



# Safeguard Viewer

Product Manual for Windows

Version 3.0

Revision 1.10

# Table of Contents

---

<b>CHAPTER 1: INSTALLATION &amp; REGISTRATION</b> .....	<b>5</b>
<b>1.1 INTRODUCTION</b> .....	<b>5</b>
<b>1.2 INSTALLATION PRE-REQUISITES</b> .....	<b>5</b>
<b>1.3 INSTALLING THE VIEWER</b> .....	<b>6</b>
<b>1.4 INSTALLING THE VIEWER IN CORPORATE ENVIRONMENTS</b> .....	<b>9</b>
1.4.1 Silent (remote) Installation .....	9
1.4.2 License File Registration (silent mode) .....	9
1.4.3 Disabling Automatic Updates .....	10
<b>1.5 MANAGING PROXY SETTINGS</b> .....	<b>11</b>
1.5.1 Proxy server manual entry settings.....	12
1.5.2 Proxy server installation settings.....	13
<b>1.6 REGISTERING THE VIEWER LICENSE</b> .....	<b>15</b>
1.6.1 Immediate Registration.....	16
1.6.2 Save license file and then Register .....	16
1.6.3 Zipped license files and registration .....	16
1.6.4 Web based email systems and registration .....	17
1.6.5 Successful Registration.....	17
1.6.6 Registration issues and firewalls.....	18
1.6.7 Firewall messages displayed during registration .....	18
1.6.8 Registering with a publisher more than once .....	19
1.6.9 Registering with different publishers.....	19
1.6.10 Messages displayed if you have not registered .....	20
<b>CHAPTER 2: VIEWING PROTECTED PDF FILES</b> .....	<b>21</b>
<b>2.1 FIREWALL / ANTI-SPYWARE MESSAGES DISPLAYED WHEN VIEWING DOCUMENTS</b> .....	<b>22</b>
<b>2.2 VIEWER CONTROLS</b> .....	<b>23</b>
2.2.1 Keyboard shortcuts.....	23
2.2.2 Viewer toolbar .....	24
<b>2.3 HOME TAB</b> .....	<b>25</b>
<b>2.4 DOCUMENT TAB</b> .....	<b>27</b>
2.4.1 Print: Printing Controls .....	27
2.4.2 Find: Searching for text.....	30
2.4.3 Page up / down controls .....	31
2.4.4 Scrolling options .....	32
2.4.5 Navigation buttons .....	32
2.4.6 Document display size (zoom).....	32
2.4.7 Viewing multiple pages (book format).....	33
2.4.8 Tool bar display.....	33
2.4.9 Full screen mode .....	34
<b>2.5 ANNOTATIONS TAB</b> .....	<b>35</b>
2.5.1 Adding Annotations .....	35

2.5.2	Deleting Annotations .....	37
2.5.3	Editing Annotations .....	38
2.5.4	Managing Annotations .....	39
2.5.5	Saving & Loading Annotations .....	40
<b>2.6</b>	<b>VIEW TAB .....</b>	<b>41</b>
2.6.1	Bookmarks .....	41
2.6.2	Status Bar .....	42
2.6.3	Remember Last Page .....	42
<b>2.7</b>	<b>SETTINGS TAB .....</b>	<b>43</b>
2.7.1	Language .....	43
2.7.2	Proxy Settings.....	44
2.7.3	DirectX Render.....	44
2.7.4	Check for Updates .....	45
<b>2.8</b>	<b>HELP TAB.....</b>	<b>46</b>
2.8.1	Contact Support.....	46
2.8.2	How to open a PDC.....	46
2.8.3	Product Manual .....	47
2.8.4	Knowledgebase.....	47
2.8.5	About .....	47
<b>2.9</b>	<b>FORM TAB .....</b>	<b>48</b>
2.9.1	Submit Form .....	48
2.9.2	Highlight Fields.....	48
2.9.3	Clear Form .....	48
2.9.4	Import .....	49
2.9.5	Export .....	49
<b>2.10</b>	<b>FILE SIZES SUPPORTED .....</b>	<b>50</b>
<b>2.11</b>	<b>DOCUMENT CONTROLS .....</b>	<b>50</b>
<b>CHAPTER 3: USB SECURE VIEWER .....</b>		<b>52</b>
3.1.1	Opening Secure Documents .....	52
<b>3.2</b>	<b>USB TAB .....</b>	<b>53</b>
3.2.1	Set USB Password.....	53
3.2.2	Remove USB Keystore.....	54
3.2.3	Explore.....	55
3.2.4	Safely Eject.....	55
3.2.5	USB ID .....	55
3.2.6	Program Updates .....	56
3.2.7	Upgrading a v2 Viewer to v3.....	56
<b>CHAPTER 4: TROUBLESHOOTING .....</b>		<b>58</b>
<b>4.1</b>	<b>INSTALLATION .....</b>	<b>58</b>
4.1.1	When I go to install the viewer by double-clicking on the exe file, it tells me the file is corrupted.....	58
<b>4.2</b>	<b>REGISTRATION.....</b>	<b>59</b>
4.2.1	Error Message "We cannot connect to the license server by Internet. Please check that you are connected, or that a firewall is not stopping this connection." .....	59

4.2.2	When I go to register my license file it tells me “the server is unavailable” .....	60
4.2.3	When trying to register I get the error message “License check failed server returned 407 response code” .....	60
4.2.4	Error message when registering: "License Check Failed. Server Returned 302 Response code" .....	60
4.2.5	Error message “Server Response code 504” .....	60
4.2.6	No more licenses are available for you to register.....	60
4.2.7	The license file I have received has an extension of .mim not .llv. I change it to .llv but still cannot register.....	61
4.2.8	The requested URL_LocklizardLicensing_CheckLicense was not found on this server (displayed if a proxy is running).....	61
4.2.9	Can't connect to server www.locklizard-license.co.uk Error 12003. An extended error was returned from the server.....	61
4.2.10	We cannot register your account because the server is not available .....	61
4.2.11	An error has occurred while retrieving document access key. Unexpected end of file from server.....	62
<b>4.3</b>	<b>VIEWING PROTECTED PDFs.....</b>	<b>62</b>
4.3.1	Error message “You do not have the correct key that is required to decrypt this document” is displayed but you have been given access to the document.....	62
4.3.2	Error message "Acrobat could not open "<filename>.pdc" because it is either not a supported file type or the file has been corrupted" .....	62
4.3.3	Error message "You need to register with the publisher before you can view any protected documents" .....	63
4.3.4	Error 1284:68. Can't connect to server. Error 0. The server response could not be parsed. Please check your internet connection and try again.....	63
<b>4.4</b>	<b>GENERAL FAQs.....</b>	<b>64</b>
4.4.1	Do I have to be connected to the Internet in order to view secure PDF documents? .....	64
4.4.2	Where do I obtain a license to view protected PDF documents? .....	64
4.4.3	What happens when I change or upgrade my computer - Do I need a new license?.....	64
4.4.4	How do I open a PDC document directly from Internet Explorer or any other browser?....	64
4.4.5	What is the remove keystore option for? .....	65

## Chapter 1: Installation & Registration

### 1.1 Introduction

---

Safeguard Secure PDF Viewer enables you to view protected PDF files that have been published in .PDC format.

Safeguard Viewer is a standalone application that controls what you can do with protected PDF files (for example how long you can view them for, whether you can print them, etc.). These document controls are set by the publisher of the document and cannot be altered by yourself.

Safeguard Viewer can either be installed on your computer or run from a USB device. Only the publisher of secure documents can distribute USB devices containing the Viewer software, documents, and keystores.

All trademarks of Adobe Systems Incorporated are acknowledged, as are any other trademarks referenced in this manual.

### 1.2 Installation Pre-requisites

---

Safeguard viewer is compatible with the following Windows platforms:

- Windows 10 and above

Both 32 and 64 bit platforms are supported.

.NET Framework 4.5.2 and above is required. The setup program will install this for you if it is not already installed on your computer.



#### IMPORTANT NOTE: INSTALLATION RIGHTS

You **MUST** have Windows Administrator rights to install the viewer software. If you don't have Windows Admin rights then you cannot install the viewer. Once the viewer software has been installed and a license registered, then non-administrative (standard) Windows can view protected documents.

**You must have read/write rights to the following locations:**

C:\ProgramData\Locklizard\PDCViewer\

The keystore files are written to the All Users area of the computer and therefore protected documents are available to all users.

## 1.3 Installing the Viewer

---

**You MUST be logged on as a Windows administrator with full privileges.**

Right-click on **SafeguardPDFViewer.exe** in Windows File Explorer and select 'Run as Administrator' to start the installation process.

During the installation process the Viewer will check to see if any updates are available. If you do not want this to occur then run SafeguardPDFViewer.exe from Windows command prompt with the switch /NOLATESTVERSIONCHECK.

**Example:** "C:\Downloads\SafeguardPDFViewer.exe" /NOLATESTVERSIONCHECK

The installation process is straight-forward and it takes less than a minute from start to finish.

Screenshots of the installation process are given below and are self-explanatory.



Diagram 1: Safeguard Viewer Setup Wizard



Diagram 2: License agreement

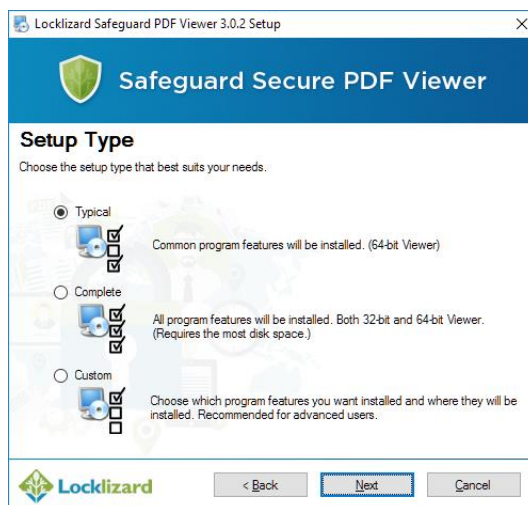


Diagram 3: Safeguard Viewer Installation setup type

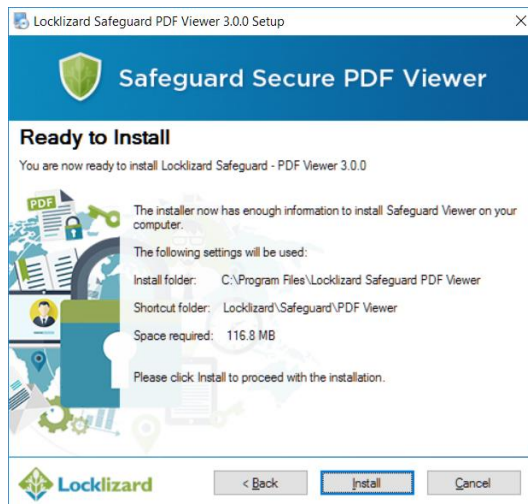


Diagram 4: Safeguard Viewer Installation Confirmation

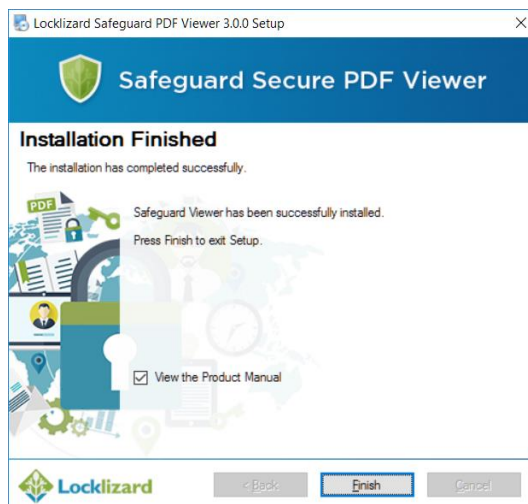


Diagram 5: Safeguard Viewer Installation complete



## 1.4 Installing the Viewer in Corporate Environments

---

### 1.4.1 Silent (remote) Installation

In corporate environments it may be a requirement that your IT department install applications programs and not you as the user.

Corporate IT departments often use system administration programs to remotely install software onto the desktop. These tools often do not process messages as an end user would have done because they will routinely specify the default settings for the system. To support this type of deployment we provide a silent installation mode – this installs the viewer using the 'Typical' Setup option.

To run Safeguard viewer in silent installation mode without any dialogs displaying, the setup must be launched using the Windows Run command (or using command prompt) as a **Windows Administrator** including the path to the install file and the "/S" parameter.

