Protected PDF Common Installation Issues

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BASIC INSTRUCTIONS FOR READERS

There is no software required to view this secure PDF, all that is required is Adobe Reader or Acrobat Pro 6.0.1 or higher. Download a free copy of Adobe Reader here http://get.adobe.com/reader/.

When you open the PDF, you will be prompted for your Username and Password. Once you have entered the login information, you will have access to the entire PDF document. **The PDF <insert info such as printing restrictions, computer limits, expiration date, and remember credential details>.**

Your computer system will automatically connect to the PDF Protection server to authenticate the username and password you have entered. If your computer system is blocked from running this action you must contact your IT department for technical support.

Instructions for configuring the Global Object Security Policy in Adobe:

1. Open Adobe Reader
2. From the menu bar, select Edit
3. Select Preferences from the list
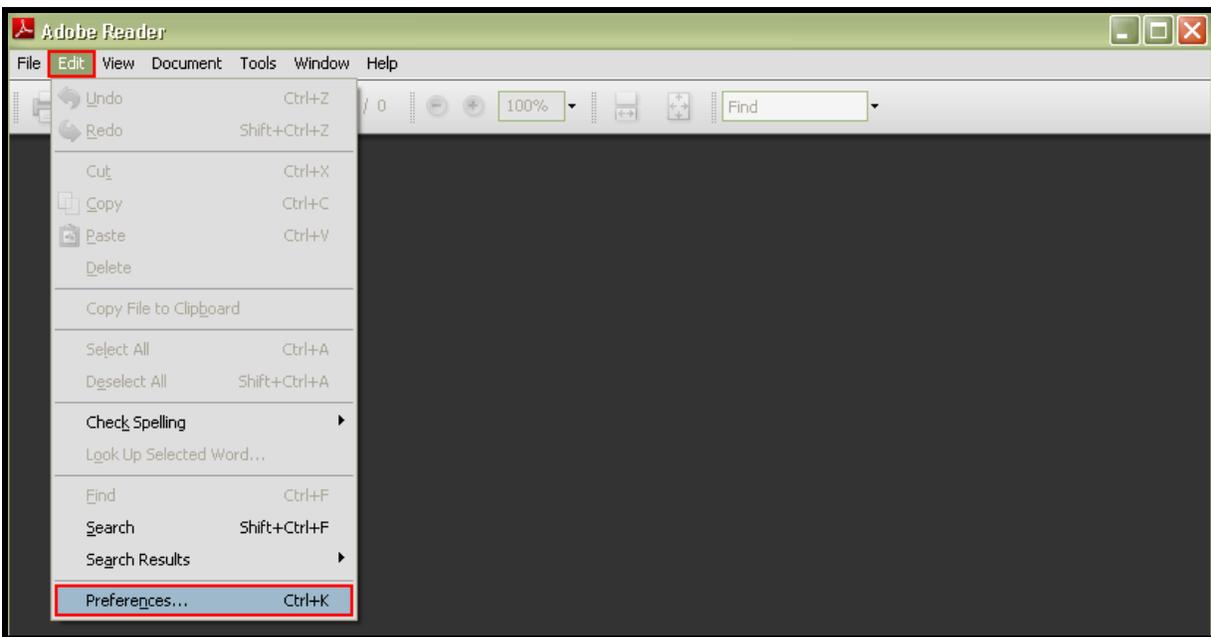
4. On the left-hand sidebar, select JavaScript
5. Make sure the "Enable global object security policy" option is unchecked
6. Click the OK button
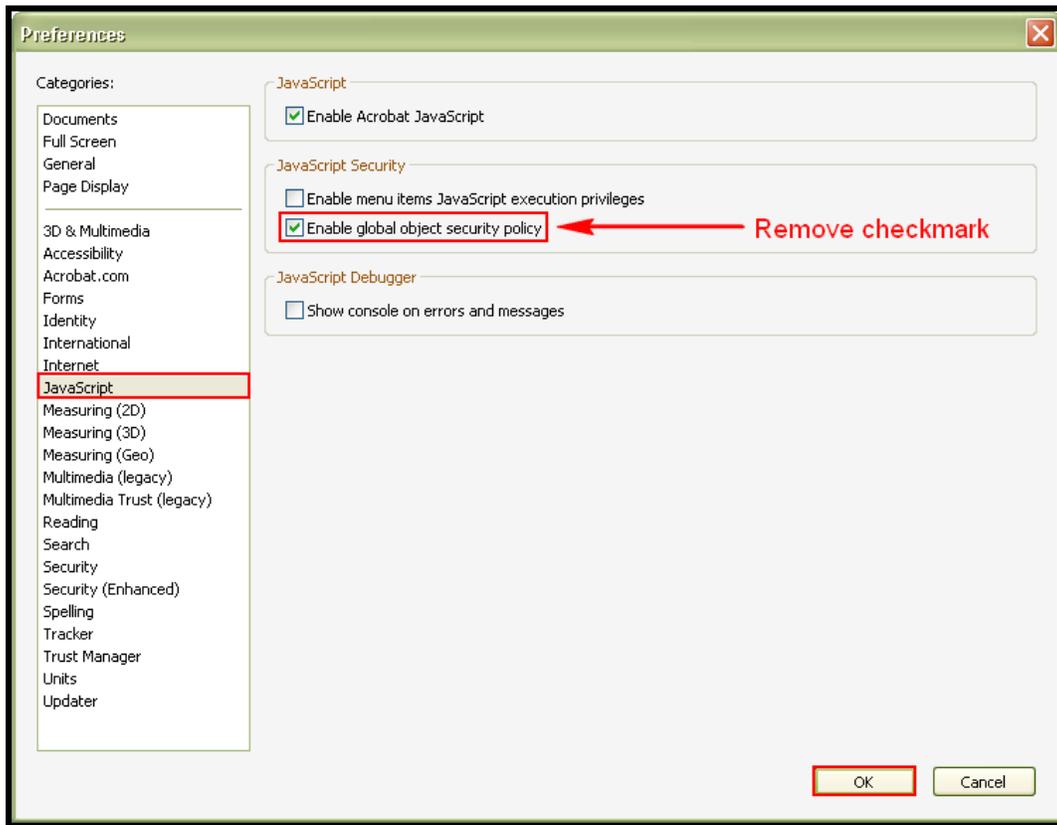
7. Close Adobe
8. Re-open the document

