



Interacting with UNI standards protected with DRM: common issues (v1.5.1)

Standards in electronic format downloadable from UNI Store are protected by Digital Rights Management (DRM). This guide helps customers to handle common issues in interacting with encrypted documents and to correctly classify issues to be reported to UNI technical support. To contact UNI technical support please send an email to the address webstore@uni.com.

Detailed instructions on how to install the needed software components (Acrobat Reader and the FileOpen plugin) in different operating systems are reported in par. 1.

1. Installing Acrobat Reader and FileOpen

To download UNI encrypted standards is necessary to install Acrobat Reader and the FileOpen plugin. To install the needed software in the operating system of your device, please follow the steps reported in the corresponding paragraph.

Adobe Acrobat Reader DC is supported only on Windows and Mac (OS X v10.9 and above).

1.1 Windows

- Be sure to have Administrator grants on the computer on which you plan to use the standards.
- Install AcrobatReader (<http://get.adobe.com/ireader/>).
- Verify the minimum system requirements (<http://plugin.fileopen.com/new/all.aspx>) and install the FileOpen Plugin (<http://plugin.fileopen.com/new>).
- Verify the Plugin installation in Acrobat Reader: open Acrobat Reader menu "Help > About Third-Party Plugs-In" and verify it contains the item "FileOpen Client".
- Download the test document on the UNI web site to verify the Plug-In installation.
- If the test document does not load correctly, restart the computer and try to open it again.

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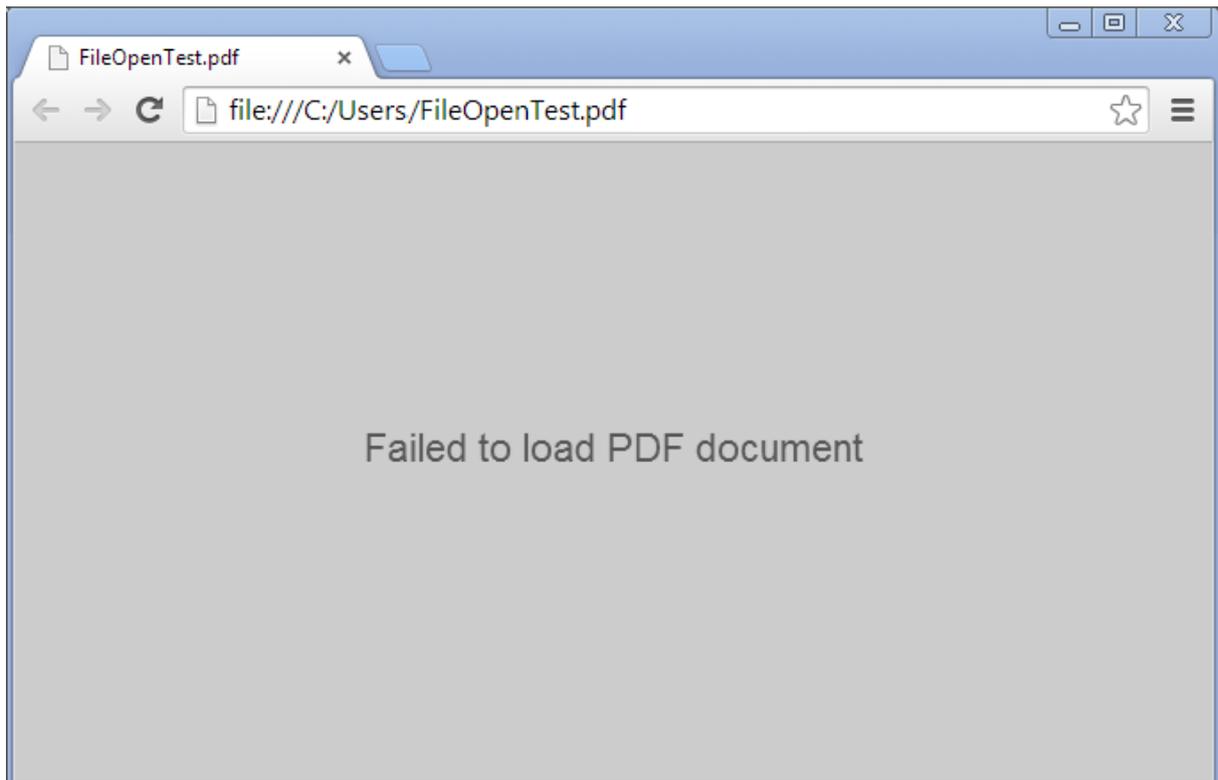
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1.2 Using Chrome (windows/mac)

As default, Chrome displays downloaded PDF in the embedded viewer which is not FileOpen compatible, showing this error :



If you use Chrome as your default browser, you must disable document opening in the browser: Type "chrome://plugins/" in the address bar of Chrome and select "Off" in the Chrome PDF Viewer checkbox.

For Chrome version 56.x.x.x (and above), instead, type "chrome://settings/content" in the address bar of Chrome and mark the option "Open PDFs using a different application". Then restart Chrome.