**Example:** "C:\Downloads\SafeguardPDFViewer.exe" /S

where C:\Downloads is the location of the Viewer installation file (exe).

### 1.4.2 License File Registration (silent mode)

Once the viewer software has been installed in silent installation mode, you can register a license file from the command line (Windows Run command). A registration confirmation dialog is displayed on successful registration.

**Example:**

"C:\InstallFolder\PDCViewer64.exe" "C:\Licensefiles\YourName.llv" /S

where C:\InstallFolder is the location where the Viewer has been installed to and C:\Licensefiles is the location where the license file is located.



**IMPORTANT NOTE: Connection to the Internet is required**

The license file will be registered with the Locklizard Administration server so an Internet connection is required, unless you have purchased Locklizard Safeguard as an own server solution running on your Intranet. You must have Windows Admin rights in order to register a license.

### 1.4.3 Disabling Automatic Updates

You may want to disable the auto update checker from running if your users are in a "locked-down" network environment and cannot install any software on their desktops. In such an environment, if a regular user attempts to update the viewer software then they will receive an error when the installation fails since the viewer software is unable to update the Windows registry.

**Example of use - disable automatic update checks:**

SafeguardPDFViewer.exe /UPDATE="0"

**Example of use - enable automatic update checks:**

SafeguardPDFViewer.exe /UPDATE="1"



**NOTE: Manual Program Checks**

Even if automatic update checks are disabled users can still manually check for updates using the 'Check for Updates' option from the Safeguard Viewer Settings tab.



## 1.5 Managing Proxy Settings

---

Proxy servers are used in some organizations to change the port addressing from the Windows default to another internally determined port number.

On some systems, because of internal security requirements, firewall controls are set to prevent internal applications from connecting directly to external web addresses. Further, to help prevent attacks from hackers, and prevent keyloggers and other programs commonly used by hackers, viruses and worms to send confidential internal data to outsiders, internal systems may use port addresses on the firewall that are not the standard ports. Finally, the firewall may require users who wish to use external services to authenticate themselves to the firewall before they are able to use external services.

To support these higher security requirements, Safeguard Viewer allows you to configure your proxy settings into the viewer.

Safeguard Viewer will automatically pick up current proxy information from Internet Explorer if it is available. However, if your proxy requires authentication, a dialog box will be displayed where you must enter the user name and password needed to authenticate yourself to the proxy.

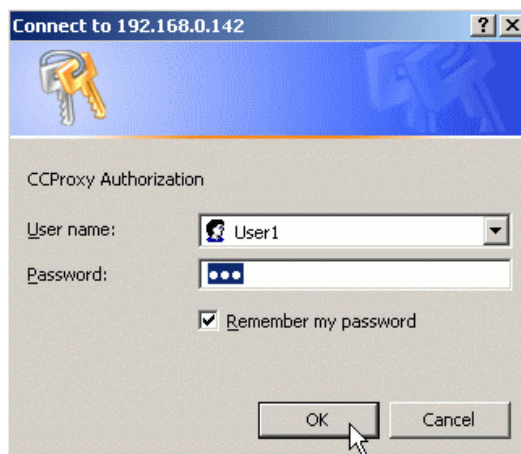


Diagram 6: Proxy authentication dialog

Your internal IT department should be able to provide you with the necessary information.

There may be circumstances when you need to manually override these settings before you can register and use the viewer software.

To manually configure proxy settings right click on the Windows Start menu and select Programs > Safeguard PDF Viewer > Proxy Settings.

The following dialog is displayed.

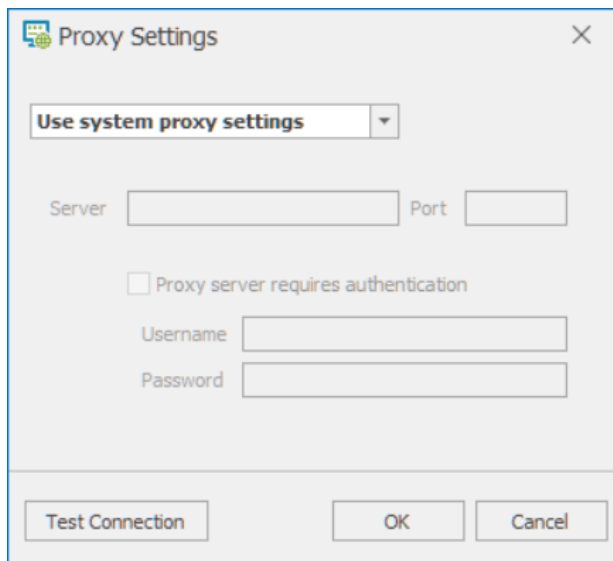


Diagram 7: Proxy settings dialog

Here you can set the proxy to use existing system proxy settings or manually enter ones.

### 1.5.1 Proxy server manual entry settings

To manually enter proxy settings, select the 'Manual proxy configuration' option from the pull-down field and then enter the address the proxy requires in the 'Server' field. Your IT support group will be able to tell you the address you should enter here. Also, ask them if you need to enter a specific port address.

Safeguard Viewer uses port 443 to securely address (using HTTPS) the relevant administration server for the publisher whose product you have purchased (for internal systems this corresponds to the documents you are authorized to use). If your internal system requires the use of a different port for the connection you must enter it in the 'Proxy port' field.

The information for the server your publisher is using may be displayed in the license file and can be viewed with Windows Notepad or a similar application. If no port number is displayed then port 443 is used by default.

If your internal control system requires authentication at the firewall then check the 'Proxy Authentication' checkbox and enter in the fields provided the username and password that your IT department have allocated to access the firewall service.

If you do not supply the Proxy authentication data (username/password) but the proxy server requires authentication, a dialog box asking for the username and password will be automatically displayed when Safeguard Viewer tries to connect to the Internet.

If the "Use System proxy Settings" option is selected, then the viewer will use the Internet Explorer settings for the Internet connection (assuming the proxy settings are defined in IE).



**NOTE: Changing Settings**

If the viewer is running when you add or change proxy settings then it must be restarted (or the current document reopened) to apply the new proxy settings.

You only need to run the utility once unless someone decides to change your internal proxy settings and they cannot be automatically picked up by the viewer software.

## 1.5.2 Proxy server installation settings


If you want to deploy the same proxy settings across multiple computers quickly then you can modify and deploy the Viewer ini settings file located at C:\ProgramData\Locklizard\PDCViewer\PDCViewer3.ini

The ini file must contain the following settings (values below are provided as an example):

```
[Connection]
cType=1
ProxServ=192.169.1.1
```

ProxPort=999

Set cType=1, ProxyServ to the proxy address, and ProxPort to the proxy port number. This will instruct the Viewer to use the proxy settings on connection.

 **NOTE:** PDCViewer3.ini may be created by the setup or it may already exist on the user's computer. In your automation script you should add the above section if it doesn't already exist. Note that if you modify PDCViewer3.ini before the Viewer is installed it could be overwritten and your custom proxy settings lost.

## 1.6 Registering the Viewer license

Before you can start viewing secure PDF documents you must first activate (register) your license with the document publisher.



### **IMPORTANT NOTE: Connection to the Internet is required**

You **MUST** be online to the Internet during the registration process because it updates the registration control service in real-time. If you do not have an Internet connection then you will receive an error message and you will have to start the process again.

You will have already been sent an email from the document publisher containing your license file (safeguard\_v\_license.llv or YourName.llv) as in the example diagram below. The license file may be a link in the email and/or an attachment to the email in .llv and .zip formats.

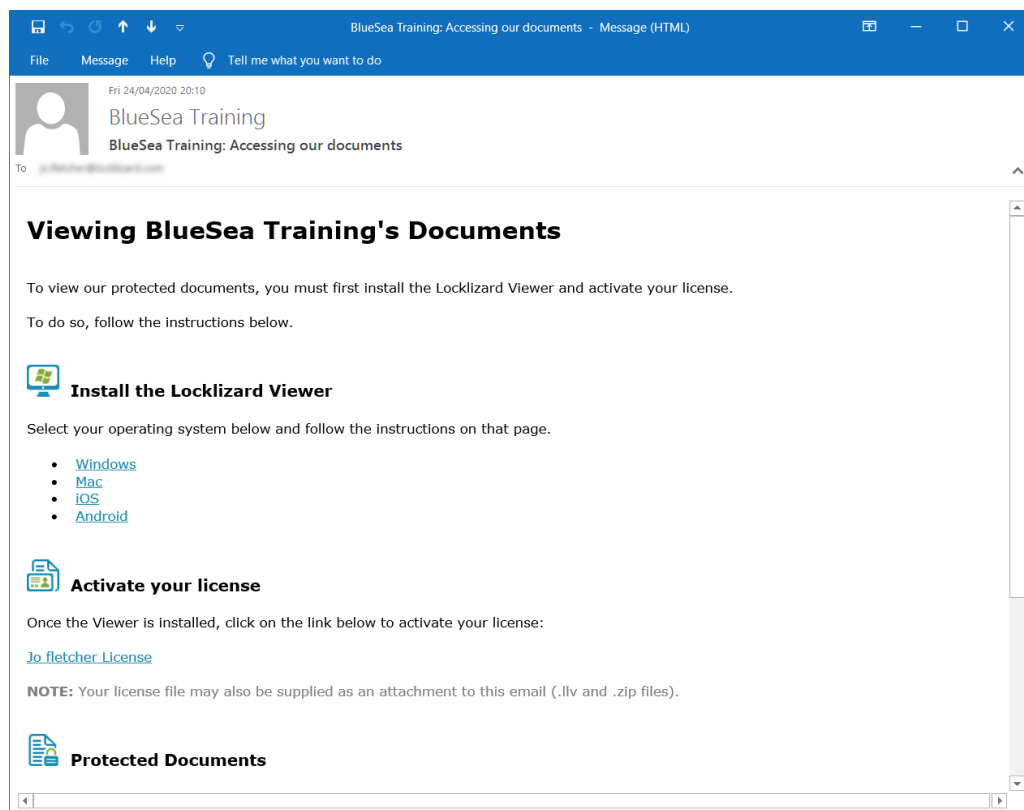



Diagram 8: Safeguard Viewer Registration Email

### 1.6.1 Immediate Registration

To register, double-click on the .llv file in your email application (or select the download your license file link if available), select the 'Open' option, and then the OK button.

Double-clicking on the .llv file invokes the registration process and registers you with the publisher. A message dialog confirms successful registration.

### 1.6.2 Save license file and then Register

Alternatively, you can right-click on the license file attachment and use the 'save as' or 'save to disk' option to save the license file to disk. You can then double-click on the license file  in Windows File Explorer to register.

### 1.6.3 Zipped license files and registration

The license file is also contained in a zip file so that it does not get stopped or altered by firewalls, or corrupted by mail applications during transmission.

If you cannot register using the .llv license file for any reason then use the one contained in the zip file.

Double-click on the zip file in your email application, select the 'Open It' option, and then the OK button. Then double-click on the .llv file (this file is revealed when the unzip process has run).



#### **NOTE: Firewalls may rename file extensions**

Some firewall products may have renamed the zip file, and you may have to approve running it to reveal the license file contents. Zone Alarm for example, renames zip files with a .zm9 file extension. You can either double-click on this file and Zone Alarm will run asking you whether you want to view the contents, or you can save the file to disk, rename the file extension back to .zip, and then double-click on it.



## 1.6.4 Web based email systems and registration

With web based email systems (where you view your emails through a web browser) you will need to save the license file to disk before double-clicking on it so that the license process can be executed locally.