Please Note: The Global Object Security settings <u>must</u> be changed <u>before</u> opening the document for the 1st time

Instructions for Un-locking your documents:

1. Open the PDF, enter the username and password you were provided.
2. Two security warnings will come up, the 1st is to inform you that you will be communicating with our server and the 2nd informs you that our server is sending a response back
3. You <u>must</u> click "Allow" on both warnings
4. Check the box "Remember my action for this site" if you want to always allow the communications for this site

COMMON QUESTIONS

Are my protectedpdf documents compatible with the iPad?

Subject Line: Compatibility with the iPad

We are waiting for Apple to support embedded JavaScript within Preview. Many PDF viewers now support this aspect of the PDF standard (e.g. Adobe Reader, Foxit Reader, Nitro PDF) and we rely on it to implement various aspects of our products.

Unfortunately at this time you will not be able to use any handheld device to unlock and view protectedpdf files.

Are my protectedpdf documents compatible with eReaders?

Subject Line: Compatibility with the Barnes & Noble Nook, Amazon Kindle and Sony eReader

Portable readers, have proprietary software rather than Adobe Reader which is required, and therefore are unable to process protectedpdf documents. If the device does have Adobe Reader, it's not the full version and therefore does not have full Acrobat JavaScript support, which is required to process our document unlocks.

If the reader is receiving the message: "This document requires global security policy to be disabled." What do I do?

This error can occur in Adobe Reader Acrobat version 8.0 or later. To correct the problem, please do the following:

   a. Open Adobe Reader/Acrobat.
   b. Select Edit > Preferences from the menu.
   c. Select the JavaScript section.
   d. Ensure that "Enable global security policy" is unchecked.
   e. Click OK.
   f. Re-open your PDF.

The reader has received both error message 005 and 064 resulting in the document closing. These errors are a result of the reader not disabling the global security policy. The reader will need to follow these steps before opening the document again:

   - Open Adobe Reader/Acrobat.
   - Select Edit > Preferences from the menu.
   - Select the JavaScript section.
   - Ensure that "Enable global security policy" is unchecked.
   - Click OK.
   - Re-open your PDF.

Receiving the message: "Your security settings don't allow access to the protectedpdf server. You must allow access to the server. Message code: 057"

This usually indicates that the site for the protectedpdf server has been added to the set of disallowed sites for Adobe. Below are instructions for resolving this problem in Adobe Reader / Acrobat version 8 (other versions may use slightly different terminology).

   - Open up Reader / Acrobat
   - Select Edit > Preferences from the menu
   - In the dialogue that comes up, choose Trust Manager on the left
   - In the middle box on the right (Internet Access from PDF files outside the web browser), select Change Settings
   - In the box labeled My Web Sites, check to see if protectedpdf.com is listed
   - If so, select it, then select Allow Access from the bottom of the screen

Receiving the message: "Invalid credentials."

> This error occurs when your login and password are not recognized. Please verify that you entered the correct login and password and try again. If this problem persists, contact the publisher for further support.

Receiving a message saying the file is corrupt or damaged.

> This problem normally occurs when viewing PDFs with older versions of Adobe Acrobat/Reader. Please ensure you are viewing your PDF with Adobe Reader/Acrobat version 6.0 or later. You can check your version by opening Adobe, and selecting Help > About Adobe Reader/Acrobat.

When I start typing my login credentials into a protectedpdf document, I receive an informational popup stating that "Adobe Reader does not save the data that you enter into the form fields. ..."

> Protectedpdf requires that you enter your login credentials in order to unlock the document. You can just click on "OK" to continue. You can also check the "Do not show this message again" option to avoid future warnings.

Why do I need to have an Internet connection in order to unlock my protectedpdf document?

> In order to verify that you are the intended recipient of the document, you need to be online to unlock the document. Some documents are then allowed to be viewed offline for a time that has been predetermined by your publisher. During offline access, you will no longer need and Internet connection.

What information is transmitted when I unlock a protectedpdf document?

> Your login credentials and the documents id are securely transmitted to a protectedpdf server in order to verify that you are the intended recipient of the document and that your credentials are valid. These credentials are encrypted to protected them during transmission.

Does protectedpdf store a cookie?

> Yes, in order to identify your computer amongst other computers, protectedpdf does store an Adobe Acrobat cookie which only contains a random key. This cookie behaves similarly to Internet browser cookies but are stored and managed separately from your Internet browser cookies.

I am having problems unlocking a protectedpdf document, what should I do?