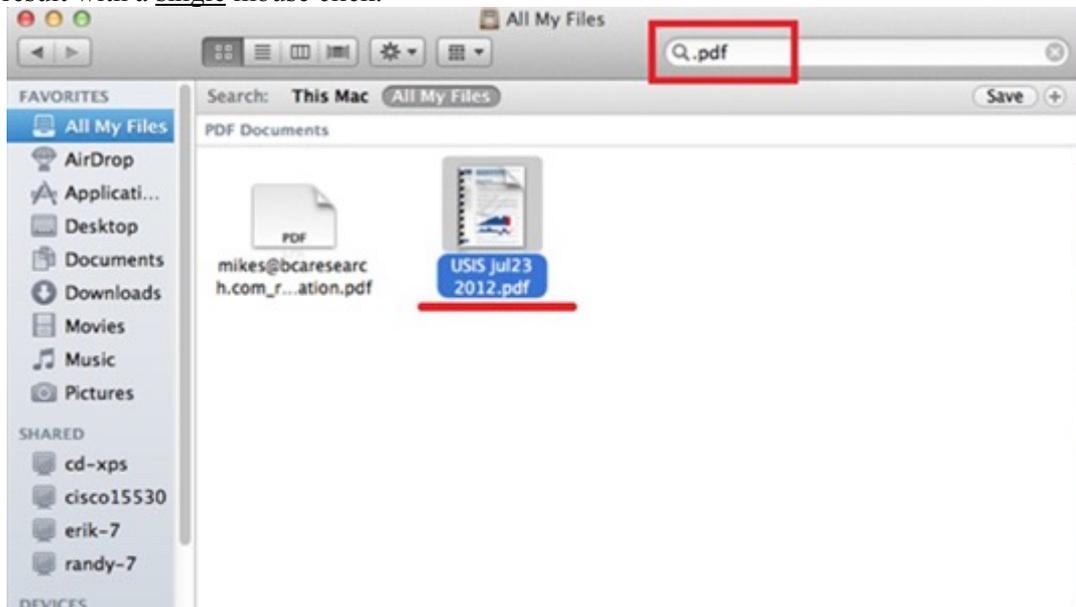


1.3 Macintosh

- Be sure to have Administrator grants on the computer on which you plan to use the standards.
- Install Adobe Reader version 10.5.
- Select Adobe Acrobat as the default viewer for pdf files. Follow these steps:
 1. Open the finder

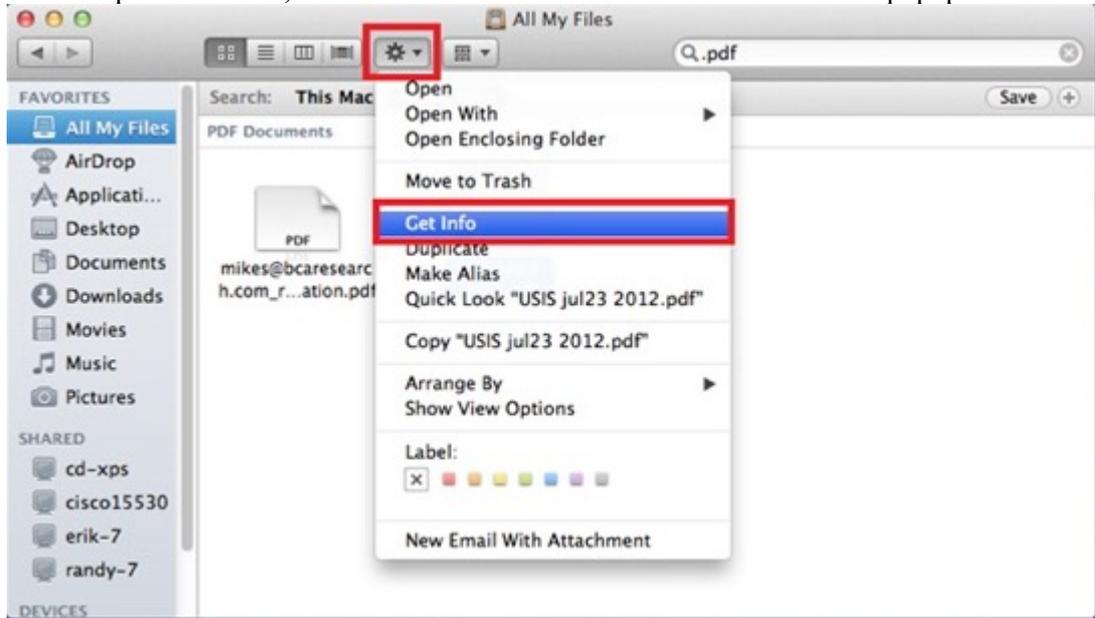


2. Enter *.pdf* in the search field (up and right in the finder panel). Select a pdf file among the result with a single mouse click.