## 1.6.5 Successful Registration

At registration time checks are made to see if your customer account exists, when it becomes valid, and the documents you are allowed to access. Once you have successfully registered, this dialog is displayed:

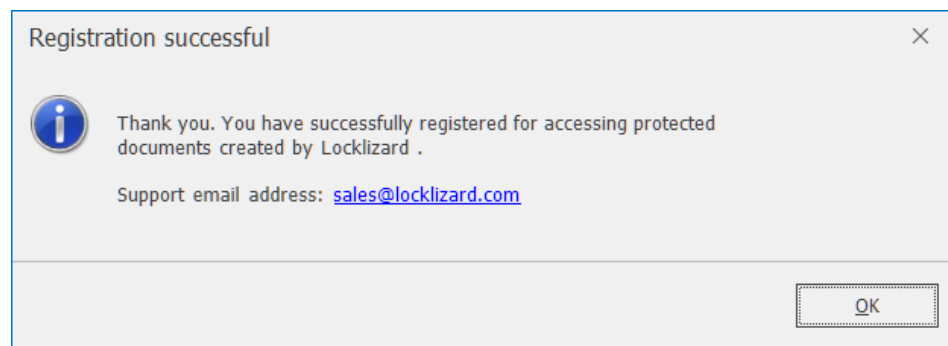
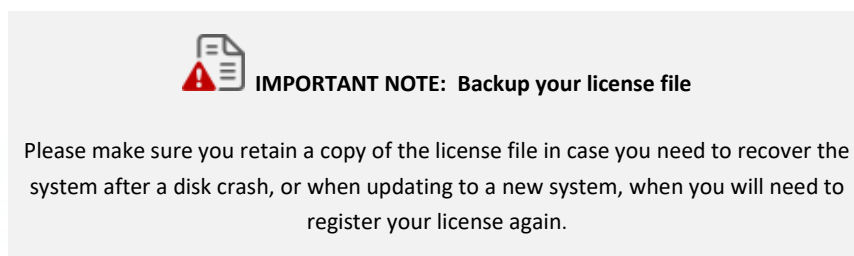


Diagram 9: Successful registration message

You will now be able to view documents you are licensed for.

If you are not connected to the Internet at the point of registration then you will receive an error message and you will have to start the process again.



## 1.6.6 Registration issues and firewalls

Safeguard Viewer uses port 443 (standard HTTPS port) to securely address (using HTTPS) the relevant administration server for the publisher whose product you have purchased. You must therefore make sure that if your company has a hardware firewall in place, or you are running a software firewall, that port 443 is opened.

The information for the server your publisher is using may be displayed in the license file and may be viewed with Windows Notepad or a similar application. If no URL is displayed in the license file, the system is using either port 443 (the default) or port 80. You will need to contact the publisher of the document if you cannot register on either port, since they may be using an own server environment which uses different port numbers.

## 1.6.7 Firewall messages displayed during registration

Some firewalls or anti-virus products may display the following message window (or similar) during registration. This notifies you that Safeguard Viewer is trying to access the Internet.

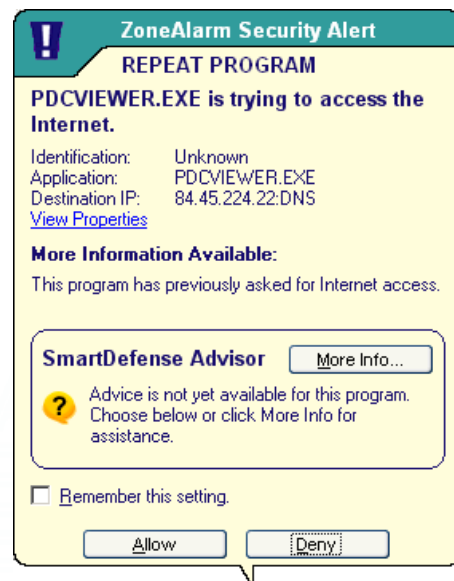


Diagram 10: Firewall message window during registration

You must check the box (remember this setting) and select the Allow button (or the equivalent for your product) so that the viewer can connect to the Internet and register your license.

The viewer will also need to connect to the Internet when you view a document for the first time, and may need to connect on subsequent occasions depending on the document controls set by the publisher.

### **1.6.8 Registering with a publisher more than once**

The license file given to you by your publisher may be valid for installation on one or several computers. If it is only valid for one installation then once you have registered using that license file it cannot be used again.

You can, however, re-use your license file more than once on the SAME computer. For example, if you have had to remove your viewer keystore then you can re-register using the original license file from your publisher.

If you have purchased multiple documents and entered different user information each time (for example, John Doe the first time and J Doe the second time) then you will be sent a new license file. You will need to register using this second license file so that you can access any documents that you purchased with the second user name.

However, if you purchased multiple documents from and always entered the same user information each time, then you will only need to register once. You will automatically have access to all protected documents you have purchased.

### **1.6.9 Registering with different publishers**

If you have purchased protected documents from different publishers you will need to get a viewer license from each publisher before you can access their document(s). You do not need to install the viewer software again.

## 1.6.10 Messages displayed if you have not registered

If you try to view a protected PDF file before you have registered, the following dialog box (or similar) is displayed.

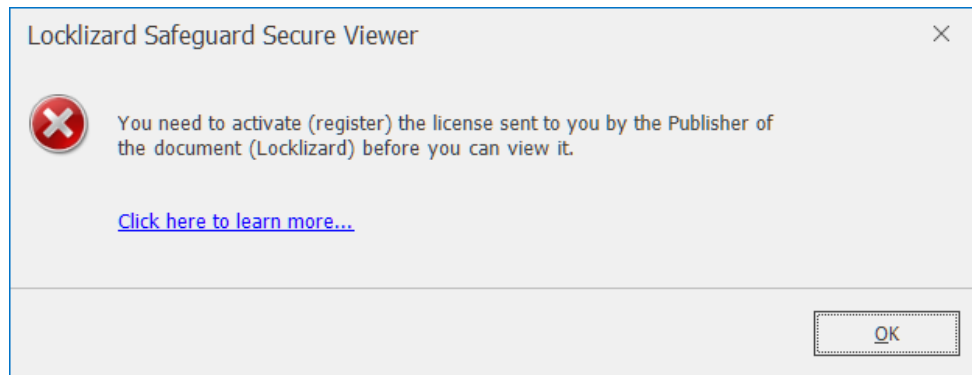


Diagram 11: Registration required dialog



### **NOTE: Check to see if a license has been registered**

You can hover over an LLV file in Windows File Explorer to see if it has been registered and if so, the date/time this occurred.

## Chapter 2: Viewing Protected PDF Files

To view a protected PDF file (PDC file ) , double-click on it in Windows File Explorer.

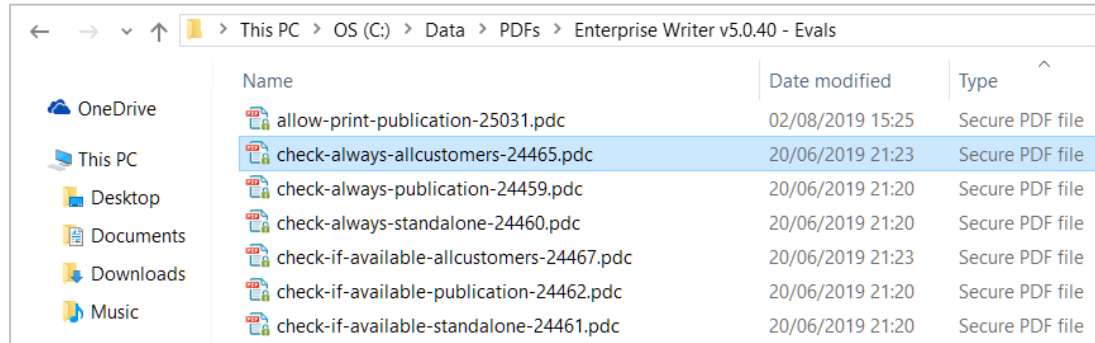


Diagram 12: Windows File Explorer

The protected PDF file is decrypted and displayed in the Safeguard Viewer. As an example, you might see something like this:

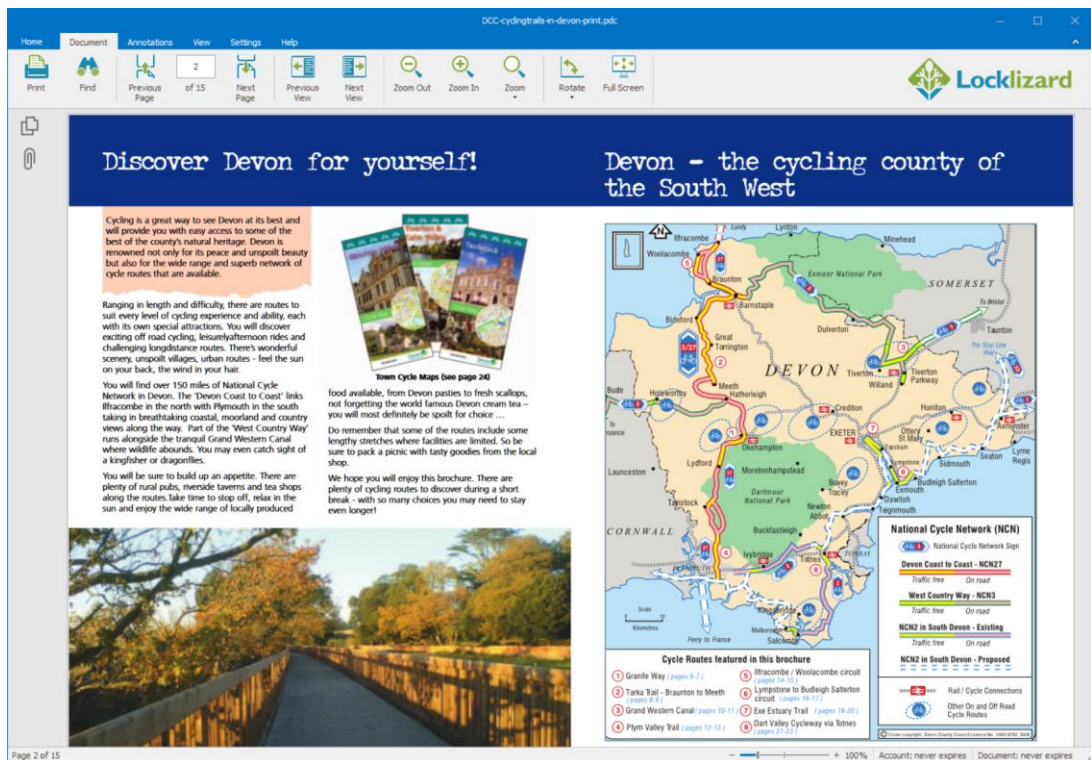


Diagram 13: Safeguard Viewer with protected PDF document

You can have up to three instances of the Viewer running at any time.

When you view a secure PDF document (PDC file) for the first time, the viewer software will check if it has the correct key to view it. If it does not, the viewer will check with your publisher's administration server to see if you have been granted access to the document (you **MUST** be connected to the Internet at this point). If access is allowed then the decryption key is transparently relayed from the publisher to the viewer and you will be able to view the document. If not, a message will be displayed telling you how to contact the publisher in order to be granted access to the document.

## 2.1 Firewall / anti-spyware messages displayed when viewing documents

---

The first time you view a protected document your firewall / anti-spyware product may display the message (or a similar one) below.

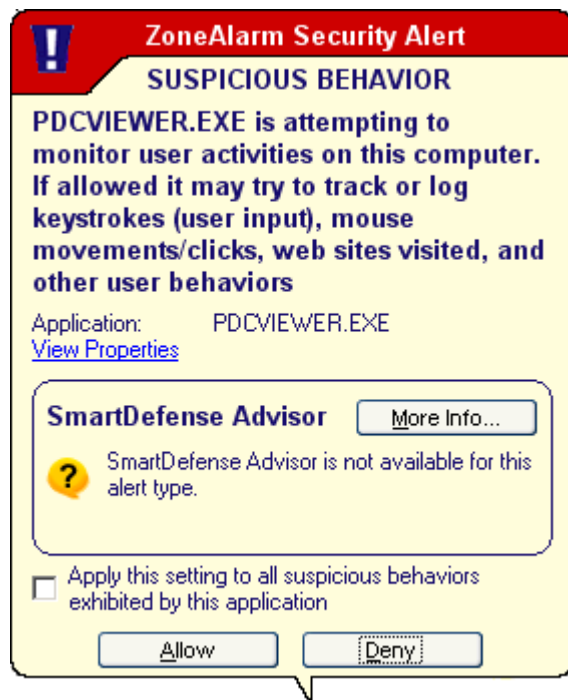


Diagram 14: Software firewall message dialog

Safeguard Viewer does NOT monitor mouse activity, characters entered, web sites visited etc., on your computer. It just checks whether its own processes are running and you have to allow it to do this in order to view protected documents.

Check the box (apply this setting to all suspicious behaviors exhibited by this application) and select the Allow button.



**NOTE: Firewall Settings**

If you select the Deny button then the viewer window will be minimized and the protected document will not be displayed.

## 2.2 Viewer controls

---

Safeguard Viewer uses familiar document controls so you can simply navigate your way around a document. Less familiar controls are explained below.