> Ensure that you are currently online with either a dial-up or high-speed connection.

> Ensure that you have Adobe Acrobat 6.01 or later. The exact version of an Adobe Acrobat product is displayed in the popup that opens when choosing the "About ..." item in the "Help" menu of the Adobe Acrobat product. If you have an earlier version, you can obtain the latest Adobe Acrobat Reader for free at Adobe's web site: http://www.adobe.com/.

> Ensure that you have enabled Acrobat JavaScript in your Adobe Acrobat product. This setting is enabled by default in the factory configuration. To enabled Adobe JavaScript, launch your Adobe Acrobat product and select "Preferences" from the "Edit" menu item. Choose the "JavaScript" item in the preferences popup and place a check in the "Enable Acrobat JavaScript" option.

> If you have a software firewall program on your computer, such as Windows Firewall, ZoneAlarm, Norton or McAfee Personal Firewall, then you need to allow your Adobe Acrobat product to communicate with the Internet in order for your document to unlock. If you are not sure how to do this then please contact your software firewall vendor for instructions.

> If you have successfully performed all of the above steps are still not able to unlock your protectedpdf document then you should try unlocking the document from a different computer to confirm that the problem is not related to your computer.

ERROR SCREEN SHOTS

This is a very generic error but often is the result of incompatible version of Adobe/Acrobat or a security issue:

The following errors are a result of the global security policy setting in Adobe/Acrobat:


This is error is a result of Reader/Acrobat not being used, the Reader/Acrobat version is corrupted, or an incompatible version of FOXIT, or incompatible version of Reader/Acrobat

This is a result of the communication being blocked within Adobe/Acrobat in the Adobe Trust Manager:
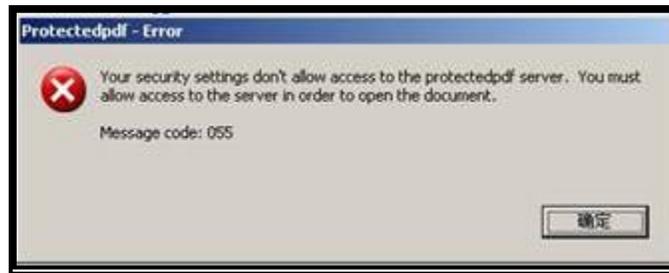

This is the first of 2 pop-ups that the reader will see when unlocking their document. The firs warning lets the reader know they are communicating with the protectedpdf server. They must click allow.
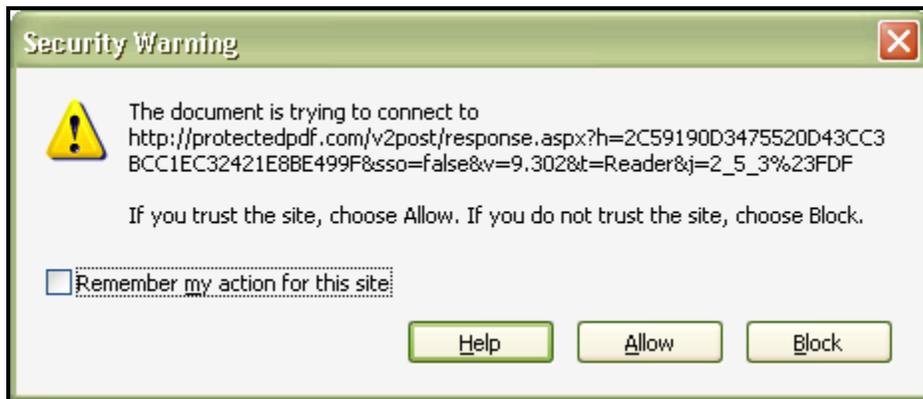