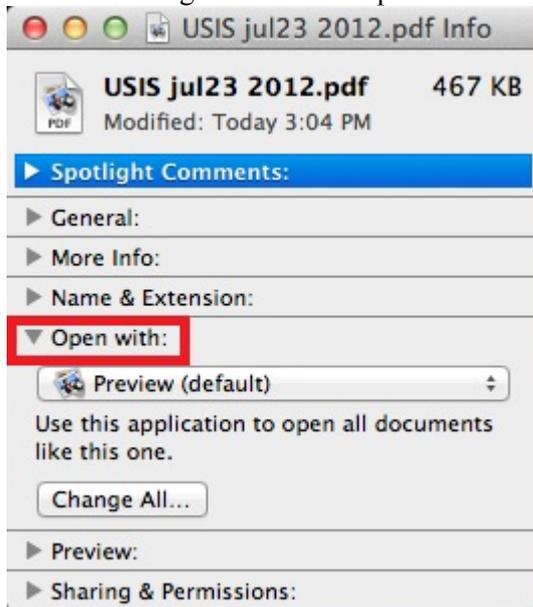




3. Once the pdf is selected, click the small wheel and select “Get Info” in the popup menu.

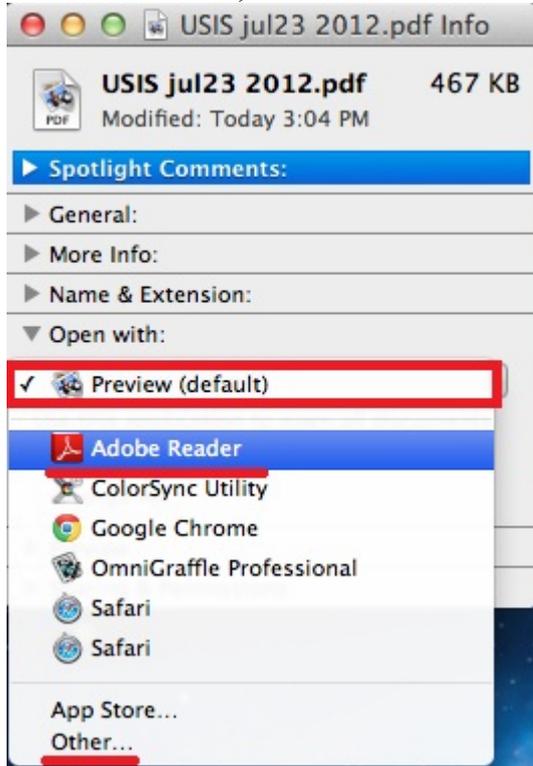


4. Select the triangle left to the “Open with” label.

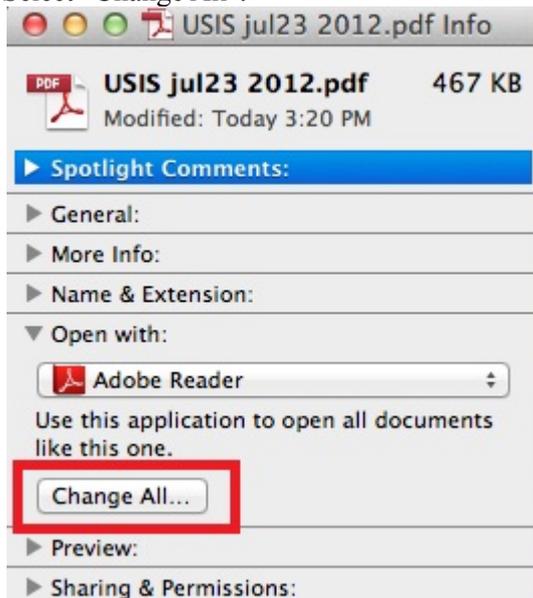




5. Click on Preview and select "Adobe Reader" in the menu. If the menu does not contain the item Adobe Reader, select "Other" and search Adobe Reader.

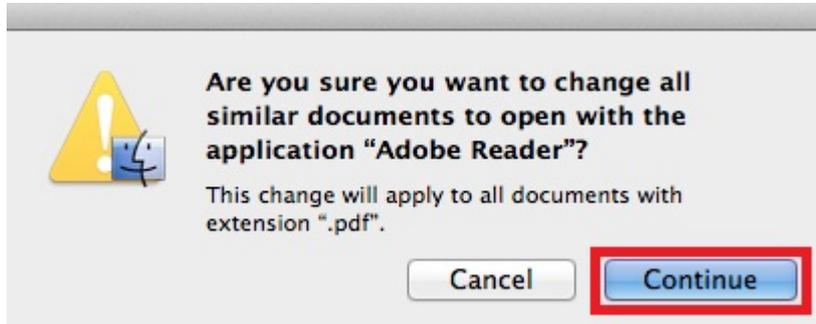


6. Select "Change All".





7. Click “Continue” to make Adobe Reader the default PDF reader.



Install the FileOpen Plug-In:

1. Download the latest version of the plug-in <http://plugin.fileopen.com>.
2. After downloading, open the FileOpenInstaller folder, launch the "FileOpenInstaller.mpkg" file and follow the installation instructions.



3. Open the test document on UNI web store.
4. If the test document does not load correctly, restart the computer and try to open it again.

1.4 Linux

It's possible to open UNI protected standards using the Linux operating system with the specific Adobe versions mentioned in the File Open site (<https://plugin.fileopen.com/all.aspx>).

The latest version developed by Adobe for Linux that meets the requirements Adobe Reader / Adobe Acrobat 7.0 or 8.0 is 8.1.1-1:

http://ardownload.adobe.com/pub/adobe/reader/unix/8.x/8.1.1/enu/AdobeReader_enu-8.1.1-1.i386.deb

