

Lizard Safeguard Secure PDF Viewer

Product Manual for Macintosh OS X



Version 2.5 -Revision 1.09 www.locklizard.com



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Chapter 1: Installation & Registration

1.1 Introduction

Lizard 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.

1.1.1 Installation Pre-requisites

Lizard Safeguard Secure PDF Viewer is compatible with the following Apple Macintosh platforms:

- Mac OSX 10.4 or above
For OSX 10.6 (Snow Leopard) [Apple's Rosetta](#) needs to be installed on Intel-based Macs

1.2 Installing the Viewer

Double click on the PDCViewerSetup.dmg file - it will be mounted automatically.

When mounted, a new desktop shortcut will be displayed: double click on it and it shall open a Finder window: select PDCViewerSetup.pkg and run it.



Select the Continue button to install Lizard Safeguard PDF Viewer and follow the instructions on screen. 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.

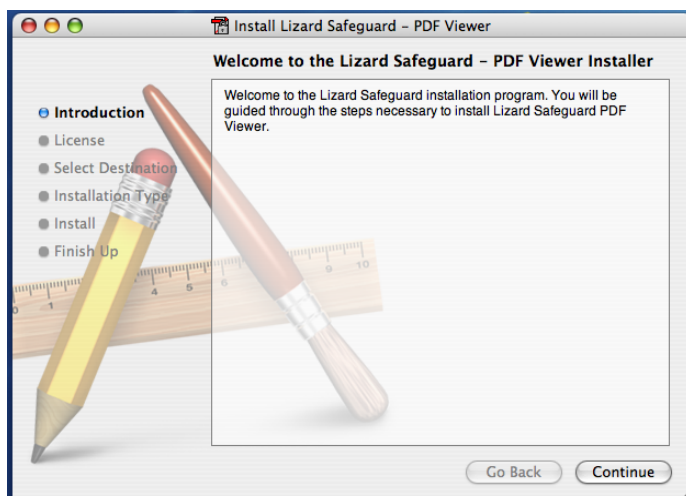


Diagram 1: Safeguard Viewer Welcome screen

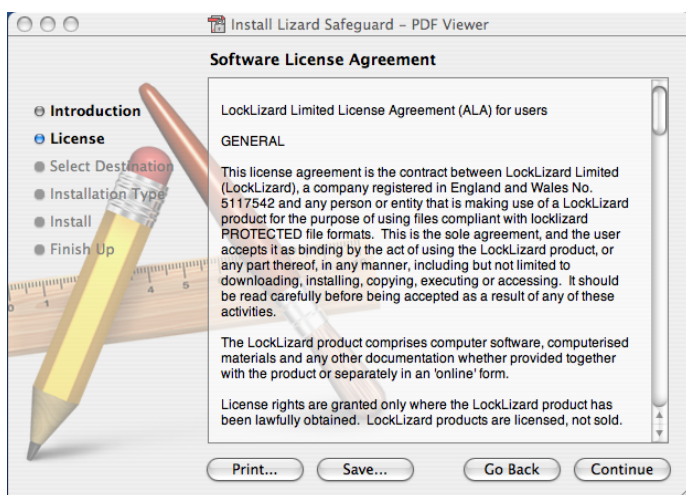


Diagram 2: Safeguard Viewer License Agreement

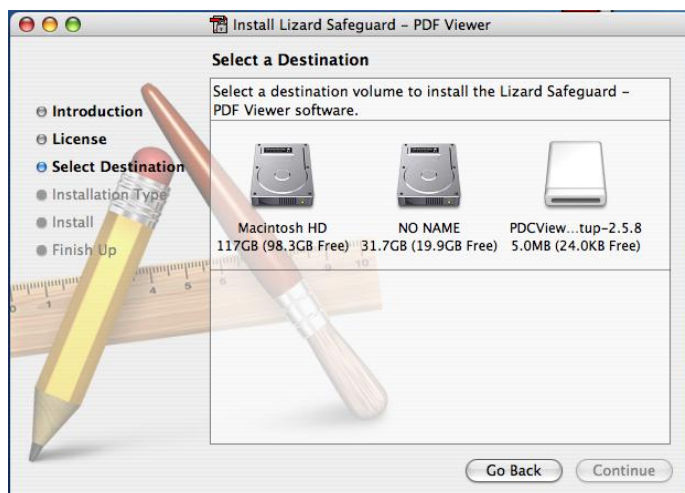


Diagram 3: Safeguard Viewer Installation folder

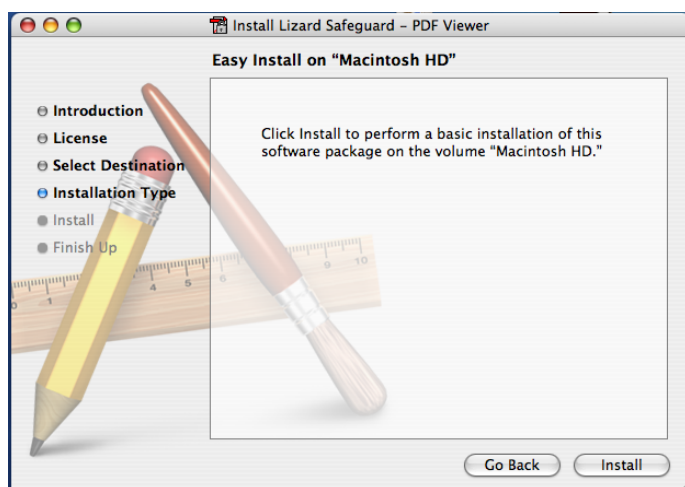