This is the second of 2 pop-ups that the reader will see when unlocking their document. The second warning lets the reader know that the protectedpdf server is sending a response back. They must click allow.
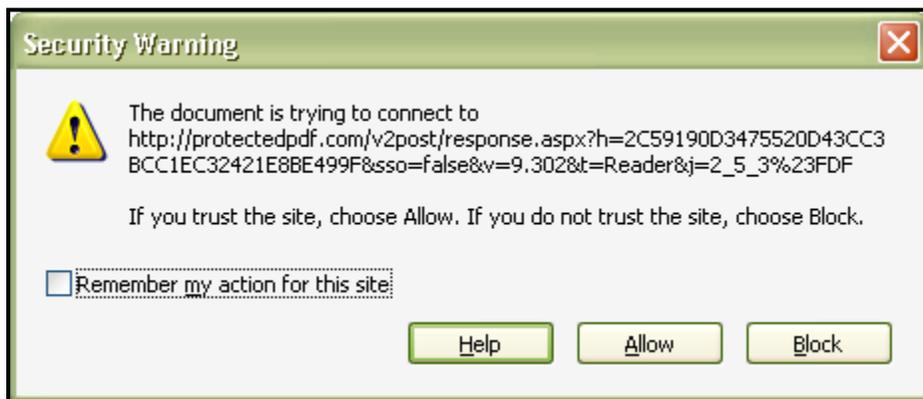
The following errors are a result of a Proxy Server or Firewall:
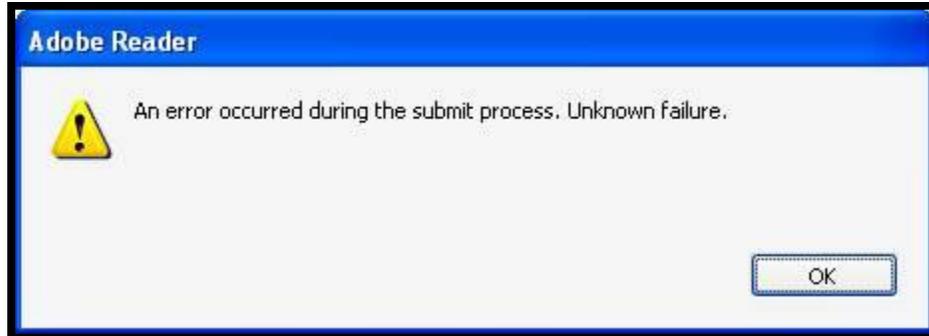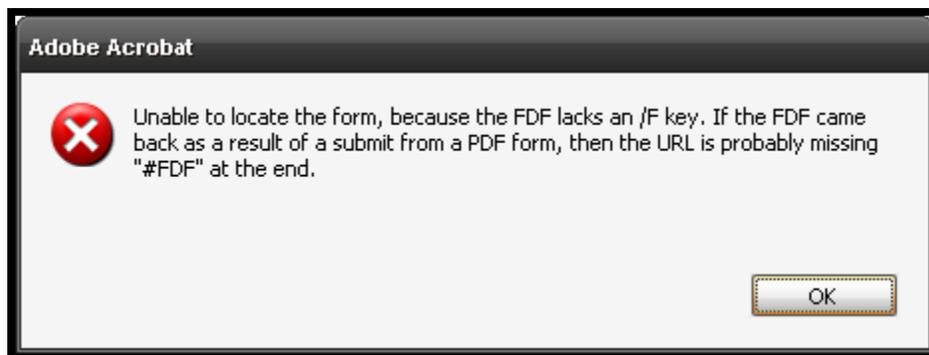
This message tells the reader that they can not save a version of the PDF that remembers their username and password. The reader will always be required to submit their username and password. This occurs when offline days have not been granted.
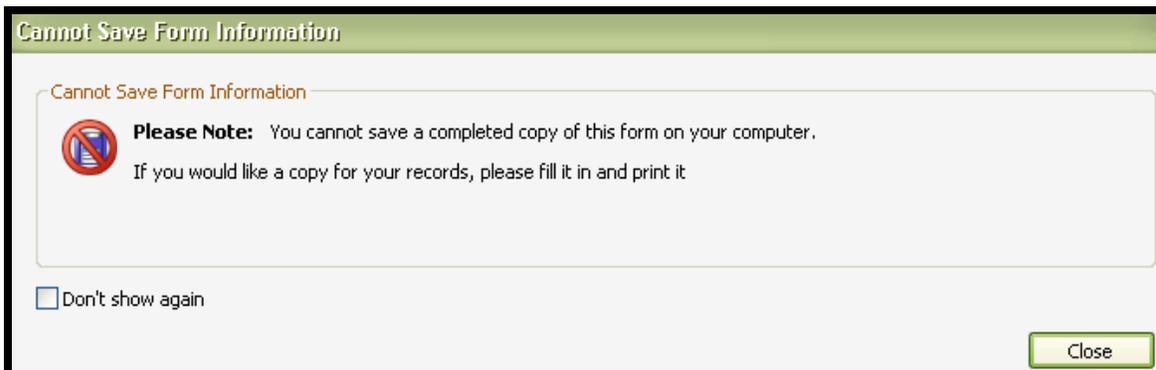
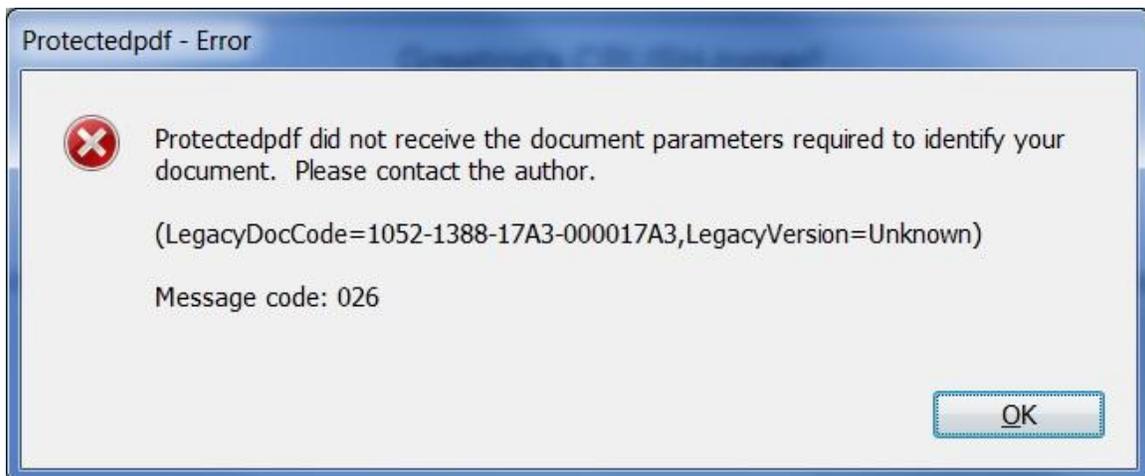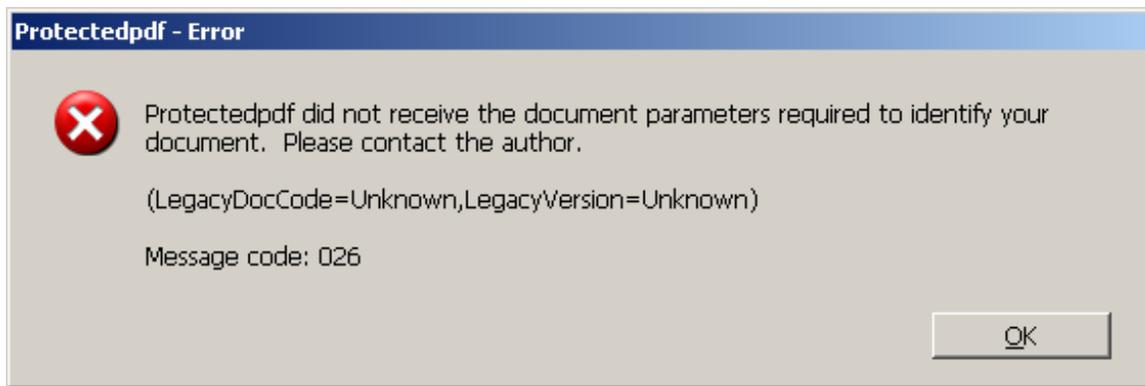There are several reasons that could cause this error message.