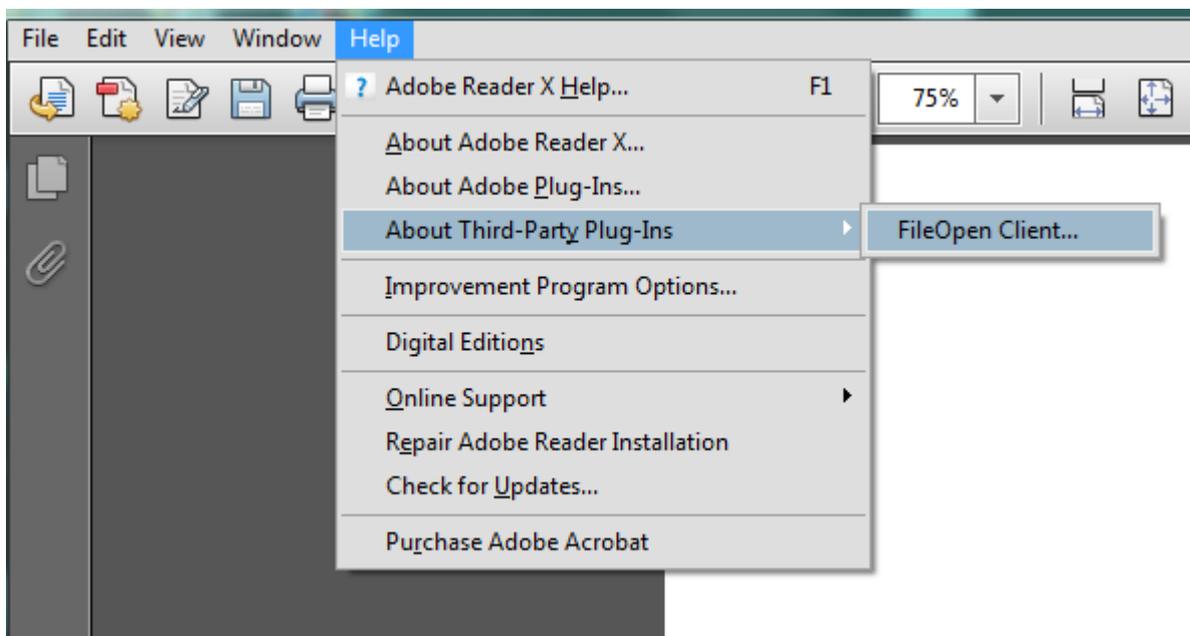


1.5 Mobile

Encrypted standards can be viewed on iPad, iPhone, iPod Touch, with operating system iOS 4.0 or later. It's necessary to download the free app viewer from the iTunes app-store iTunes <http://itunes.apple.com/us/app/fileopen-viewer/id520287055?ls=1&mt=8%20>.

Encrypted standards can be used on mobile devices with the same permissions that are enforced on personal computers.

2. How to check the FileOpen Plug-In version



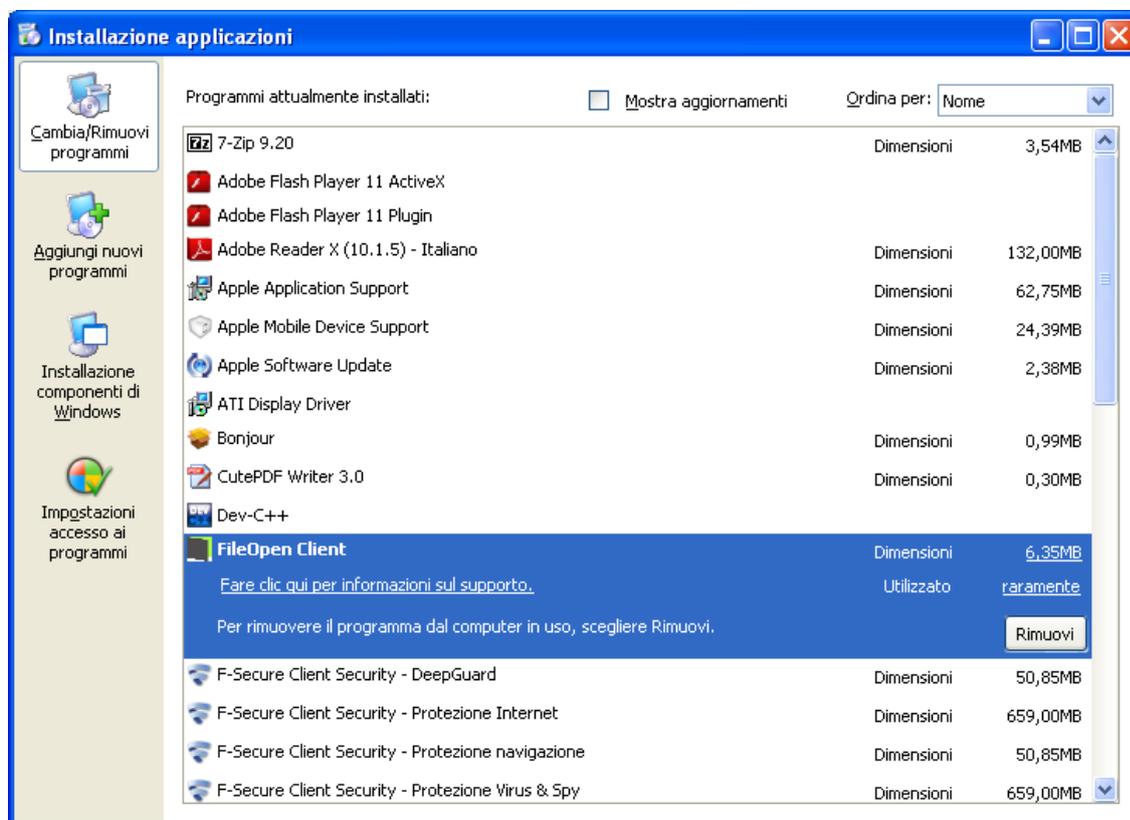
Open Acrobat Reader. In the Help>About Third-Party Plug-In menu select “FileOpen Client...” and check the Plug-In version.



3. How to remove the FileOpen Plug-In

In some cases (v. par. 5.1) before installing a new version of the FileOpen Plug-In is necessary to remove the current version.

In most cases, in Windows environment this can be done selecting **Start Menu>Control Panel>Application Installation>FileOpenClient>Remove.**



In Windows 7 is also necessary to remove FileOpenManager, in the same folder.

In other environments, or if the error persists after removing the old version and installing the new one, please follow the instructions on the FileOpen website <http://plugin.fileopen.com/remove.aspx> .



4. Errors installing the Plug-In

"Error writing to file: C:\Program Files\plug_ins\Fowpkbd.dll. Verify that you have access to that directory."