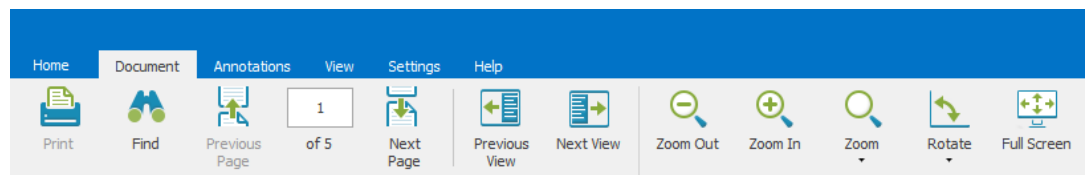


Diagram 15: Viewer Toolbar

### 2.2.1 Keyboard shortcuts

Safeguard Viewer supports several keyboard commands for quick access to toolbar functionality. These are available when a document is open in the Viewer.

- page up/down keys - next/previous page
- home key – go to first page
- end key – go to last page
- up/down arrow keys – scroll up/down

### 2.2.1.1 *CTRL shortcuts*

Hold down the CTRL key when selecting the following:

- P - Print
- O - Open Document
- F - Find
- R - Register License
- + - zoom in
- - - zoom out
- Marquee zoom (available from the right-click menu) - zoom out

### 2.2.1.2 *ALT shortcuts*

You can use the ALT key to navigate and select toolbar items. Press and then release the ALT key to display keyboard shortcuts for menu items. You can then press the corresponding letter on the keyboard to select them.

Hold down the ALT key when selecting the following:

- F – enter/exit full screen mode

## 2.2.2 **Viewer toolbar**

The toolbar tab sections are now described in more detail.



## 2.3 Home Tab

Selecting this option displays the Home menu.

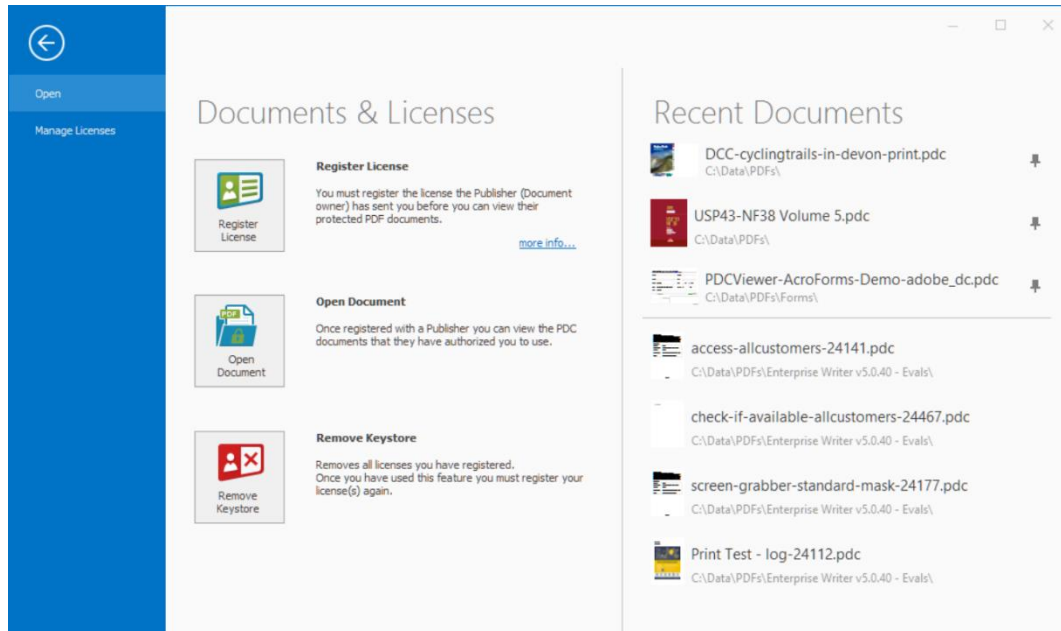


Diagram 16: Home menu

From here you can:

- Register Licenses
- Open Documents
- Remove the Viewer Keystore
- Manage Registered Licenses
- See a list of recent documents opened

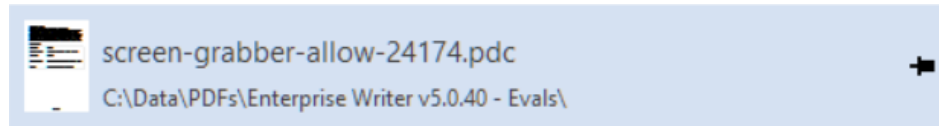
### 2.3.1.1 Recent Documents

This displays a list of the last 20 documents you have opened.

Right-click on a document to:

- see when you last opened it
- clear it from the list - select the 'Remove from list' option
- clear all documents from the list - select the 'Remove all' option

To **pin a document to the list**, hover over the document and select the pin icon to the far right.



This will change the icon status to pinned  .

### 2.3.1.2 *Manage Licenses*

If you have registered multiple licenses from the same publisher or from different publishers then you can manage them here. For example, you may have purchased an ebook from a publisher (and received a license file to view it), and then later on purchased another one from the same publisher using a different email address (and have been given a new license file to view it).

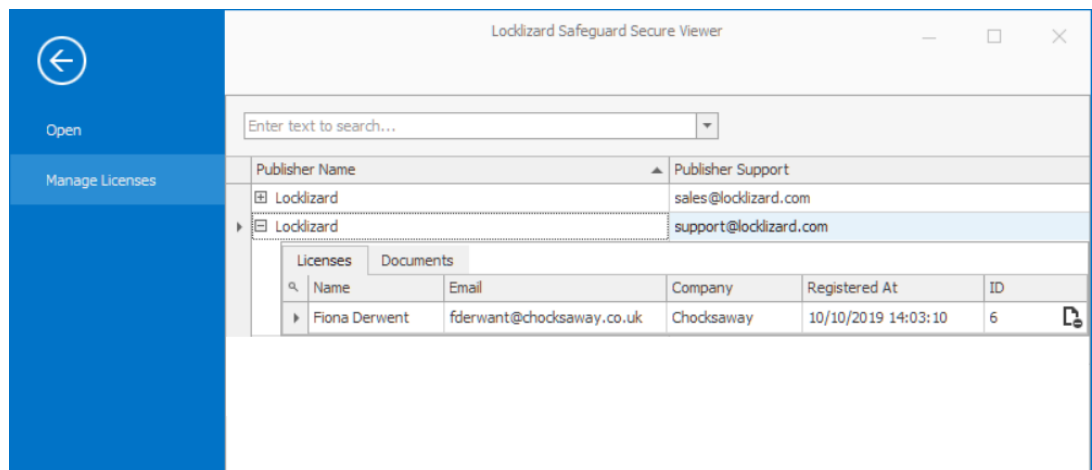



Diagram 17: Manage Licenses

If you have multiple licenses from the same publisher then the Viewer will ask you which one you want to use. You might therefore want to remove any old licenses that are no longer valid.

To remove a single license from your keystore, expand the Publisher Name and then select  .

## 2.4 Document Tab

---

This tab provides functionality for document manipulation and navigation.

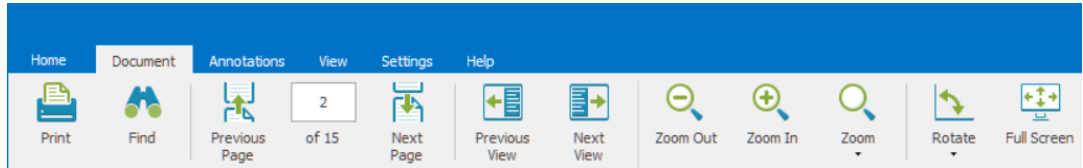


Diagram 18: Toolbar – Document Tab

### 2.4.1 Print: Printing Controls



Printing may or may not be allowed depending on the restrictions set by the document publisher.

If printing is disabled the print button will be shown as grayed-out and the button will be deactivated.

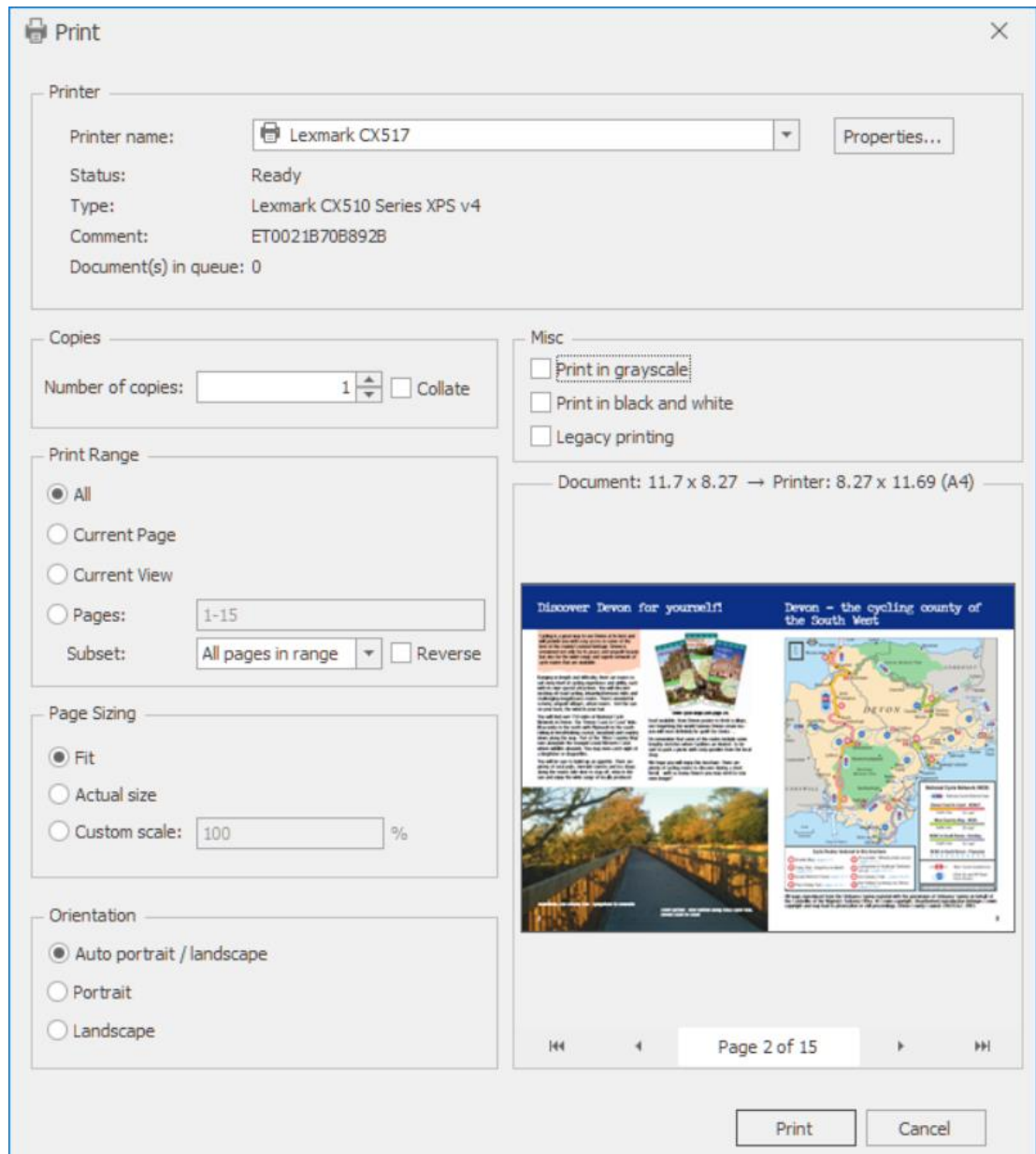


Diagram 19: Print dialog

#### 2.4.1.1 *Print Range*

The print range Pages edit box may contain any of the following:

1. a single page number: e.g. 23
2. multiple single pages: e.g. 23,34,45,67
3. a page range: e.g. 2-50
4. multiple page ranges: e.g. 2-50,65-90,110-135

The print range edit box will only accept:

1. numbers: 0 to 9
2. the minus sign: - page range separator
3. comma: , for distinguishing multiple ranges/pages

The following example shows what you should enter in the page range edit box to print the first 10 pages, the last 10 pages, and page 25 of a 210 page document: 1-10,200-210,25

There is no special order between a single page and a page range, meaning that they can be mixed. For example: 1-10,23,24 or 23,1-10,24. The only difference between these two selections is the order in which the pages are printed.