- Some older versions of the Adobe Reader for Mac has issue sending values over HTTP
- Some proxies/firewalls will silently alter portions of the outgoing HTTP request and strip out information that ppdf requires
- This error message is typically the result of an incompatible version of Foxit Reader. The first version that was available by Foxit that was compatible was 3.4 however the most current version available for download now is 4.3.1.

Any readers who wish to use Foxit rather than Adobe need to download the most current version available. The following link will give any readers using Windows the current version:

Foxit Reader 4.3.1.0323 (exe)

It is also recommend that readers download the JavaScript support update for Foxit. The following link will provide readers using JavaScript support update:

JavaScript Support 1.0 Build 2007.0406 (fzip)

Protectedpdf - Error

Protectedpdf did not receive the document parameters required to identify your document. Please contact the author.

(LegacyDocCode=Unknown,LegacyVersion=Unknown)

Message code: 026

OK

Protectedpdf - Error

Protectedpdf did not receive the document parameters required to identify your document. Please contact the author.

(LegacyDocCode=1052-1388-17A3-000017A3,LegacyVersion=Unknown)

Message code: 026

OK

PROXY SERVERS, FIREWALLS, ADOBE TRUST MANAGER AND PROTECTEDPDF

Who we are:

Protectedpdf is a digital rights management (DRM) solution for PDF documents that does not require the installation of a plug-in or additional software -- it works directly with the capabilities of Adobe Reader. Protectedpdf is a dynamic DRM solution. That is, the rights that a user has to a particular document are not embedded in the document itself, but can vary over time.

How it works:

In order to provide this functionality, a protectedpdf document must communicate to the protectedpdf server. The protectedpdf server stores the rights information that defines which individuals have access to a given document. The communication from the document to the protectedpdf server uses the HTTP protocol over either port 80 or port 443 (depending on system configuration).

Why proxy servers affect the process:

This style of communication works seamlessly in most environments. However, prior to Version 9 (for Adobe Reader) and Version 8 (for Adobe Acrobat), Adobe's software was not designed to deal with proxy servers. In these scenarios, when the protectedpdf document attempts to contact the protectedpdf server its communications are blocked. When it is unable to contact the server, for security reasons the document cannot be unlocked.

In order for protectedpdf documents to function correctly when using older versions of Adobe Reader/Acrobat, the proxy server must be configured to allow direct communication with the DNS address http://protectedpdf.com/ on ports 80/443.

How to check for a proxy server:

1. Open Internet Explorer (not Firefox or any other browser).
2. Select "Tools" from the menu bar.
3. Select "Internet options."
4. Select the Connections tab.
5. Click the "LAN Settings" button (near the bottom)
6. Check to see if the "use a proxy server..." tick box is selected.

Proxy Server Required Configuration Changes:

1. The proxy MUST allow direct communication
2. With the **DNS** address ***https://protectedpdf.com/*** or ***http://protectedpdf.com/***
3. On ports 80/443

Firewall Required Configuration Changes:

1. Remove any blocks in Norton or other firewall software for ***https://protectedpdf.com/*** or ***http://protectedpdf.com/***
2. The firewall MUST allow communication with ***https://protectedpdf.com/*** or ***http://protectedpdf.com/***

Adobe/Acrobat Trust Manager Configuration Changes:

1. Open Adobe/Acrobat
2. Select "Edit"
3. Select "Preferences"
4. Select "Trust Manager"
5. Select "Change Settings"
6. Remove any blocks in for ***http://protectedpdf.com/***
7. Allow communication with ***http://protectedpdf.com/***

DOCUMENT GUIDELINES FOR MAC USERS

To view a PDF document you MUST use Adobe Reader for Mac. Mac Preview will NOT work. Mac Preview is the default PDF viewer.

