----
```

You can learn more about Open SSL and other command parameters here:

<https://www.openssl.org/docs/man1.0.2/apps/req.html>

## Extending the expired private keys via Console

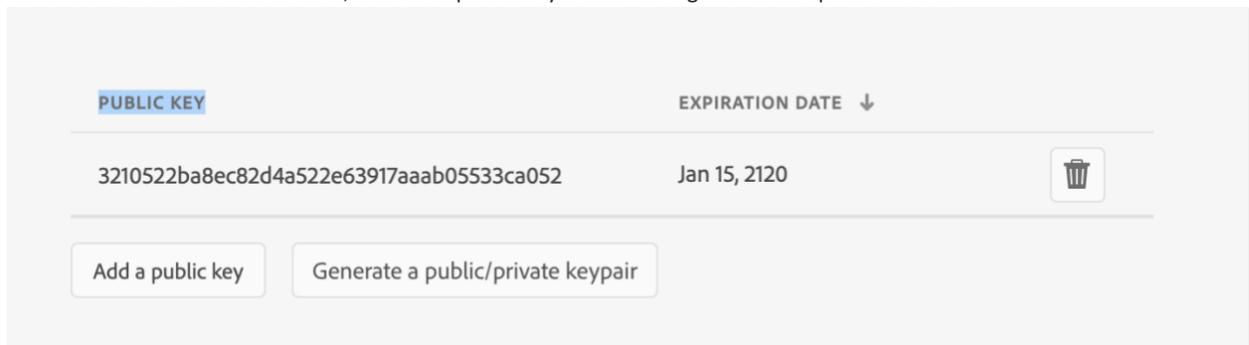
There are two ways to extend the private keys via console.

1. Generate a public/private key pair via openssl command
2. Generate a public/private key pair using console's utility

## Generate a public/private key pair via openssl command

Adobe Developer Console allows you to create your own public/private key pair and then associate the public key with existing credentials. Please follow the following steps:

1. Create a public/private key pair using openssl command; refer to the "[Learn more about authentication](#)" section for more details
2. Step one would create two files — a public key (certificate\_pub.crt) and a private key (private.key)
3. Navigate to [Adobe Developer Console](#)
4. Log in with the "user" used to create the credentials
5. Navigate to the projects list using the link in the top navigation pane
6. Select the project for which the key is to be extended
7. Click the Service Account (JWT) link in the left-hand pane
8. Toward the bottom of the screen, there is a public key section along with the expiration date



9. Click on "Add a public key"
10. Select the public key you generated
11. Once selected, the public key is uploaded and associated with the credentials

PUBLIC KEY	EXPIRATION DATE ↓	
3210522ba8ec82d4a522e63917aab05533ca052	Jan 15, 2120	
cb265b10a401d23ff166f20731045ead06108f9b	Jan 15, 2022	

12. Check the expiration date and verify it has one-year expiry — the private key can now be used with credentials to be used with SDK

### Generate a public/private key pair using Adobe Developer Console's utility

1. Navigate to [Adobe Developer Console](#)
2. Log in with the "user" that was used to create the credentials
3. Navigate to the projects list using the link in the top navigation pane
4. Select the project for which the key is to be extended
5. Click the Service Account (JWT) link on the left-hand pane
6. Toward the bottom of the screen, there is a public key section along with the expiration date

PUBLIC KEY	EXPIRATION DATE ↓	
3210522ba8ec82d4a522e63917aab05533ca052	Jan 15, 2120	

7. Click on "Generate a public/private keypair"
8. Adobe Developer Console will autogenerate a public/private key pair and associate the public key with the credentials

PUBLIC KEY	EXPIRATION DATE ↓	
3210522ba8ec82d4a522e63917aab05533ca052	Jan 15, 2120	
cb265b10a401d23ff166f20731045ead06108f9b	Jan 15, 2022	

9. The public/private key will be downloaded as config.zip
10. Check the expiration date and ensure it has one-year expiry — the private key now can be used with credentials to be used with SDK

## Getting support for Adobe Acrobat Services

Please follow the steps below to create and manage your support ticket through our Admin Console:

A designated Administrator or Support Admin for your Enterprise account needs to sign in to the [Admin Console](#) and navigate to **Support**. To resolve or discuss a case, you can **call** Adobe Customer Care using the contact number given on the upper-right corner of the page. If the country mentioned below the phone number does not match yours, click **Other Regions** for more contact numbers. To learn about our support terms and processes, see [Enterprise Support Terms](#).

The initial response time is one business day. Adobe makes the best effort to respond in a timely fashion, though it doesn't guarantee a resolution to any issue or fix to bugs in a particular timeframe.

### Create a Support Case

To create a case, do the following:

1. In the [Admin Console](#), navigate to **Support > Support Summary**.
2. Click **Create Case**. The **Create Case** window appears.
3. Identify and select the category your issue falls into and click **Create Case**.
  - Managing users and licenses
  - Using Creative Cloud and Document Cloud

What kind of problem are you trying to solve?