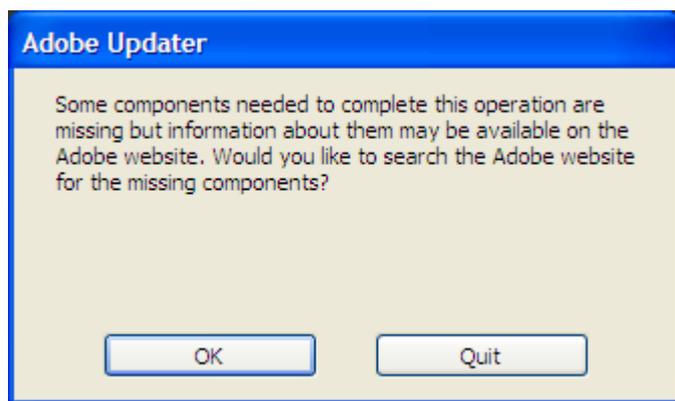


The Plug-In cannot be installed because the user does not have Administrator grants on the device. Contact your internal IT support to solve the problem.

5. Errors opening the document

1.6 Errors caused by a wrong Plug-In installation

Plug-In not installed.



This error message is displayed when you open an encrypted document for the first time and the FileOpen Plug-In has not been installed.

Select OK: the Internet browser will open the FileOpen website, where you can download the current Plug-In version.

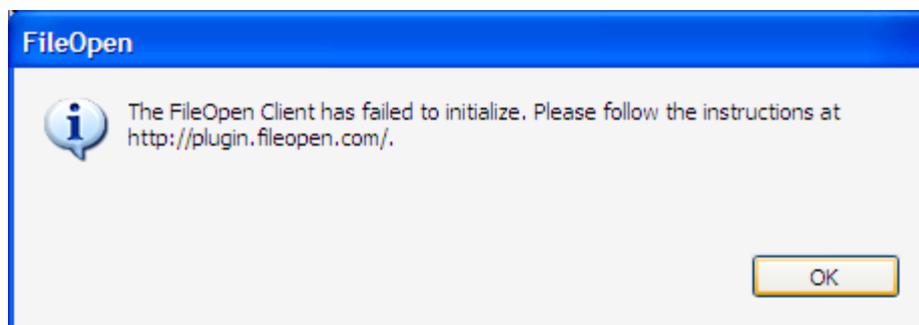
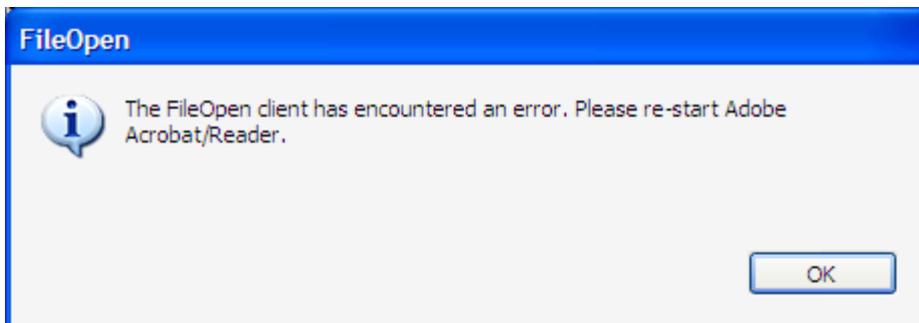


The Plug-In needs to be updated



A new version of the FileOpen Plug-In must be installed. Remove the current Plug-In version (see section 3). Open the website <http://plugin.fileopen.com> in your browser and install the new version.

The Plug-In is not active



When these messages are displayed the service that manages the FileOpen Plug-In could not be started. It is necessary to start it manually:

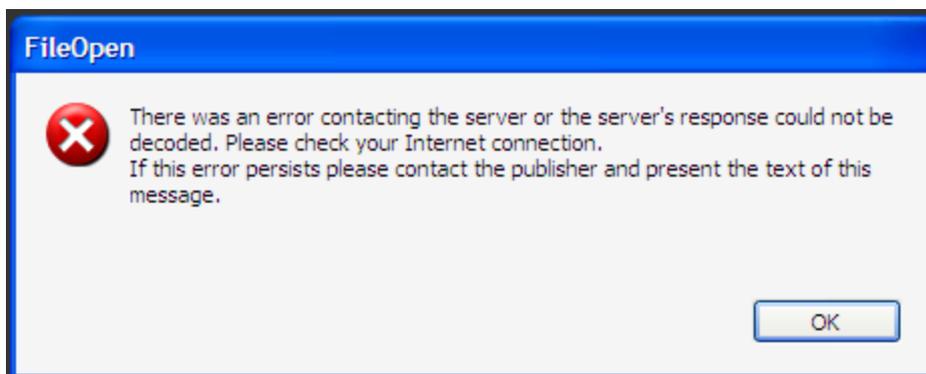
- close Adobe Acrobat/Reader
- open the folder Programs/FileOpen/Services and double-click FileOpenBroker32.exe (FileOpenBroker64.exe for the 64bit version)



- Open the document. If document opening fails remove the current FileOpen Plug-In (see section 3) and install the new version.

1.7 Errors due to lack of connectivity

"There was an error contacting the server or the server's response could not be decoded. Please check your internet connection. If this error persists please contact the publisher and present the text of this message."