1. How to Check Your OS Version (Mac)
   - Click on the Blue Apple and then click on About This Mac
2. Download and install the appropriate Adobe Reader for your operating system
   - Go to http://get.adobe.com/reader/otherversions/
3. Set the default PDF viewer to Adobe Reader
   - Find any PDF document that you have on your computer, click on the document Name & click Get Info
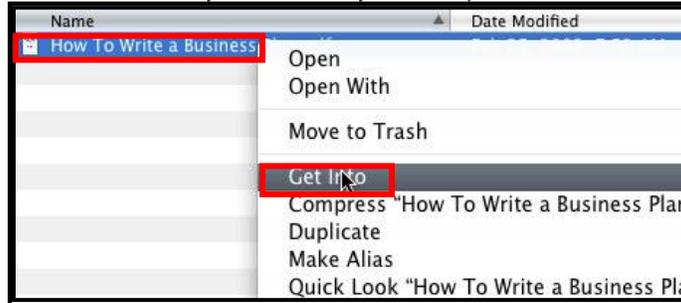
   - In the window that pops up, click the arrow next to Open With: if it's not already open
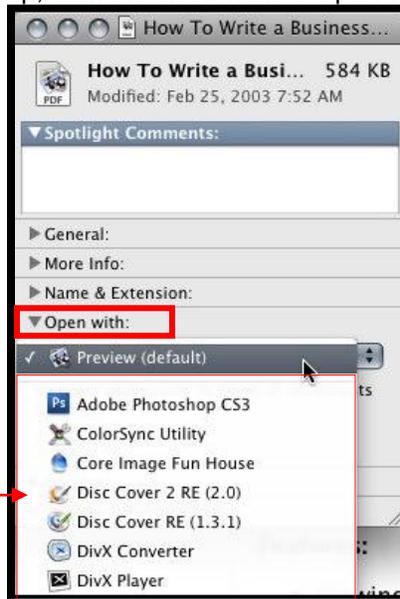
   The **Drop Down Menu** will show Adobe Reader after it is installed in Step

   - Then from the drop-down menu where it says "Preview", choose Adobe Reader
   - Change the default to Acrobat Reader for all PDFs by clicking on "Change All"

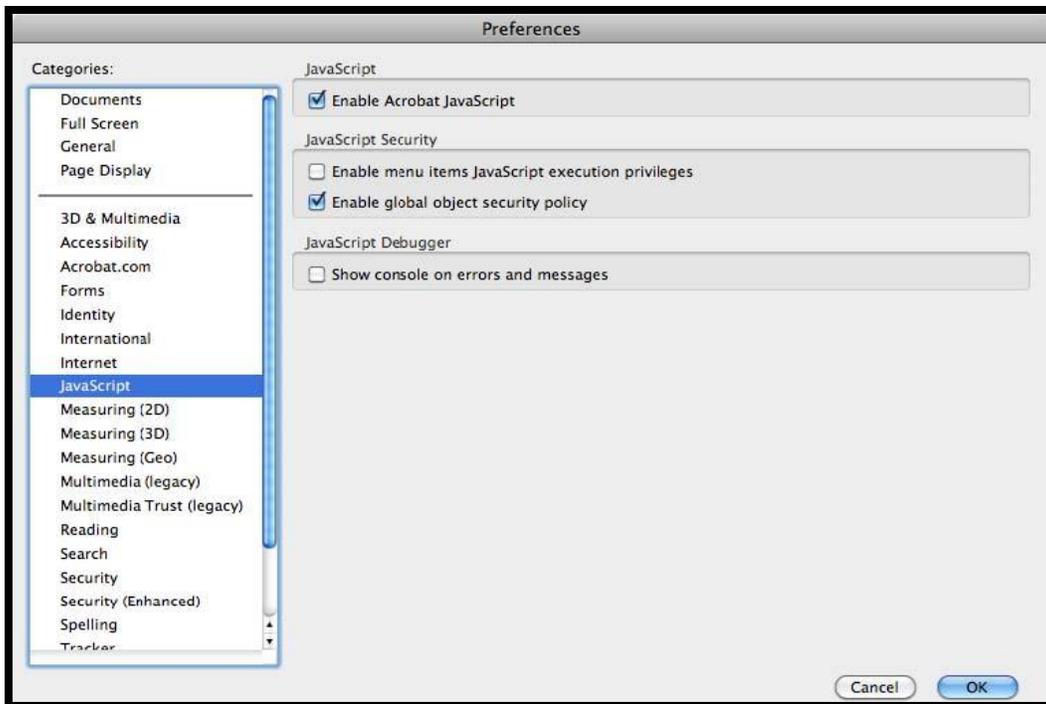# DISABLING THE GLOBAL OBJECT SECURITY ON A MAC

1. Open *Adobe Reader* and click on *Adobe Reader* in top tool bar
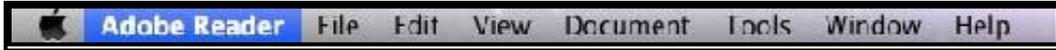
2. Click *Preferences* in drop down menu

3. Select "JavaScript" in the left hand categories menu
4. Un-click "Enable global object security policy" and press "OK"

GLOBAL OBJECT SECURITY POLICY INFORMATION FOR WINDOWS USERS

In the JavaScript section of Acrobat preferences, there is a new check box called Enable Global Object Security Policy (select Edit > Preferences > JavaScript).

When this preference is checked (the default), each time a global property is written, the origin that set it is remembered. Thereafter, only origins that match can access the variable. For files, this means that only the file that set the variable can access it. For documents from URLs, it means that only the host that set it can access the variable.

When not checked, documents from different origins can access the variable, which was the behavior in versions prior to Acrobat Reader 8.