Diagram 4: Safeguard Viewer Installation Settings

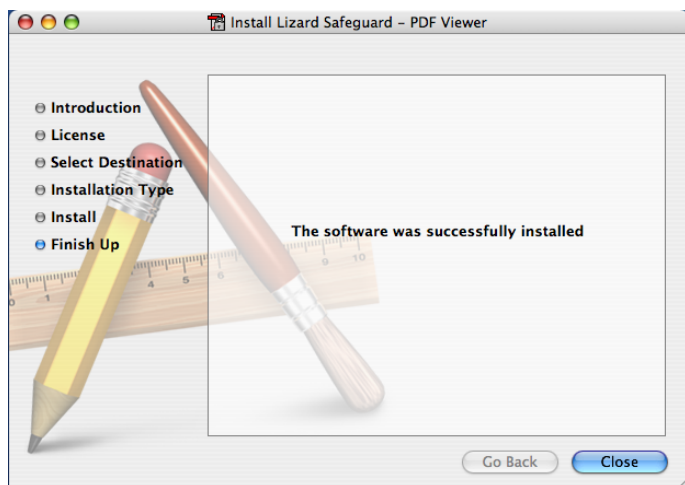


Diagram 5: Safeguard Viewer Successful Installation



1.3 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.

To configure proxy settings double-click on the ProxySettings icon in the Applications > Lizard Safeguard folder.

The following panel is displayed.

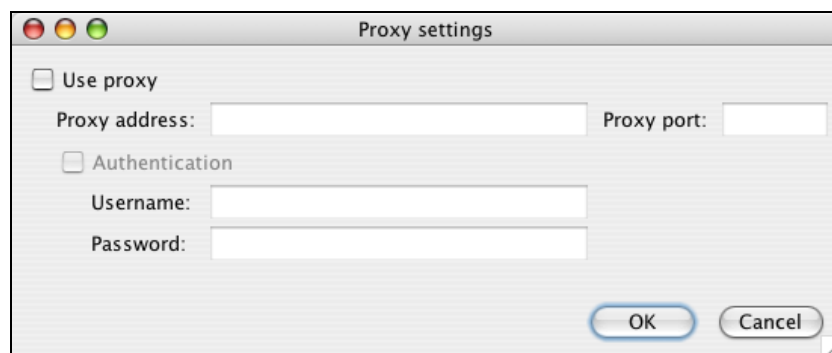


Diagram 5: Proxy Settings dialog

Check the 'Use proxy' checkbox and enter the address the proxy requires. If you are an end user then 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. LockLizard Safeguard uses port 443 or 8444 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' box.

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

You only need to run the utility once.

NOTE: Lizard Safeguard Evaluation

If you are evaluating Lizard Safeguard (free 15 day trial) then Safeguard Viewer uses port 443 to address (using HTTPS) the LockLizard administration server.

1.4 Registering the Viewer

Before you can start viewing secure PDF documents you must first register your license with your publisher.

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 realtime. 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 your publisher containing your license file (safeguard_v_license.llv).