#### **2.4.1.2**      *Print Range: Current View*

Selecting this option will print the area you have currently zoomed into.

#### **2.4.1.3**      *Page Sizing: Fit*

Selecting this option (the default) will make the view display match the printed output with left/right and top/bottom margins adjusted accordingly.

#### **2.4.1.4**      *Orientation: Auto-portrait / landscape*

Select this option (the default) if you have both portrait and landscape pages in the same document. Landscape pages will be automatically rotated to fit.

#### **2.4.1.5**      *Legacy printing*

Select this option to print without DirectX rendering. You might want to do this if the document is printing incorrectly or is incomplete.

Selecting this option may result in lower print quality but faster printing.

#### 2.4.1.6 *Preview pane*

This shows how the document will print.

If the Preview pane shows the document in black & white or greyscale for a color document, then this setting has been enforced by the publisher and cannot be changed.

### 2.4.2 Find: Searching for text



Select the Find option to search for text. The Find toolbar will then appear below the main toolbar.

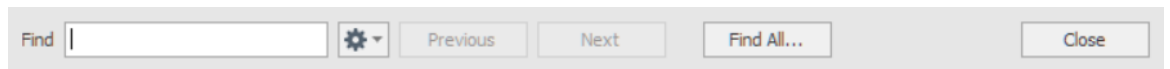



Diagram 20: Find toolbar

Enter the text you want to search for and then press the Next or Previous buttons depending on whether you want to search forwards or backwards from the currently viewed page.

To change the search settings, select the tools icon .

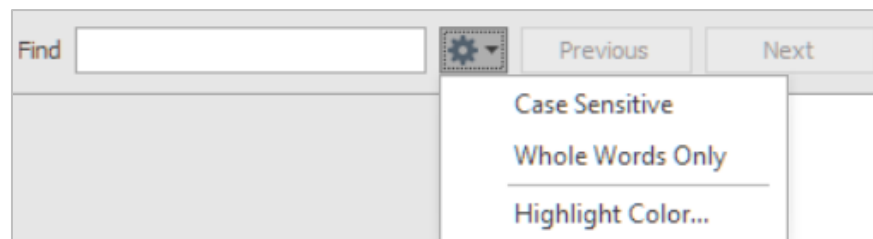


Diagram 21: Search settings dialog

#### 2.4.2.1 *Keyboard shortcuts*

- F3 – finds the next instance of the searched term.
- Shift+F3 – finds the previous instance of the searched term.

#### 2.4.2.2 Search results: Find All

To find all occurrences of a word with the results displayed in a separate Search dialog, select the Find All button.

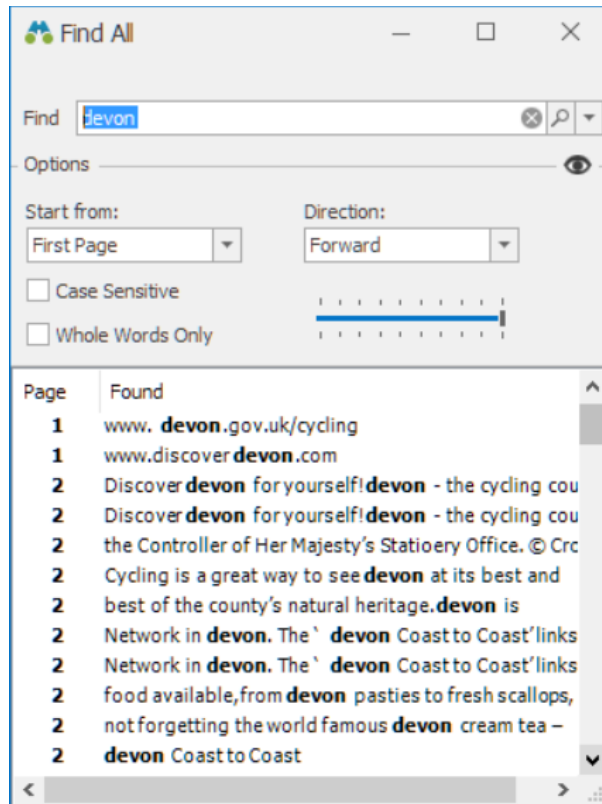
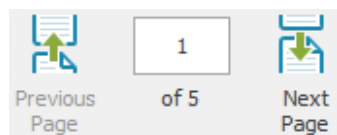


Diagram 22: Search results dialog

#### 2.4.2.3 Closing the Find toolbar

To close the Find toolbar, select the Close button located at the far right.

### 2.4.3 Page up / down controls



You can navigate around a document by:

1. Entering a page number in the page input field

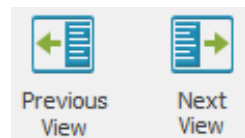
2. Previous Page and Next Page buttons
3. Scroll bar on the right-hand side of the viewer window
4. Scrolling with your mouse
5. Page up/down keys on your keyboard

#### 2.4.4 Scrolling options

By default, documents are displayed in continuous scrolling mode.

If you want to scroll one page at a time then select the 'Page Level' option from the Zoom pull-down list box.

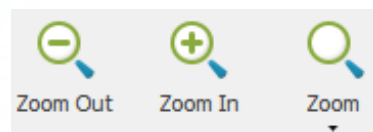
#### 2.4.5 Navigation buttons



History navigation buttons (Previous View and Next View) are available from the toolbar and from the right-click menu (displayed when right-clicking on a document).

These are useful if the document you are viewing has links in it to other pages. Once you have pressed on a link you can then use the previous button to go back to the page you were previously viewing. The history cache will hold a maximum of 50 viewed pages.

#### 2.4.6 Document display size (zoom)



You can change the document display size by:

1. Selecting the Zoom In and Zoom Out buttons in the toolbar



2. Selecting a value from the Zoom pull-down list box
3. Right-clicking on the document and selecting 'Marquee Zoom', then dragging the cursor over the area you want to zoom in to
4. Selecting a custom value by using the zoom slider (located in the Viewer's Status Bar at the bottom of the Viewer window).



#### 2.4.6.1 *Full screen mode & keyboard shortcuts*

In full screen and normal mode you can use the CTRL key shortcuts to zoom in and out of a document.

- CTRL + - zoom in
- CTRL - - zoom out
- Hold the CTRL key while Marquee zoom is selected to zoom out

#### 2.4.6.2 *Saving page zoom size*

If you change the document zoom level the viewer will automatically apply these settings the next time you open the same document.

### 2.4.7 Viewing multiple pages (book format)

If you want to view pages side by side (just like in a book) then select the appropriate zoom size from the Zoom pull-down list box or use the Zoom slider in the Viewer's status bar.

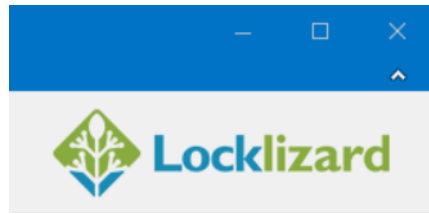
The zoom size you select will depend on your screen size and resolution - adjust the document display size until you see the pages fully on the screen.

### 2.4.8 Tool bar display

You can minimize the toolbar display by either:

- Right-clicking on the toolbar and selecting 'minimize the ribbon'

- Selecting the ^ above the logo area



## 2.4.9 Full screen mode



When in this mode, right-click on the document to select document tools.

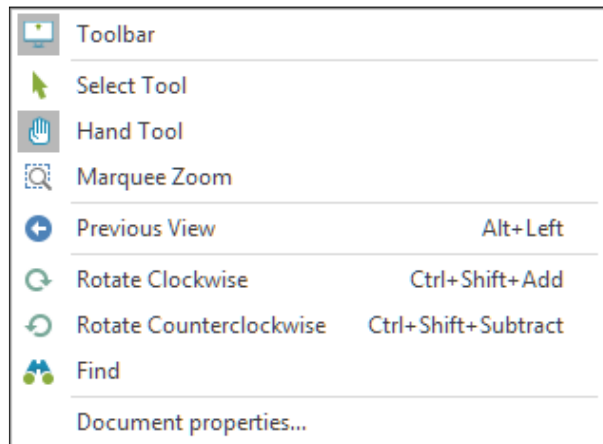


Diagram 23: Right-click menu options

You can select document additional tools by using the CTRL shortcuts:

- P = Print
- F = Find
- + = zoom in
- - = zoom out

Select the Toolbar option to show the main toolbar.

Select the Select Tool to highlight text and add annotations.

To exit full screen mode, press the Esc button or ALT-F on your keyboard.

## 2.5 Annotations Tab

This tab provides functionality for adding, editing, and removing annotations.

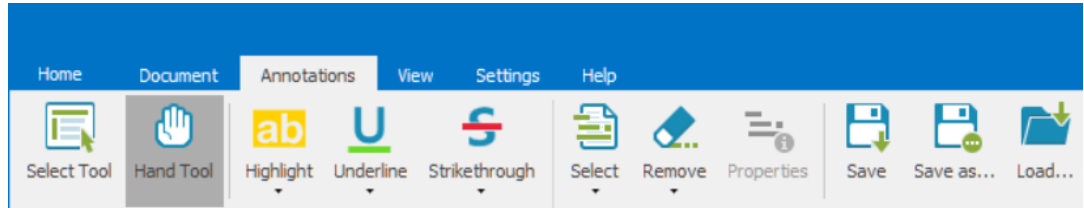


Diagram 24: Toolbar – Annotations Tab


You can highlight, underline and strikethrough text, and add notes and share these with other users who are licensed to use the same document.

### 2.5.1 Adding Annotations




1. Select one of the annotation types (highlight, underline or strikethrough).
2. Select the arrow below the annotation to display the Properties dialog

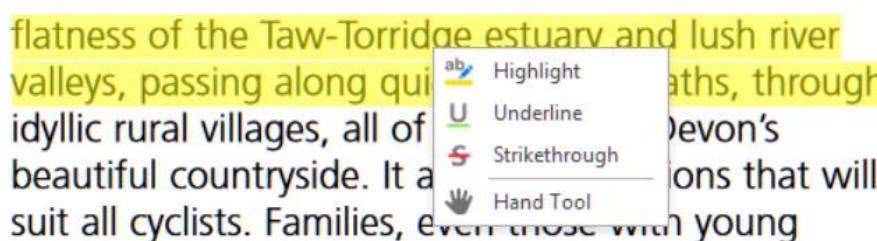
Diagram 25: Annotations Properties

3. Add a subject in the Subject field and any notes in the Comment field.  
You can change the highlight color by selecting a different one from the pull-down Color list box. The Author field cannot be changed.
4. Hold down the left mouse button then drag the cursor over the text you want to mark.
5. Press the Save  button to save the annotation. If you not do this, then when you exit the document the Viewer will ask you whether you want to save any annotations you have added.

#### 2.5.1.1 *Using the Select Tool to add annotations*

An alternative method of adding annotations is using the Select Tool.


1. Select the Select Tool .
2. Hold down the left mouse button then drag the cursor over the text you want to mark. Your selection will then be highlighted.
3. Right-click on your selection and select the annotation type you want to use from the pop-up menu:

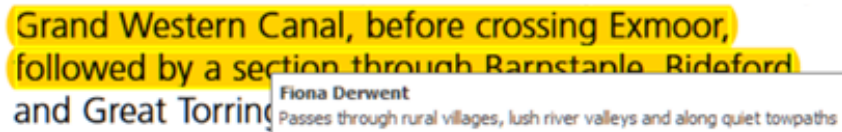


4. Once you have applied the annotation type, you can right-click on the annotation area and select 'Properties' to edit it. See [Editing Annotations](#).

### 2.5.1.2 *Using the Hand Tool to view annotations*

To quickly see what notes you have added to an annotation:

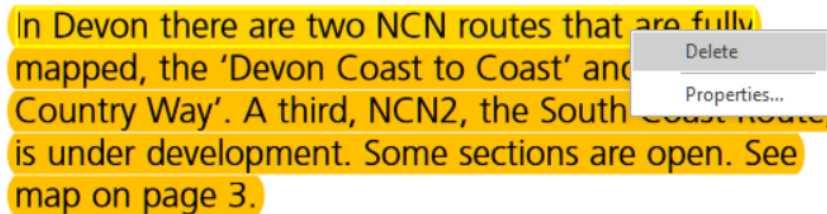
1. Select the Hand Tool .
2. Hover over an annotation to display the author's name and notes.




