Overview

# Jobs with encrypted PDF files

RICOH ProcessDirector can receive encrypted PDF files, but must decrypt the files to process the jobs. It can also encrypt PDF files to be sent outside the system if needed.

## Receiving encrypted PDF files

Most steps cannot process encrypted files. As a result, you must decrypt them and remove the encryption password before the first step in the workflow that needs to open the PDF file. Use a step based on the **DecryptPDF** step template to open the file and remove the encryption settings.

> ⬇ **Note:**
> - The **DecryptPDF** step template cannot process PDF files inside a ZIP file.

To decrypt a PDF file, you must use the password that was set when the file was created. In Adobe Acrobat, this corresponds to the **Document Open Password** or the **Permissions Password**. Work with your customer to determine the best way to manage these passwords. You can choose to use the same password for every PDF file that a customer submits. In that case, you can record the **Permissions Password** value as the **Decryption password** in the **DecryptPDF** step without updating it.

Alternatively, you can choose to set a different password for every PDF file submitted. If the password changes with every job, you must provide a way for the operator to enter the password for each job. You can add a manual step to the workflow before the **DecryptPDF** step and give it a name like **EnterDecryptPassword**. During processing, the job stops at that step. The operator opens the job property notebook and enters the **Decryption password** in the **Decrypt PDF** tab. Then the operator can complete the manual step so the password is available when the **DecryptPDF** step runs.

The **Permissions password** can also be submitted in an overrides file along with other job properties. However, this method is not recommended because it is not secure.

## Encrypting PDF files in a workflow

If you need to encrypt your PDF files as part of a workflow, use the **EncryptPDF** step. When you encrypt a PDF file, you can specify one or two passwords. The passwords work in conjunction with a list of password-protected actions to limit what the recipient can do with the file.

The **Permissions password** is the master password. It unlocks the file, so the recipient can read it, fill in form fields, and even edit the contents, depending on the password-protected actions selected.

The **Document open password** is a more limited password. It unlocks the file so the recipient can read, but not edit it in any way. This password is only needed if both of these statements are true:

- The recipient must enter a password to open the file and read it.
- The recipient must be prohibited from changing the document, such as by filling in forms or editing the contents.

If the file does not contain secure information, you can set the allowed actions to permit opening the file without a password, but to require the **Permissions password** for editing.

Parent topic: [Product overview](#)