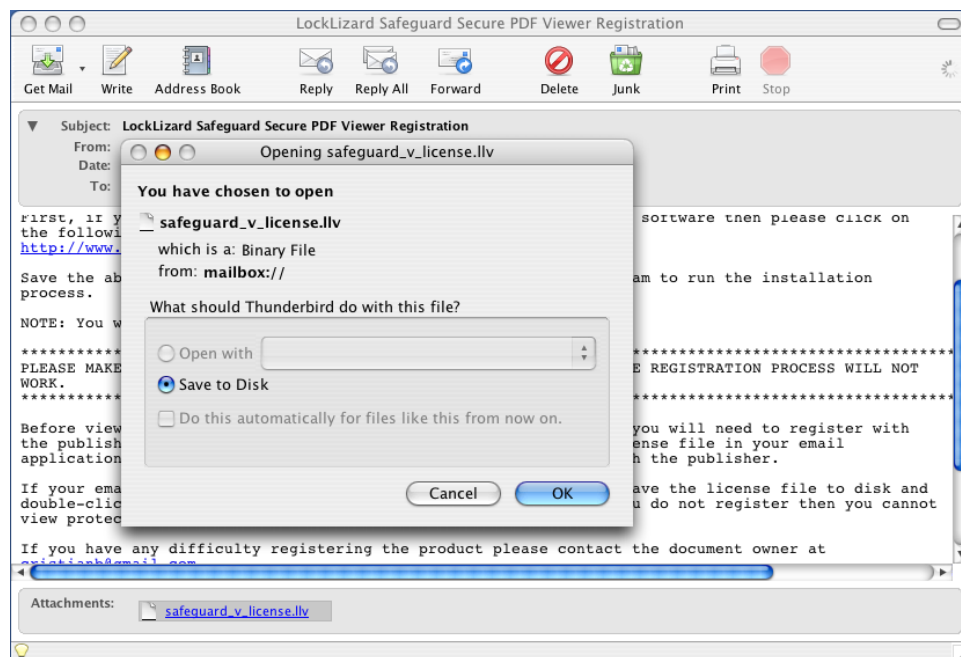


Diagram 6: Safeguard Viewer Registration Email and License file

1.4.1 Immediate Registration

To register, double-click on the .llv file in your email application, select the 'Open It' option, and then the OK button.

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

1.4.2 Save license file and then Register

Alternatively, you can use the 'save to disk' option to save the license file to disk. You can then double-click on the license file in Finder to register.



1.4.3 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 safeguard_v_license.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.

1.4.4 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.

1.4.5 Successful Registration

At registration time checks are made to see if your customer account exists, when it becomes valid and which documents / publications you are allowed to access.

Once you have successfully registered, the following dialog is displayed:



Diagram 7: Successful Registration dialog

You will now be able to view documents and publications 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.

NOTE: Backup your license file

Please make sure you retain a copy of the license file in case you need to recover the system after a disk crash, or when updating to a new system, when you will need to register your license again.

1.4.6 Messages displayed if you have not registered

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

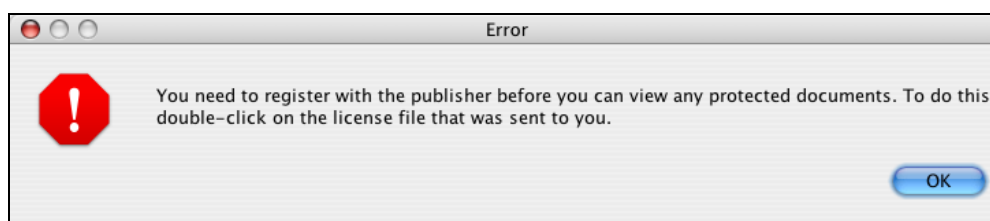


Diagram 8: Registration request dialog



Chapter 2: Viewing Protected PDF Files

To view a protected PDF file, just double-click on it.

The protected PDF file (.pdc file) is decrypted and displayed in the secure PDF Viewer.

As an example, you might see something like this:

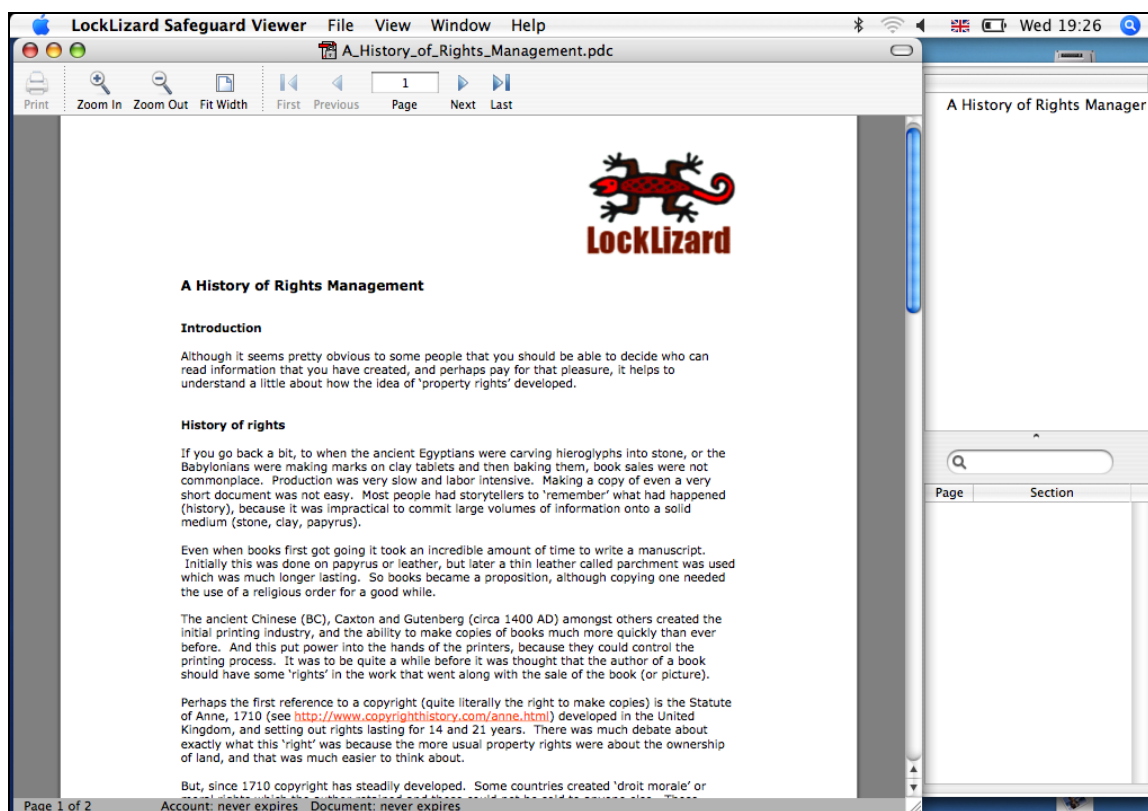


Diagram 9: Safeguard Secure PDF Viewer with protected PDF document

When you view a secure PDF document 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 to the client 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 purchase the document.

2.1 Viewer controls

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

2.1.1 Page up / down controls

You can navigate around a document by using the:

1. Page controls in the toolbar;
2. Scrolling with your mouse;
3. Page up/down keys on your keyboard.

2.1.2 Viewing multiple pages (book format)

If you want to view pages side by side (just like in a book) then hold the CTRL key down and click on the page. Then choose the “Two Pages” option.

You can adjust the document display size until you see the pages fully on the screen.

2.1.3 Document display size (zoom)

You can change the document display by:

1. Selecting the minus or plus buttons from the toolbar;
2. Holding CTRL and clicking on the page. This gives the option to Zoom In, Out, to Actual Size, or Automatically resize.



2.1.4 Scrolling options

By default documents are displayed in continuous scrolling mode. If you want to scroll one page at a time then hold the CTRL key down and click on the page. Then choose one of the “Single Page” options.

2.1.5 Searching for text

This option can be found using the Outline & Search pane on the right of the viewer. A list of results are displayed underneath the search box.

2.1.6 Printing Controls

Print Range

The print range edit box will contain From and To page numbers: i.e. “From 1 to: 1”.

Pages per Sheet

This allows you to fit a defined amount of pages onto one printed page.

Border

Selecting this option will allow you to add hairline borders to the printed page.

Flip or Reverse page orientation

These options allow you to either flip, or reverse the page orientation.

2.2 File Sizes supported

Safeguard Viewer supports files of up to 200Mb in size.

Since files are decrypted in memory file opening times will depend on your computer environment.



2.3 Document controls

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

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

You may or may not be able to print a document (the print icon therefore may or may not be enabled) and/or printing may be limited to a number of copies.

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.

2.4 Program Updates

Once a week, Safeguard Viewer will 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.

You can also check for updates on a more regular basis by using the 'Check for Program Updates' option from the Help menu.

NOTE: User Rights

In order to install any updates you will need to be logged on as an Administrator. Delete the Safeguard application and REMOVE the program from your trash can.



Chapter 3: FAQs

This chapter covers frequently asked questions on Lizard Safeguard Viewer.

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

This depends on the controls set by the 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.

3.1.2 Where do I buy a license from to view protected PDF documents?

From the relevant publisher. 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.