The Hand Tool is automatically selected when you are in other tabs so hovering over an annotation will automatically display the author's name and notes.

## 2.5.2 Deleting Annotations

Right-click on an existing annotation and select Delete from the pop-up menu.



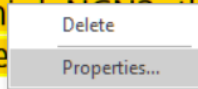
### 2.5.2.1 *Using the Remove Tool to delete all annotations*

If you want to remove ALL annotations in a document then use the Remove Tool  and select 'All' from the pull-down list.

### 2.5.3 Editing Annotations

Right-click on an existing annotation and select Properties.

In Devon there are two NCN routes that are fully mapped, the 'Devon Coast to Coast' and the 'West Country Way'. A third NCN route, the South Coast Route, is under development. Annotations are open. See map on page 3.



The following dialog is displayed:

The dialog box is titled 'Annotation Properties'. It has two main sections: 'Appearance' and 'General'.  
Under 'Appearance':  
- 'Color:' is set to '255, 192, 0' with a color swatch.  
- 'Opacity:' is set to '100%' with a slider.  
- 'Markup type:' is set to 'Highlight' with a dropdown menu.  
Under 'General':  
- 'Author:' is 'Fiona Derwent'.  
- 'Subject:' is 'Coastal route'.  
- 'Modified:' is '23/10/2019 17:11:24 +01:00'.  
- 'Created:' is '23/10/2019 17:11:24 +01:00'.  
- 'Comment:' is 'Currently under development'.  
At the bottom are 'OK' and 'Cancel' buttons.

Diagram 26: Annotation Properties


From here you can change the:

- color
- opacity (transparency)

- annotation type (i.e. from highlight to underline)
- subject
- notes

When the annotation was created and last modified is also displayed here.

## 2.5.4 Managing Annotations

Quickly find annotations you have added by using the Select menu .

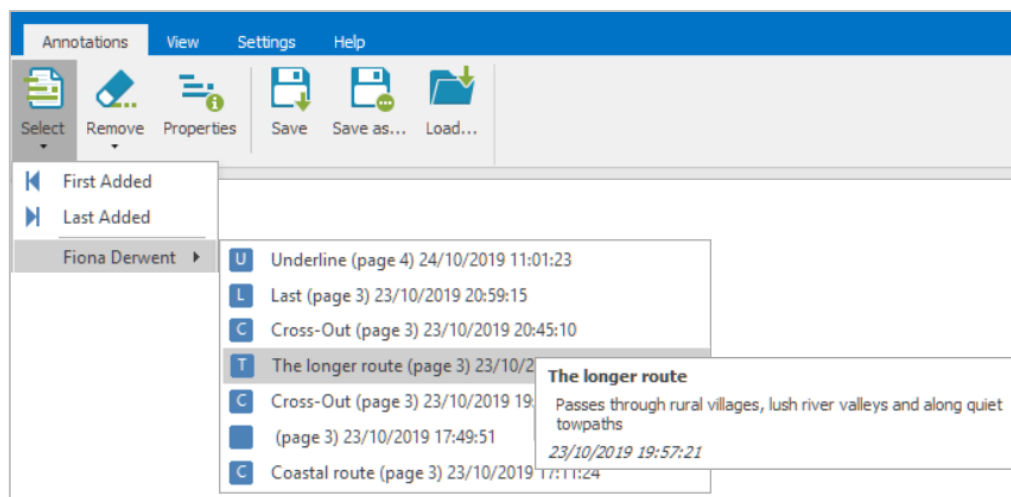



Diagram 27: Annotation List


This will display a list of annotations shown under your user name. If you have shared annotation files with other users then annotations they have added will be displayed under their user name.

- Hover over an annotation to see the notes associated with it.
- Click on an annotation to go to it. The Viewer will then go to the page with the selected annotation – this will be highlighted with a yellow border.

## 2.5.5 Saving & Loading Annotations

You can save multiple annotations per document. You might want to have for example one set of annotations for your personal use, and another set that you share with others.

Annotations are saved in the .pdan format .

By default, annotations with the same filename as the document are loaded. You can however select a different annotations file by using the Load menu option  to import this.



## 2.6 View Tab

This tab provides functionality for view settings. Select an option to enable it. Enabled items are highlighted in gray.

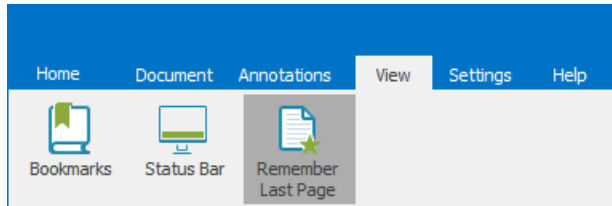


Diagram 28: Toolbar - View Tab

### 2.6.1 Bookmarks



Select this option to display Bookmarks / Thumbnails and Attachments at the left-hand side of a document.

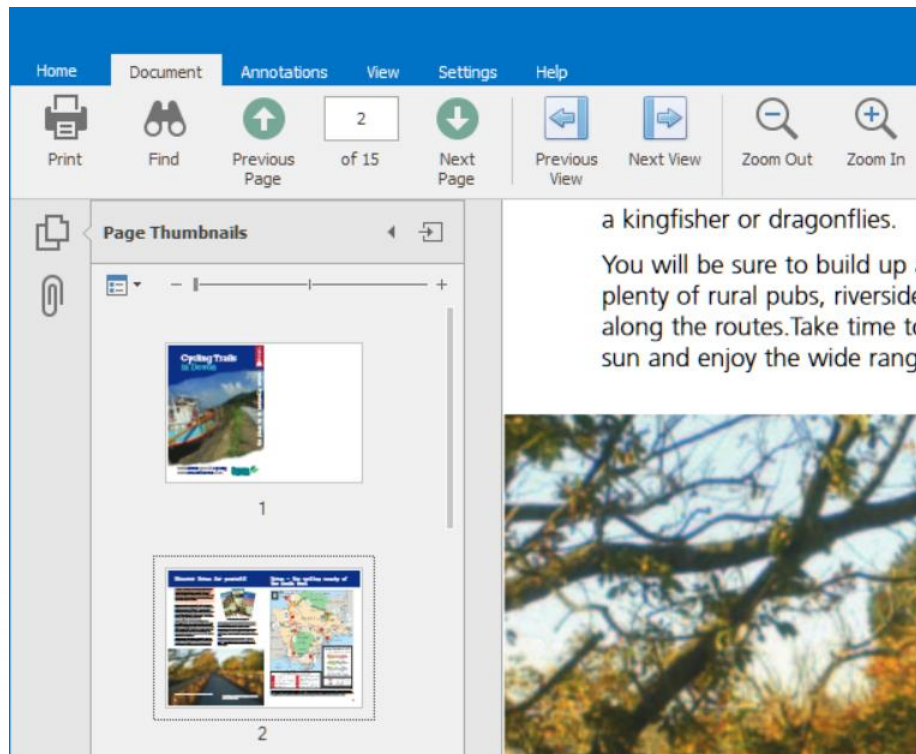


Diagram 29: Bookmarks, Thumbnails, Attachments

## 2.6.2 Status Bar



Select this option to display the Status Bar at the bottom of the Viewer window.

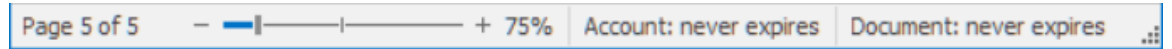


Diagram 30: Status Bar

This displays:

- the current page number and total number of pages
- custom zoom controls
- date when your account expires (if ever)
- date when the document you are viewing expires (if ever)

## 2.6.3 Remember Last Page



If you are viewing a large document and would like the viewer to open the document at the last viewed page then select the option 'Remember Last Page'. The viewer will next open the document at the page that was last displayed when the document was closed.

## 2.7 Settings Tab

---

This tab provides Viewer configuration options. Select an option to enable it. Enabled items are highlighted in gray.

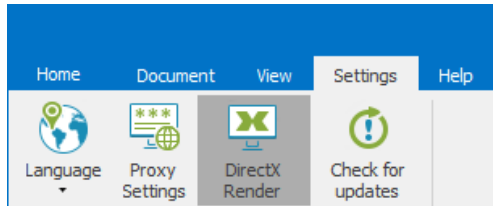


Diagram 31: Toolbar - Settings Tab

### 2.7.1 Language



Select this option to display Viewer menu items and error messages in your chosen language.

Choose the language from the pull-down menu.



Diagram 32: Language selection

After selecting a new language you will be asked to restart the Viewer for the changes to take effect.

## 2.7.2 Proxy Settings



Select this option to enter proxy information. See [Proxy Settings](#).

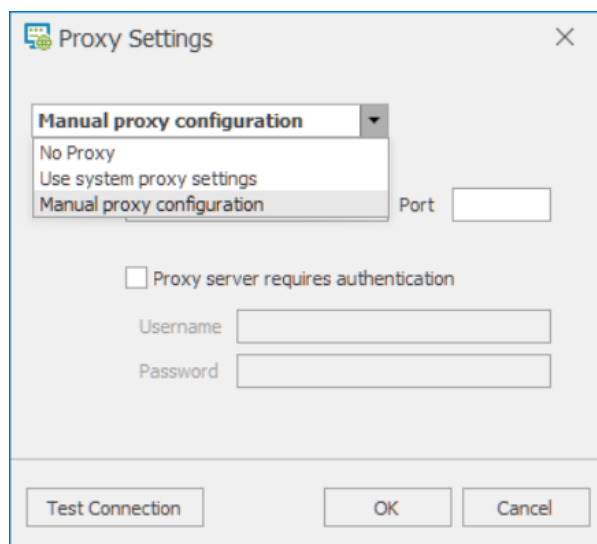


Diagram 33: Proxy dialog

## 2.7.3 DirectX Render



Select this option for faster and better-quality rendering of text and graphics and smoother document scrolling.

If a document is not displaying correctly then turn this option off to use OpenGL rendering instead.

## 2.7.4 Check for Updates



Select this option to manually see if there are any Viewer updates available.

Once a week, Safeguard Viewer will automatically check with the Locklizard Administration server to see if any new updates are available. If updates are available, the Viewer software will ask you whether you want to download and install the new updates.

When a new Viewer version is available and you don't choose to install it, a warning icon is displayed in the top right corner of the Viewer window – it will remain until you update the Viewer. You can click on the warning icon to install the latest updates.



### **NOTE: Windows User Rights**

To install Viewer updates you must have the appropriate Windows user rights to update the Windows Registry and the Safeguard Viewer program installation folder.

## 2.8 Help Tab

---

This tab provides information about the Viewer, links to the product manual and help documents and contact information.

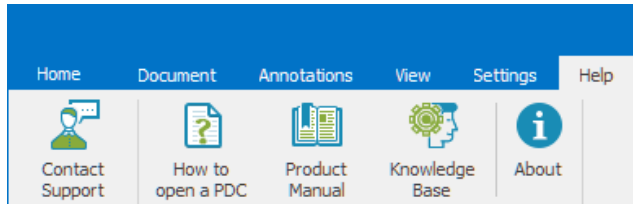


Diagram 34: Toolbar - Help Tab

### 2.8.1 Contact Support



Select this option to contact the Publisher of the document. All support enquiries must be handled through them - Locklizard do not provide direct support to end users.

Before contacting the document Publisher, search the [Locklizard Knowledgebase](#), - most likely the issue is covered here.

If you need a license to open a protected PDF file then only the document Publisher can issue you with this.

### 2.8.2 How to open a PDC



Select this option if you need help opening a PDC file (protected PDF file) or search the [Locklizard Knowledgebase](#).

### 2.8.3 Product Manual



Displays this manual.

### 2.8.4 Knowledgebase



Opens the Locklizard Knowledgebase in a browser window.

### 2.8.5 About



Displays information about the Viewer including your license details and whether you are running the Viewer in 32 or 64 bit mode.