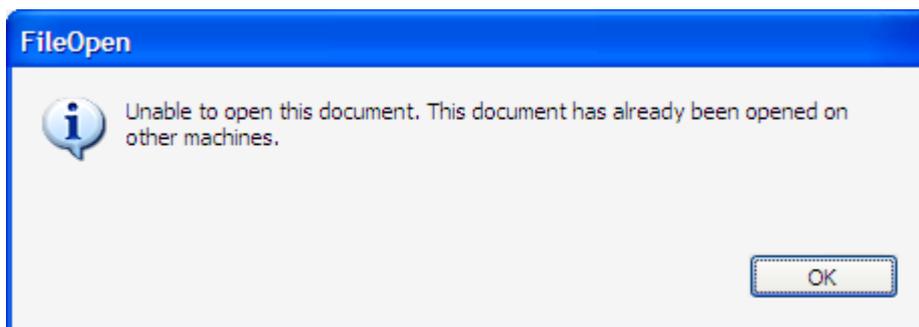
The FileOpen Plug-In cannot connect to Internet to check the customer access privileges. Most common causes:

1. Lack of Internet connectivity or connectivity limitations due to a firewall that prevent Internet access to Acrobat Reader.
Check Internet connectivity and enable Acrobat Reader in the firewall, so that it can connect reach the domain <http://store.uni.com> on ports 80/443.
2. You are trying to view a standard with expired or missing offline grants. In this case the Plug-In must connect to the UNI website to reload the privileges.
This error can also be due to a problem in handling offline grants with the Plug-In version 0925. In this case is necessary to update the Plug-In to the latest version available on the vendor site (<http://plugin.fileopen.com/all.aspx>).
See section 2 about how to check the Plug-In version.



1.8 Other errors

The document has already been opened on another computer.



The document you are trying to open has already been opened on a different computer/device. In case the document is a individually purchased standard you can download it twice, on two different devices. If it has been downloaded only once, it is still possible to download and open a new copy on the computer you are using.

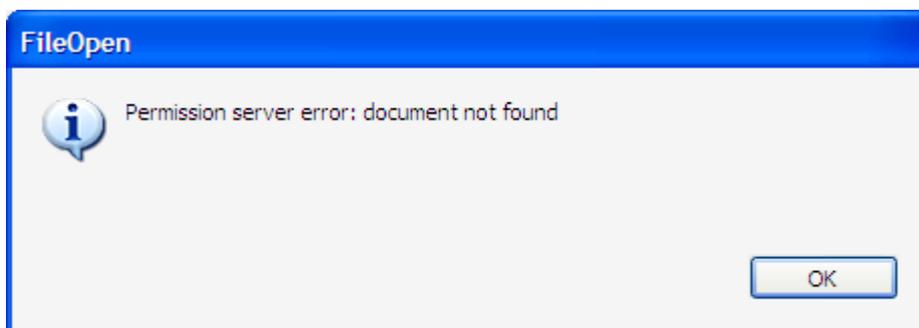
In case the document is part of a standard subscription, each user can open each document on a single computer/device.

If a customer that has already downloaded UNI Standards with DRM needs to change his computer or to format the hard disk, he must send a request to UNI technical support to reset his privileges on purchased documents.

The privileges can be reset even in case the document has been incorrectly opened.

To submit a request to UNI technical support you can send an email to the address webstore@uni.com

Document not found.



The message is displayed when you try to open the document. Please send an email to UNI technical support, at the address webstore@uni.com, reporting this error message and attaching the pdf

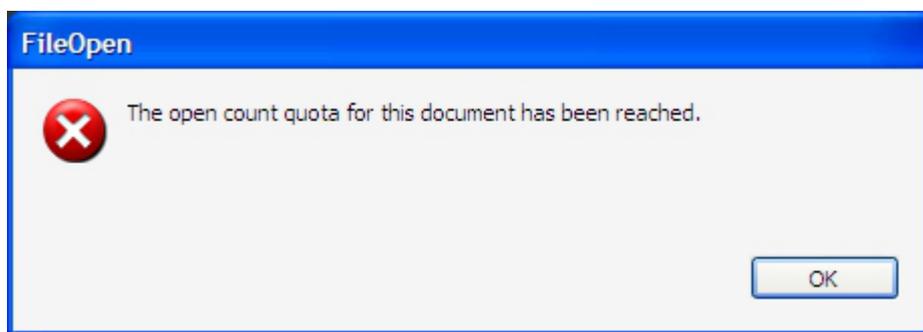


document you are trying to open.

You don't have the privileges to open the document

The customer access to the document has been denied by the permission server: the customer has no privilege on the document. Please send an email to UNI technical support, at the address webstore@uni.com.

Maximum number of opening reached

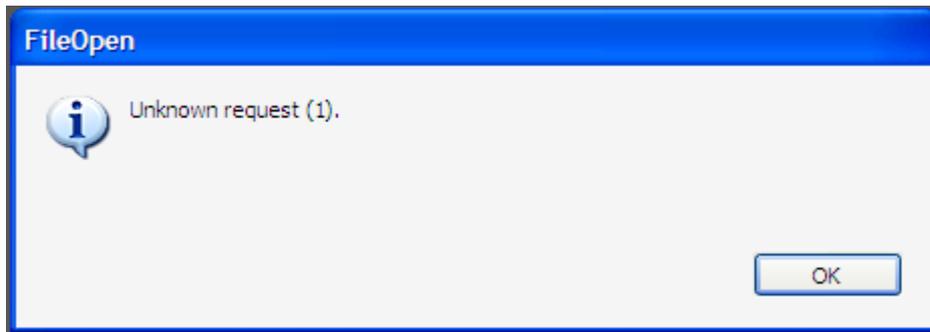


If this error is displayed, you need to connect your computer to Internet, to upgrade your access privileges on the document.

This error message can also be displayed together with one of the preceding error messages.