DISABLING THE GLOBAL OBJECT SECURITY POLICY

To disable the global object security policy, follow these steps:

- Open Adobe Reader
- From the menu bar, select Edit > Preferences
- On the left-hand sidebar, select JavaScript
- Make sure the "Enable global object security policy" option is unchecked
- Click the OK button
- Close Adobe
- Re-open the document

ADOBE JAVASCRIPT COOKIE FILES AND PROTECTEDPDF

When a reader opens and unlocks a protectedpdf document we assign a computer ID that is placed in the Adobe JavaScript cookie. This cookie lives in the same location that Adobe is installed which is typically the C: drive. Due to where the cookie lives this directly affects where the document should reside. Whenever a reader receives a file they should save a copy of the file to the hard drive of the computer they will be using.

The following list is the common ways documents are sent and when opened from any of these locations a new computer id will be assigned every time:

- Flash drive
- Email attachment
- CD/DVD
- Link to a website

The reader must save a copy of the file to the hard drive once they receive it to avoid multiple computer ids' being assigned.

When multiple computer id's are assigned the readers will use up their designated computer limit.

The file can be saved to network drives, servers, cloud based servers, or virtual drives but these locations will cause multiple computer ids to be assigned and computer limits to be exceeded. The file should be saved to the C: drive as the permanent location.
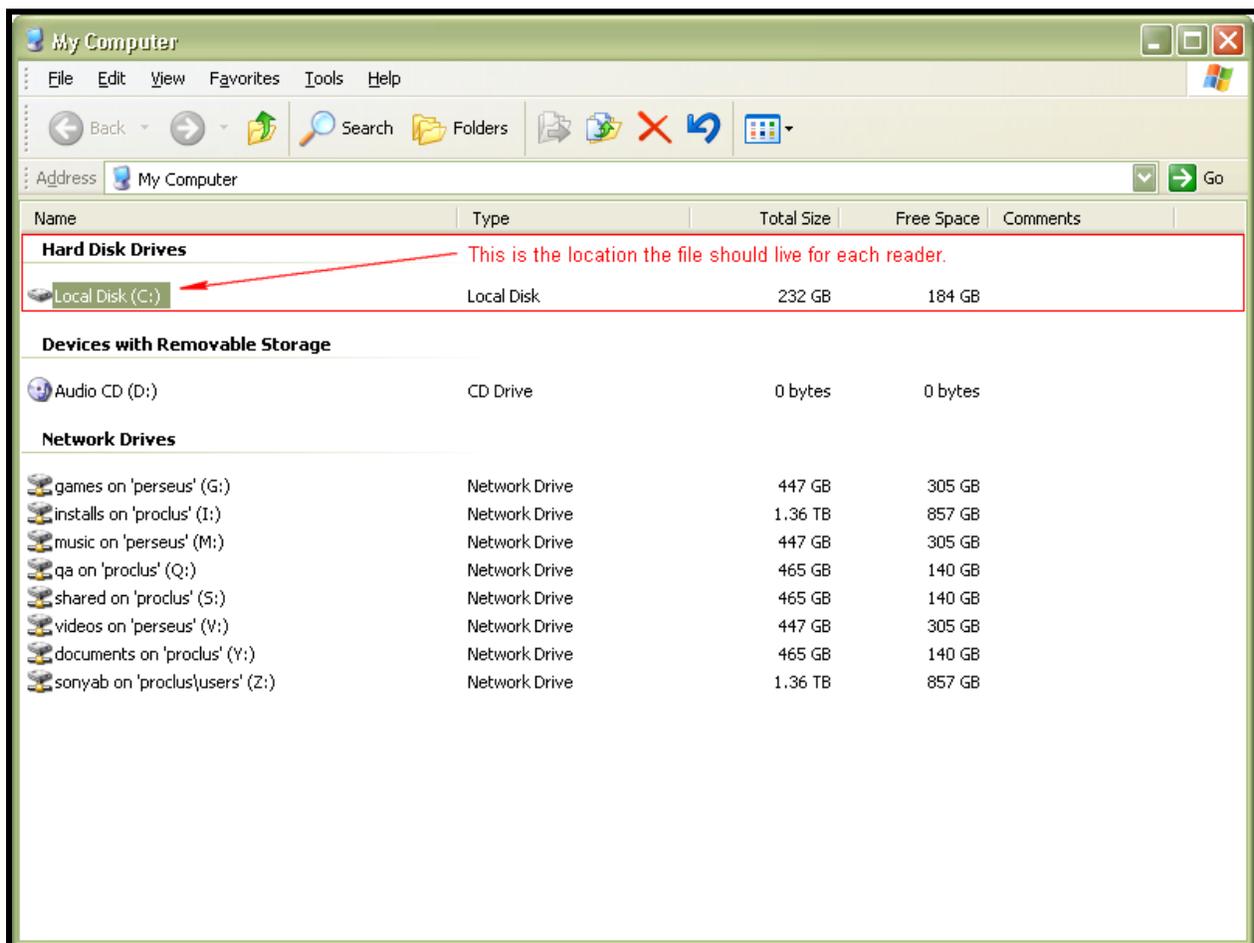
CLEARING JAVASCRIPT COOKIES (XP, VISTA, & MACS)

WINDOWS XP - follow these steps to clear the JavaScript cookies:

1. Close all instances of Adobe currently open
2. Select **Start** and open **My Computer**
3. Click on **Tools**
4. Select **Folder Options**
5. Select the **View** tab
6. Select **Show hidden files and folders**
7. Click on your **C:** drive
8. Open **Documents** and Settings
9. Open your **<windows user>** folder
10. Open **Application Data** folder
11. Open **Adobe** folder
12. Open **Acrobat** folder
13. Open your **<acro version>** folder
14. Open the **JavaScripts** folder
15. Delete both the **glob.js** & **glob.settings.js** files inside the folder