This will help us connect you with someone who can help.

#### Managing users and licenses

Issues related to deployment, adding or authenticating users, activating licenses or questions about using the Admin Console.

**Possible Issues:**

- Activation
- Authenticating Identities
- Configure SSO
- Provisioning
- Licensing and packaging apps

#### Using Creative Cloud and Document Cloud

Issues related to troubleshooting, error messages and questions about using Creative Cloud and Document Cloud.

**Possible Issues:**

- Product features not working
- Can't access app assets
- Error updating apps
- Installing app add-ins
- App is crashing frequently

#### Using Experience Cloud

Issues related to troubleshooting, error messages and questions about Experience Cloud.

**Possible Issues:**

- Configure Campaign
- Campaign delivery performance
- Server performance
- Workflow troubleshooting
- Adobe Experience Manager Service Issues

None of the above. [Continue to create case.](#)

4. In the form that appears, specify the name of the product you need assistance with. To see a list of options, type the first few letters of the product name.
5. Provide more details about your issue in the window that appears.

Details to be filled	Description
<b>Specify a product</b>	Specify the name of the product in the given field. To see a list of options, type the first few letters of the product name. This option is not available if you create a case for managing users and licenses.
<b>Select the priority of the issue</b>	Depending on how the issue impacts your operations, classify it as follows: <ul style="list-style-type: none"><li>○ <b>P4 (Minor):</b> Select this option if the issue does not cause any significant interruptions to normal operations. This option can include issues related to APIs and integration, installation and configuration inquiries, enhancement requests, or documentation questions.</li></ul>

	<ul style="list-style-type: none"> <li>○ <b>P3 (Important):</b> If the issue interrupts normal operations, select this option. For example, malfunctioning or incorrect behavior of the software.</li> <li>○ <b>P2 (Urgent):</b> Choose this option when there are serious interruptions to your business' normal operations. For example, if the issue negatively impacts an enterprise-wide installation, urgent deadlines, or causes financial risk to business.</li> </ul>
<b>Quantify the impact of the issue</b>	<p>Based on the scale at which the issue affects your organization, select one from the following options:</p> <ul style="list-style-type: none"> <li>○ <b>Small:</b> One or two users impacted</li> <li>○ <b>Medium:</b> A specific group of users impacted</li> <li>○ <b>Large:</b> Most users impacted</li> </ul>
<b>Summarize the issue</b>	<p>Provide a descriptive summary of your issue. Mention what the specific problem is and what you are seeing.</p> <p>Examples of descriptive summaries:</p> <ul style="list-style-type: none"> <li>○ Error "Could not process incoming SAML response" with Federated ID</li> <li>○ "Account not recognized" in the support panel</li> <li>○ Error 400 or other error when attempting to validate a domain claim</li> <li>○ Users, groups, or identity panel is blank</li> <li>○ Change Domain Claim from Enterprise ID to Federated (or conversely)</li> <li>○ Receiving the error "An invitation with this code was not found"</li> </ul>
<b>Describe the nature of the issue you're facing</b>	<p>State your queries or describe your issue in detail, including the workflow that caused the issue and steps to reproduce. Include details about when it first happened.</p>
<b>Attach screenshots or files that can help describe the issue (optional)</b>	<p>You can attach relevant files under 20 MB to the case. For example, a screenshot of the error. Executable and DLL files are not supported.</p>

**Note:** If the issue results in outages or serious interruptions to a production system such as the following, call Adobe Customer using the contact number given on the upper-right corner of the Support Summary page.

- A complete crash of the system or interruptions in main functions of the production system
- Data integrity compromised
- Imminent financial losses due to missing critical project deadlines or deliverables

6. Click **Next** to add more details about the issue. In the window that follows, fill in the following information:

Details to be filled	Description
<b>List people you want to notify</b>	You can add more email addresses to which you want Adobe Customer Care to send case updates via email. You can notify up to ten people.
<b>Phone number</b>	Provide a contact number so that an Adobe Customer Care agent might contact you via phone to troubleshoot or ask for clarification.
<b>Time zone</b>	The time zone is populated by default, according to your system's information.
<b>Working hours</b>	Use the time slider to let us know the best time of day to reach you.

7. Click **Submit**. A support case is created, and a notification displays.

When you submit a case, a case ID is assigned, and you can track the progress via the Admin Console. All responses are updated to the case and are also sent by email.

To view the details, or update a support case, click the title of the case on the **Support Summary** or the **Support Cases** page.

## **Developer resources**

The following resources will be helpful to get started and for ongoing engagement with the Adobe team and fellow Adobe API developers:

- [Documentation](#)
- [Community Forum](#)
- [Developer Resources](#)
- [Adobe Tech Blog](#)
- Follow us for the latest information on news and events:
  - Twitter: [@adobedevs](#)
  - LinkedIn: [Adobe Document Cloud](#)
  - YouTube: [Adobe Developers](#)