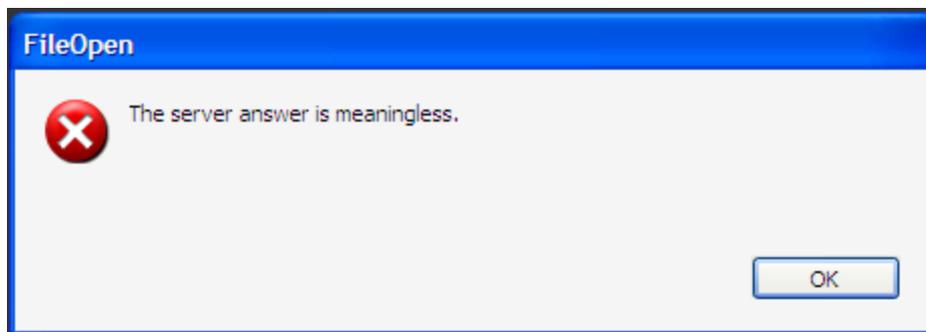
Unknown request (error number)



The UNI permission server return an error when information about document privileges are requested.

Please send an email to UNI technical support, at the address webstore@uni.com, reporting this message and the error number and attaching the pdf document you are trying to open.

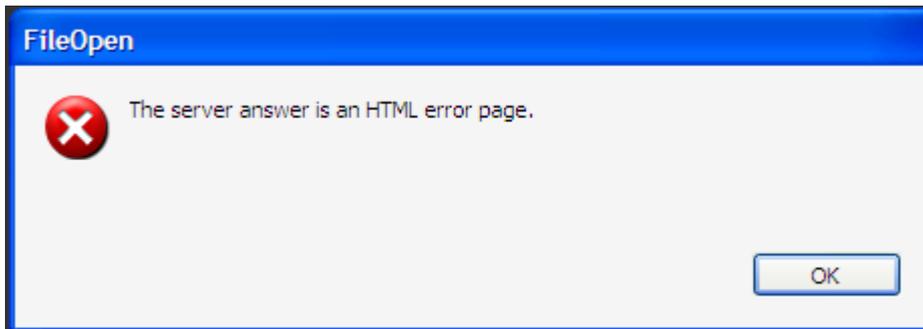
The server answer is meaningless



A problem could occur when retrieving information about privileges from the UNI webservice. Please send an email to UNI technical support, at the address webstore@uni.com, reporting this error message and attaching the pdf document you are trying to open.

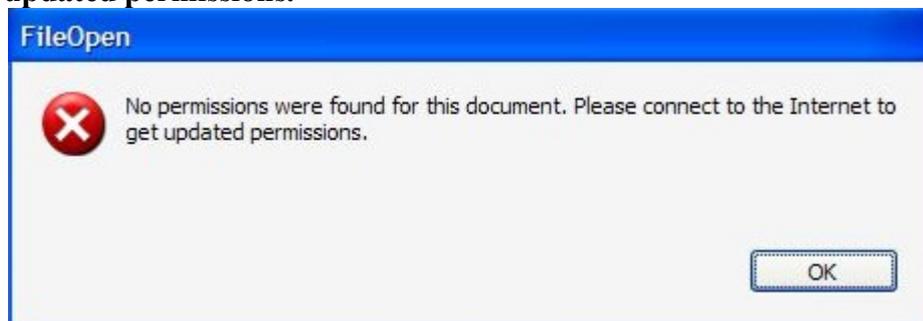


The server answer is an HTML error page.



A problem could occur when retrieving information about privileges from the UNI webserver. Please send an email to UNI technical support, at the address webstore@uni.com, reporting this error message and attaching the pdf document you are trying to open.

No permissions were found for this document. Please connect to the Internet to get updated permissions.



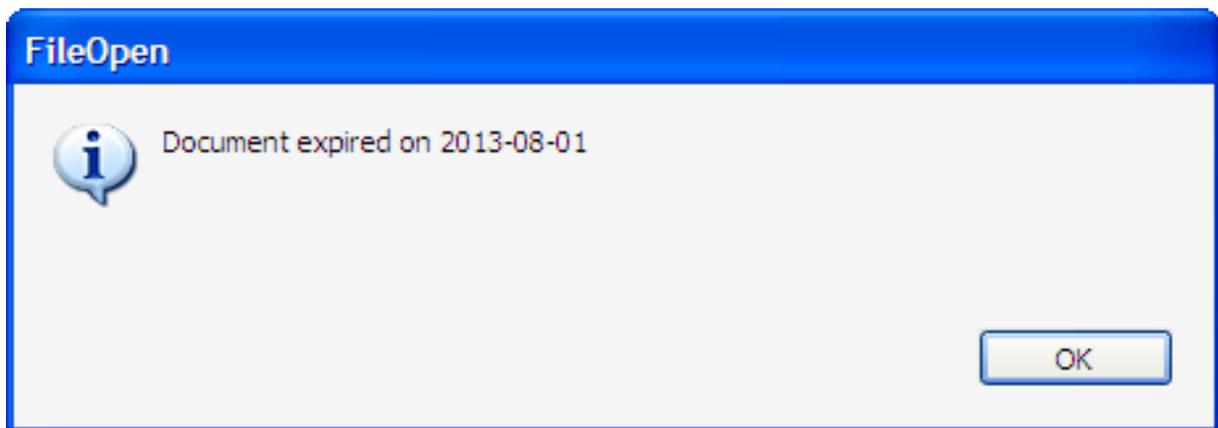
This error message could be displayed in case an out-to-date version of the Plug-In is installed. In this case is necessary to install a new version. It would be better to remove the old version of the Plug-In before installing the new one.

If the error persist after installing a new Plug-In version it could be caused to a problem contacting the UNI Webstore: please send an email to UNI technical support, at the address webstore@uni.com, reporting this error message and attaching the pdf document you are trying to open.