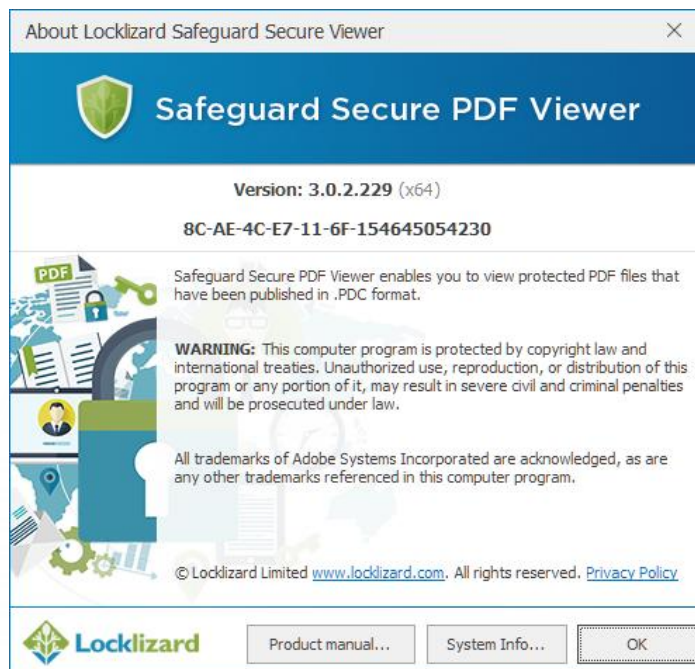


Diagram 35: About dialog

## 2.9 Form Tab

---

This tab is only displayed if the document contains a form.

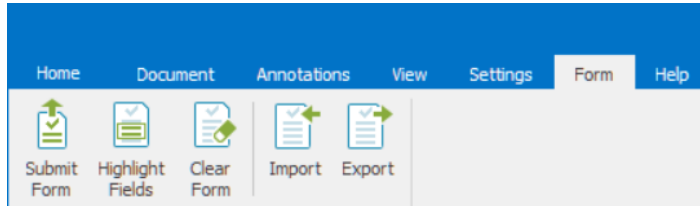


Diagram 36: Toolbar - Form Tab

### 2.9.1 Submit Form



Use this option as an alternative method of submitting the form.

If this button is grayed-out then the form cannot be submitted since a submit form action has not been detected.

### 2.9.2 Highlight Fields



Select this option to highlight all the fields in the form.

### 2.9.3 Clear Form



Select this option to clear all form data (entries in all of the form fields).



## 2.9.4 Import



Select this option to import form data from an XML file.

## 2.9.5 Export



Select this option to export (save) form data to an XML file.

Use this option to save form data for reference purposes, or if you have partially filled a form and want to come back to update and/or complete it at a later stage. Any data you have inputted so far will be saved and can be imported when required.

## 2.10 File Sizes supported

---

Safeguard Viewer can support file sizes up to 300MB.

Safeguard Viewer decrypts protected PDF files in memory file so opening times will depend on your computer environment (processor, 32 or 64 bit OS, and amount of memory available) and the size of the protected PDF file.

Slower machines with a 32-bit OS and lower memory systems will therefore take longer to open a protected PDF file and may not be able to cope with larger document sizes. Likewise, faster machines with 64-bit systems and large amounts of memory available will be able to handle documents more quickly and open bigger document sizes.

## 2.11 Document controls

---

The publisher may have placed controls on the document that require you to connect to the Internet whenever you want to view a document, or connect occasionally, and the viewer will automatically enforce those controls.

The publisher may only have licensed you to view or print a document for a specific number of times. If this is the case you must be connected to the Internet to view or print the document.

### 2.11.1.1 *Screen grabbing limitations*

The publisher may have imposed additional screen grabber limitations. If this is the case screen grabs will result in a black image.

A screen mask may also be applied when mouse focus is removed from the viewer window as shown in the diagram below.

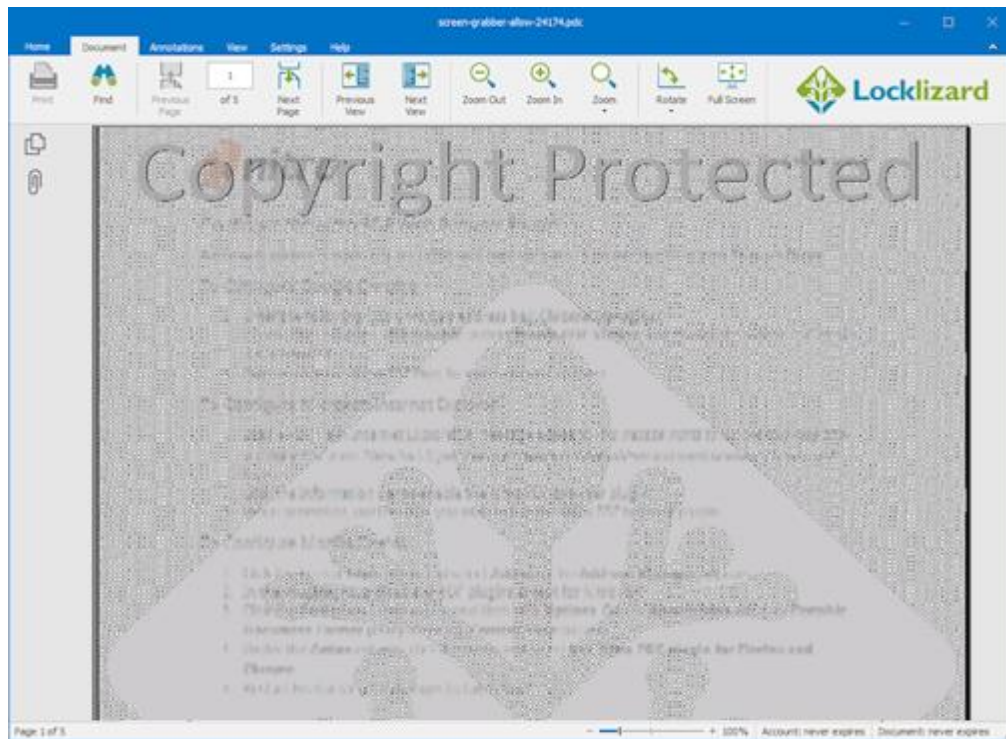



Diagram 37: Screen mask

### 2.11.1.2 *Printing*

You may or may not be able to print a document (the print icon therefore may or may not be enabled).

- If printing is disabled the print icon will be shown as .
- Printing may be limited to a number of copies.
- When you print a document a watermark image or text may be displayed on the printed document.
- Printing may be enforced in black and white or grayscale.

### 2.11.1.3 *Expiry*

Details of when your account expires (if ever) and when the document you are viewing expires (if ever) are displayed at the bottom of the viewer window in the status bar.

## Chapter 3: USB Secure Viewer

This chapter describes the additional features available in the USB version of the Viewer. These apply only if your publisher has published the Viewer software, keystore and documents to a USB device. You (the end user) are not able to initialize a USB stick for these purposes.



**NOTE:** You do not need to install or register the Viewer software if it has been supplied on a USB device.

### 3.1.1 Opening Secure Documents

Double-click on **ViewDocuments.exe** to load a list of PDC documents available on the USB device.

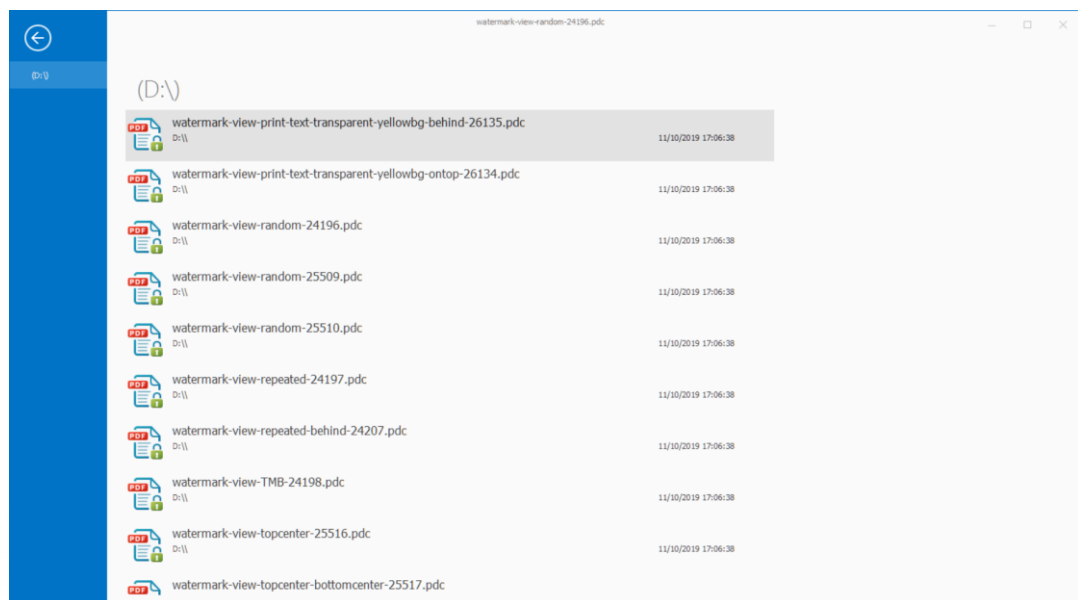


Diagram 38: USB device with PDC document list

## 3.2 USB Tab

---

This tab is displayed if a document is opened with the USB Viewer.

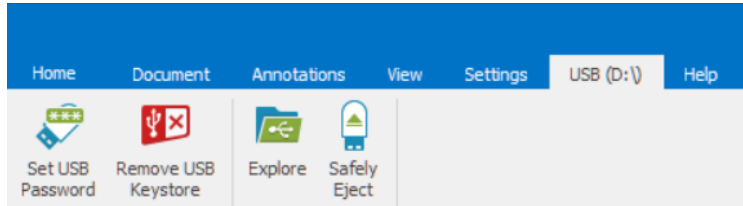


Diagram 39: Toolbar - USB Tab

### 3.2.1 Set USB Password



You can set a password to protect the Viewer keystore - this will prevent misuse of protected documents by others in the event that the USB device is lost or stolen. If a password has been set, then it has to be entered before a secure document can be opened.

#### 3.2.1.1 *Set USB Password*

To set a password, select the  'Set USB Password' option.

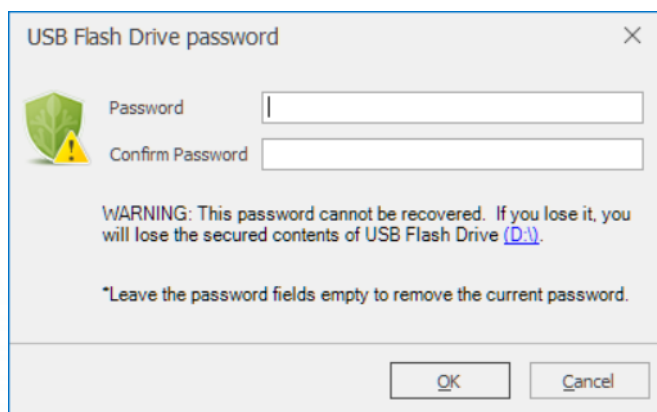


Diagram 40: Set USB Keystore Password



**IMPORTANT NOTE:** Make a note of the password as there is no way to recover it if it is forgotten. You will not be able to open secure documents if you forget it.

### 3.2.1.2 *Change or Remove Password*


To **change the password**, select the  'Set USB Password' option. You will be asked for the current password:



Diagram 41: Keystore Password entry

If entered correctly, the Set USB Keystore Password dialog will be displayed (diagram 42) where you can enter your new password.

To **remove the password**, leave the passwords fields empty and press the OK button.

## 3.2.2 Remove USB Keystore



If your keystore has become corrupted (this could happen for example if you removed the USB device while data was being written to the keystore) or needs to be refreshed (i.e. to get updated permissions for offline documents) then use this option to create a new one.

This will create a blank keystore that remains registered to the Publisher account that created it. After the keystore has been removed the Viewer

will connect to the relevant administration server when opening secure documents for the first time in order to retrieve their decryption keys.



**NOTE:** If a keystore password has been set you will be asked to enter the password before the keystore can be removed.

### 3.2.3 Explore




Select this option to browse the contents of the USB device and open documents.

### 3.2.4 Safely Eject



Select this option to safely eject the USB device.

You can also eject the USB device using the eject icon  at the top-right of the toolbar.



**NOTE:** This option is only available if you are viewing PDC files on a USB device using a Viewer that is installed on your hard disk.

### 3.2.5 USB ID

The publisher of the secure documents may ask you for the ID of the USB device you are using so they can assign additional access rights.

The USB ID is displayed in the far right of the status bar (bottom of the Viewer window).