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

3.1.3.1 *Upgrading Computers*

Lizard Safeguard can be re-installed on the same computer without you having to request an additional license from your publisher. When you re-register with the old license details, the viewer software checks with the administration server certain details and lets the license be re-used. So if you re-install your operating system or change your hard disk drive for



whatever reason you can re-install Lizard Safeguard, re-register with your old license information and continue using the product as before.

3.1.3.2 *Changing Computers*

If you change computers then you will need to ask your publisher for another license so that you can install the Viewer software and register again.

3.1.4 **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.

To access the remove keystore utility, double-click on the application and then from the Lizard Safeguard viewer menu select Remove Keystore.



Chapter 4: Troubleshooting

This chapter covers error messages that may be encountered when you are using Safeguard Viewer.

An online knowledgebase system can be accessed at <http://www.locklizard-license.co.uk/support/index.php?m=knowledgebase&a=view>. This contains the latest troubleshooting information.

IMPORTANT NOTE – CONTACTING SUPPORT

If you encounter an error that is not detailed in this section then **please contact your publisher for support.**

Do not contact LockLizard support directly as you will be referred back to your publisher.

Please use the 'Contact Service Support' option from the Help menu wherever possible so that important version and machine details are given to your publisher.

4.1.1 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 Lizard 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 Lizard Safeguard – PDF Viewer.

The information for the server your publisher is using is displayed in the license file and can be viewed with Notepad or a similar application. If the URL is <https://www.locklizard-license1.co.uk:8444/LockLizardLicensing> (IP address 82.165.43.29) then port 8444 is used for secure traffic and port 8080 for non-secure traffic. If the URL is <https://www.locklizard->



license2.co.uk/LockLizardLicensing (IP address is 87.106.7.187) then port 443 is used for secure traffic and port 80 for non-secure traffic.

In the case of proxy servers, these are used to change the port addressing from the default to some other internally determined port number. The internal IT department must provide the port number that is actually used and if necessary give an ID and Password if you use authentication.

To configure proxy settings double-click on the ProxySettings icon in the Applications > Lizard Safeguard folder. 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.

4.1.2 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](#).

4.1.3 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.



4.1.4 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](#).

4.1.5 Error message “Server Response code 504”

This error message is displayed if access to port 8444 is blocked. Please check with your company’s network engineers as this port needs to be open.

4.1.6 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 have installed Adobe Acrobat on your computer and 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.

4.1.7 Error message "A component required by Lizard Safeguard viewer is not running."

This error message is displayed for any of the following reasons:

- 1) Your firewall has prevented the Viewer software from running. Please make sure it is permitted to run and can access the Internet.
- 2) You have upgraded your OS since installing Lizard Safeguard viewer software. If this is the case you must re-install the viewer software since some of the viewer components may have been overwritten.



4.1.8 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.

Please ask the publisher to resend you the license file as a zipped file or to send the registration email to a different email address.

4.1.9 The requested URL_LockLizardLicensing_CheckLicense was not found on this server (displayed if a proxy is running)

4.1.10 Can't connect to server www.locklizard-license.co.uk Error 12003. An extended error was returned from the server.

4.1.11 We cannot register your account because the server is not available

The most likely cause for these error messages is that access to port 8444 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 8080 instead. To do this, edit the license file using Notepad and change HTTPS to HTTP and port 8444 to port 8080 and save the file. Once you have done this, double-click on the license file to register.

If the license file already uses port 8080 then please check with your network administrator that inbound and outbound traffic is enabled on this port.

4.1.12 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.



Open a Command Prompt window using Terminal application and type:

ping -l 2000 -t www.locklizard-license1.co.uk

NOTE: Server URL

You may have to replace the server URL with the server name you are connecting to, since it may be different from the one above. If you are unsure, please ask your publisher for the correct URL.

The command ping -l 2000 sends requests for packets of 2000 bytes, unlike the basic ping command that only uses 32 bytes of data.

The command will display the response time and packets. If packets are being lost, the viewer can't check with the server for license rights and the decryption key can't be properly downloaded.

If this is the case you will need to check your connection and retry when it is stable. Show this problem (the packets loss over a ping command) to your ISP, or, if you are part of a private/company network, then you need to get the network administrator to fix this problem.

4.1.13 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 your publisher for it.

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



4.1.14 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.

4.1.15 Error 1284:68. Can't connect to server www.locklizard-license1.co.uk. 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.
- 2) A proxy is in use and proxy settings have not been configured in the viewer software. See proxy settings.



Chapter 5: De-installation

To de-install Lizard Safeguard, delete the files from the folder Applications > Lizard Safeguard.

Once you have done this you need to remove the Safeguard application from the Trash can.