WINDOWS VISTA - follow these steps to clear the JavaScript cookies:

Please Note: changing your view may be required; to change the view: go to Organize, layout, show menu bar; to show hidden files and folders: go to folder options, show hidden files and folders

1. Close all instances of Adobe currently open
2. Select **Start**
3. Open **My Computer**
4. Click on your **C:** drive
5. Open the **Users** folder
6. Open your **<windows user>** folder
7. Open the **AppData** folder
8. Open the **Roaming** folder
9. Open the **Adobe** folder
10. Open the **Acrobat** folder
11. Open your **<acro version>** folder
12. Open the **JavaScripts** folder
13. Delete both the **glob.js** & **glob.settings.js** files inside the JavaScripts folder

MAC OSX & LEOPARD - follow these steps to clear the JavaScript cookies:

1. Close all instances of Adobe currently open
2. Load up **Finder**
3. Under **Places** select your **<Mac user>** on the left navigation panel
4. Open the **library**
5. Open the **Acrobat User Data**
6. Open the **<acro version>**
7. Open the **_x86**
8. Open the **JavaScripts**
9. Delete both the **glob.js** & **glob.settings.js** files inside the JavaScripts folder
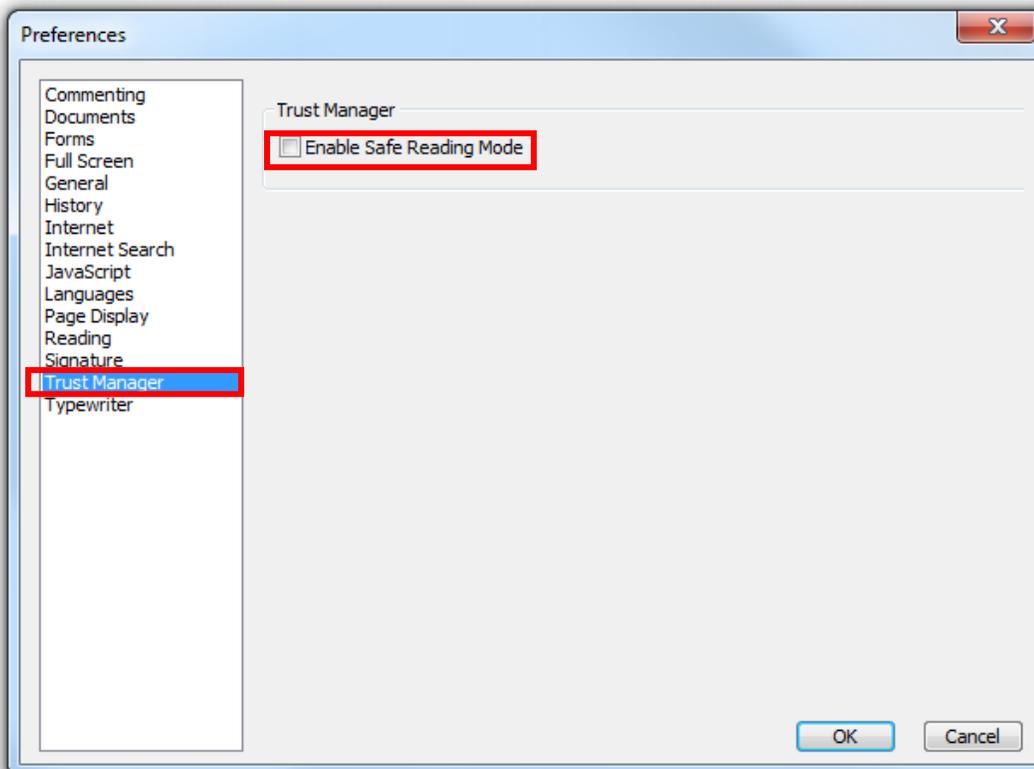
DISABLE SAFE READING MODE IN FOXIT READER

In Foxit Reader, there is a setting called Safe Reading Mode. When this setting is enabled, users will receive this message when they attempt to unlock a document:
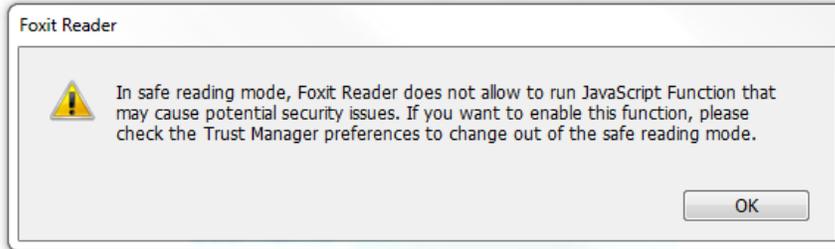
To disable the Foxit's Safe Reading Mode, follow these steps:
1. Click on Tools…Preference
2. Click on Trust Manager
3. Uncheck "Enable Safe Reading Mode" and click OK

ENABLE JAVASCRIPT IN FOXIT READER

In Foxit Reader, there is a setting that enables or disables Javascript. When this setting is disabled, users will not be able to unlock Protectedpdf documents.

To enable Foxit's Javascript support, follow these steps

1. Click on Tools…Preference
2. Click on Javascript
3. Check "Enable JavaScript Actions" and click OK