Account: never expires	Document: never expires	USB: 12052080000542
------------------------	-------------------------	---------------------

Diagram 42: USB ID

It is displayed when the Viewer on the USB is running regardless of whether a document has been opened or not. To run the Viewer without opening a document, navigate to the Viewer folder on your USB device and double-click on the application PDCViewer.exe or PDCViewer64.exe. You may need to do this for example if a USB device was published with a blank keystore.

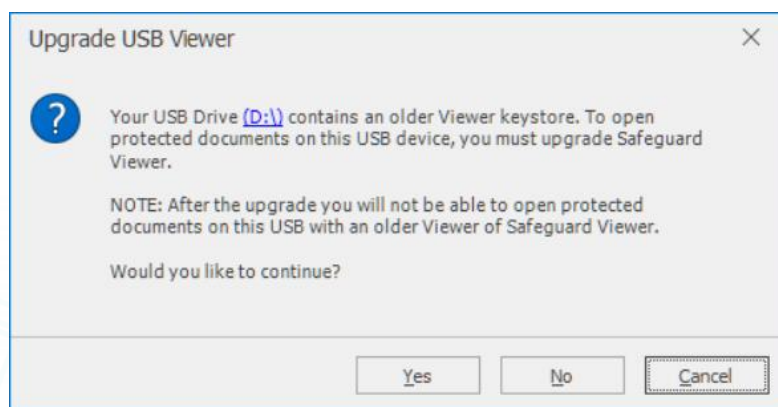
### 3.2.6 Program Updates

The Viewer update facility **should NOT be used** as it installs the Viewer software on your computer rather than updating the USB device.

### 3.2.7 Upgrading a v2 Viewer to v3

If you have a v2 Viewer installed on your USB device and you want to upgrade it to v3 then follow the steps below:

1. [Download](#) the latest Windows Viewer to a Windows computer
2. Install the v3 Viewer
3. Insert the USB device containing the v2 Viewer
4. Double-click on a PDC file on that USB device in Windows File Explorer. It will ask you if you want to upgrade the Viewer.

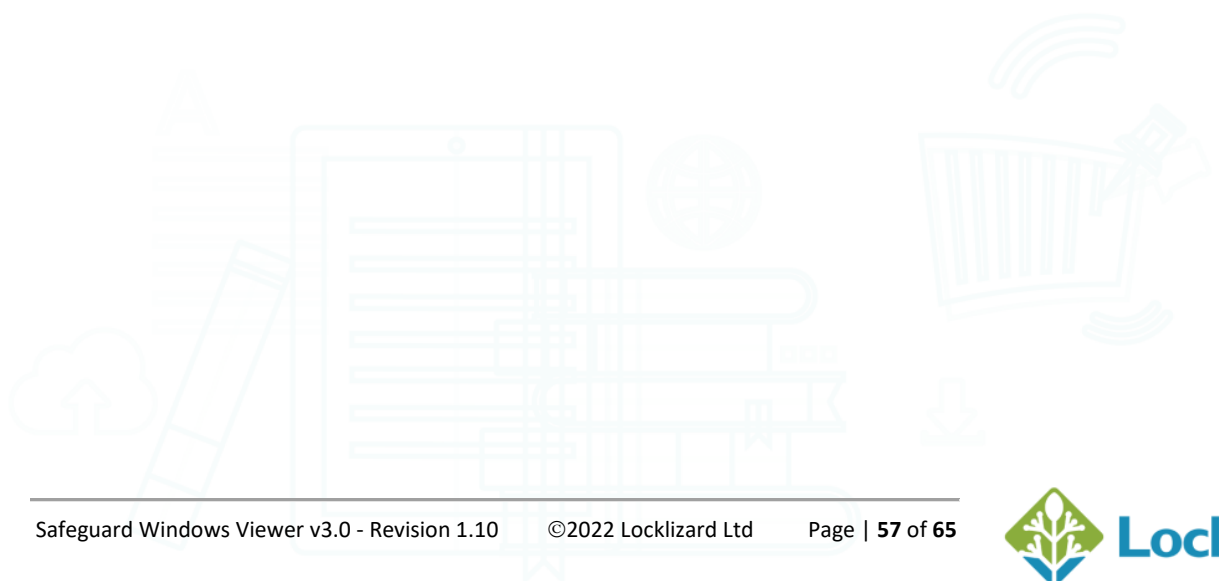




Select Yes to continue.

Once upgraded the PDC file you selected will open in the v3 Viewer.

5. To open documents on that USB device on another computer, double-click on **ViewDocuments.exe** to load the list of PDC documents available.



## Chapter 4: Troubleshooting

This chapter covers error messages that may be encountered when you are using Safeguard Viewer. This is split into four main areas: Installation, Registration, Opening a Document and General FAQs.

An online knowledgebase system can be accessed at <https://kb.locklizard.com/>. This contains the latest troubleshooting information.



### IMPORTANT NOTE – CONTACTING SUPPORT

If you encounter an error that is not detailed in this section then **contact the publisher of the document for support**. Do not contact Locklizard support directly as you will be referred back to the document publisher.

Use the 'Contact Support' option from the Help tab wherever possible so that important version and machine details are given to the document publisher.

## 4.1 Installation

---

### 4.1.1 When I go to install the viewer by double-clicking on the exe file, it tells me the file is corrupted

This error message is displayed if you have not downloaded the complete file. Delete the partially downloaded file and re-download the software. Once you have done that, check the file size published on the web site and compare it with the one you have locally on your disk to make sure it is the same.

## 4.2 Registration

---

### 4.2.1 Error Message “We cannot connect to the license server by Internet. Please check that you are connected, or that a firewall is not stopping this connection.”

This error message will be displayed if either a firewall or proxy is stopping the Safeguard Viewer from getting to the Internet.

If you are behind a company firewall then your IT department may have to configure the firewall to accept an outbound connection for the viewer program pdcviewer64.exe on the appropriate port and allow access to the Locklizard licensing server.



#### **NOTE: Software Firewall**

If you decide to disable your software firewall to register the viewer software then remember you must reboot your computer before it will take effect (software firewalls remain memory resident even after you disable them).

In the case of proxy servers, proxy settings are automatically picked up from Internet Explorer by the viewer software but there may be occasions when this information is incorrect or unavailable and you will have to manually enter proxy settings in Safeguard viewer.

Off the Windows Start menu > Programs > Safeguard PDF Viewer > Proxy Settings is where you enter this information. See proxy settings.

Once you have registered the viewer it does not need the proxy settings again unless someone decides to change your internal proxy settings.

#### **4.2.2 When I go to register my license file it tells me “the server is unavailable”**

Please try registering again. If the problem continues then the most likely reason for this is that you are using a proxy to access the Internet. Make sure you have entered the correct proxy settings and then try again. See proxy settings.

#### **4.2.3 When trying to register I get the error message “License check failed server returned 407 response code”**

The most likely reason for this is that you are using a proxy to access the Internet. Make sure you have entered the correct proxy settings and then try again. See proxy settings.

#### **4.2.4 Error message when registering: "License Check Failed. Server Returned 302 Response code"**

This message is displayed when the URL for the licensing server is redirected by a proxy server. The most common reason for this message is that your organization strictly controls access to web sites and the Locklizard Licensing server has not been added to the authorized list.

#### **4.2.5 Error message “Server Response code 504”**

This error message is displayed if port access is blocked. Safeguard Viewer needs the port specified in the license file open so it can communicate with the server. Please check with your company’s network engineers that this port is open.

#### **4.2.6 No more licenses are available for you to register**

This error message is displayed if you don't have any licenses left to register with. You need to go back to the document publisher (company you purchased the protected document/ebook from) to request an additional license. Locklizard cannot provide licenses on behalf of publishers using our software since we do not have access to their systems.

#### **4.2.7 The license file I have received has an extension of .mim not .llv. I change it to .llv but still cannot register.**

This is because you are using AOL or IM as an email client and AOL / IM has corrupted the license file and changed the file extension.

Use the .llv file contained in the zip file instead. Save the zip file to disk, unzip it and then double-click on the .llv file.

#### **4.2.8 The requested URL\_LocklizardLicensing\_CheckLicense was not found on this server (displayed if a proxy is running)**

#### **4.2.9 Can't connect to server [www.locklizard-license.co.uk](http://www.locklizard-license.co.uk) Error 12003. An extended error was returned from the server.**

#### **4.2.10 We cannot register your account because the server is not available**

The most likely cause for these error messages is that access to port 443 is blocked. Outbound and inbound traffic must be enabled on this port.

If your network administrator does not allow traffic on this port then you can use port 80 instead. To do this, paste the license link into your browser and change the https to http. If you have received the license file as an attachment then you need to ask the company that sent you the license file for an HTTP version.

Before you attempt to register again with HTTP, use the 'Remove Keystore' option from:

Windows Start menu >> All Programs >> Locklizard >> Remove Viewer Keystore.

If using HTTP does not work then check with the publisher as to what port is being used. The default is port 443, but some publishers may be using own server systems that use different port numbers.

#### **4.2.11 An error has occurred while retrieving document access key. Unexpected end of file from server.**

The most likely reason for this is that the viewer is losing packets due to a poor or inconsistent Internet connection. If this is the case you will need to check your connection and retry when it is stable.

### **4.3 Viewing protected PDFs**

---

#### **4.3.1 Error message “You do not have the correct key that is required to decrypt this document” is displayed but you have been given access to the document.**

The most likely reason for this error message is that the file is incomplete (partial download). Please compare the file size of the PDC file against the file size listed on the publisher’s server. If this information is not available then please ask the document publisher for it.

If the file size is incorrect then you will need to re-download the PDC file.

#### **4.3.2 Error message "Acrobat could not open "<filename>.pdc" because it is either not a supported file type or the file has been corrupted"**

This error message is displayed if you try and open a .pdc file directly from Adobe’s File Open menu or you have associated the .pdc file extension with Adobe Acrobat.

To open a .pdc file you must double-click on the filename in Windows File Explorer or right-click on the file and select ‘Open With PDCViewer’. Alternatively, you can open a PDC file from the Safeguard Viewer Home tab.

#### 4.3.3 Error message "You need to register with the publisher before you can view any protected documents"

Before you can view protected documents you must first double-click on the license file sent to you by your publisher in order to register.

If you have done this and this message still appears then the most likely reason is that you tried to register the viewer software over a VPN which will not work - you MUST have a direct Internet connection.

Delete the keystore (off the Windows Start menu select Programs > LockLizard > Remove Viewer Keystore) and then try registering again, this time using a direct connection to the Internet.

#### 4.3.4 Error 1284:68. Can't connect to server. Error 0. The server response could not be parsed. Please check your internet connection and try again

This message is displayed if the server response is truncated (the data sent from the server gets corrupted). This could be because:

1. The license file has been corrupted. Obtain a new license file from your publisher or register using the one contained in the zip file. Before registering again you have to delete your keystore (off the Windows Start menu select Programs > LockLizard > Remove Viewer Keystore). Once you have done this double-click on the license file to register.

2. A proxy is in use and proxy settings have not been configured in the viewer software. See [proxy settings](#).

## 4.4 General FAQs

---

### 4.4.1 Do I have to be connected to the Internet in order to view secure PDF documents?

This depends on the controls set by the document publisher. They may require that you connect to the Internet every time you view one of their documents, or that you connect every n number of days, or that you don't need to connect to the Internet at all.

If the publisher has limited the number of times you can print a document then you will be required to connect to the Internet each time you attempt to print.

### 4.4.2 Where do I obtain a license to view protected PDF documents?

Contact the document publisher (the company or person that supplied the protected document). If you do not have a license for a .pdc file the viewer will display a message from the publisher telling you how to contact them.

### 4.4.3 What happens when I change or upgrade my computer - Do I need a new license?

If you change computers or upgrade your computer with a new hard disk then you will need to ask your publisher for another license so that you can install the viewer software and register again.

### 4.4.4 How do I open a PDC document directly from Internet Explorer or any other browser?

If you click on a link to a PDC file from Internet Explorer, you are asked to Open or Save the file. To view the document, select the Open option. Internet Explorer will then call the Safeguard Viewer to display the PDC file.



To get Internet Explorer to automatically call the viewer to display the PDC file every time you click on a PDC file link, uncheck the option "always ask me before opening this type of file".

#### **4.4.5 What is the remove keystore option for?**

On rare occasions, security information may be corrupted, and it is necessary to regenerate that information. To cause this to happen you use this feature to remove the existing faulty keystore, and then re-register your license with your publisher.

The remove keystore utility is located in the Locklizard program group off the Windows start menu – All Programs > Locklizard > Remove Viewer Keystore.