6. Errors using documents with limited user license

Document expired on *DATE*

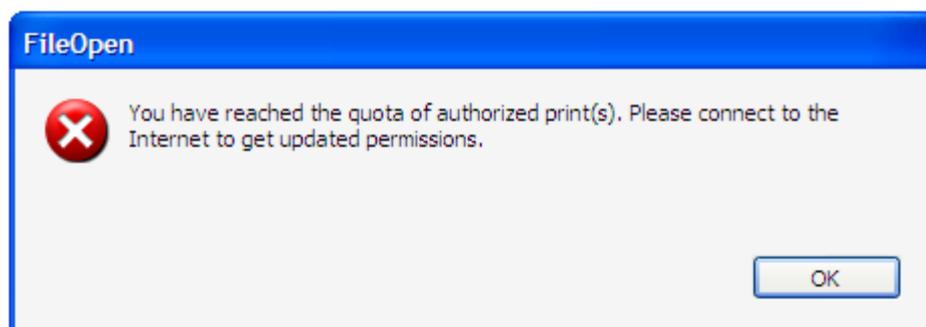


The standard cannot be viewed, as the document license is expired.



7. Printing errors

Maximum number of printing reached.



If this error is displayed, the maximum number of printing has been reached. You need to connect your computer to Internet, to upgrade your access and printing privileges on the document.



Unable to print double sided.

Set your *default* printer settings to double sided. These settings can be found by selecting your default printer from Printers and Devices, on a PC (Control Panel/Hardware and Sound/Devices and Printers)

Hidden printer window.

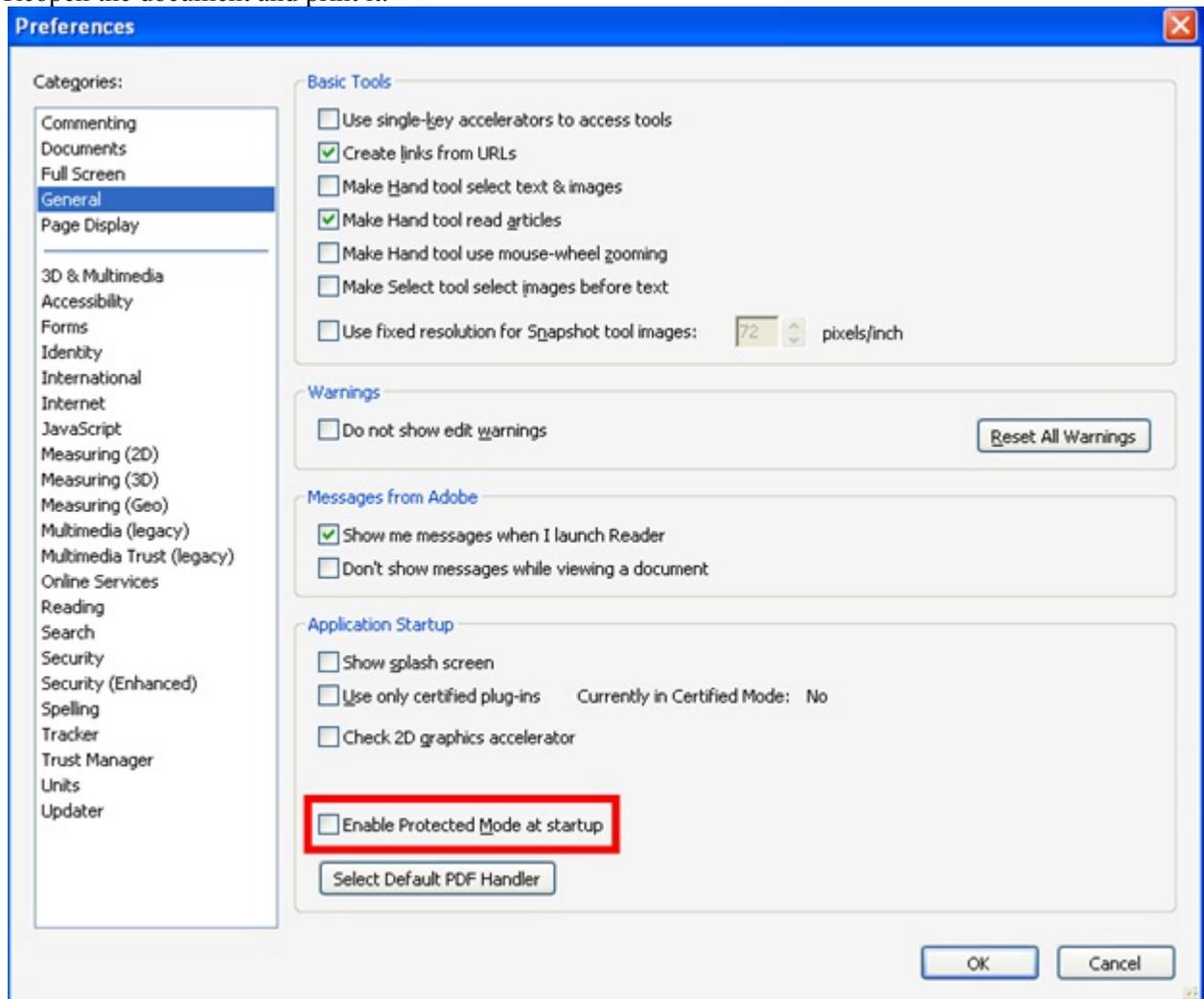
On some operating systems, the printer window could be hidden in the back of the viewer (Adobe Reader) after call the printing.

To view this window, reduce the viewer (Adobe Reader) to icon.

The document is not printed and no error message is displayed.

In Windows environment, open Adobe Reader, select the menu item Tools> Preferences> General and uncheck “Enable protected mode at Startup”.

Reopen the document and print it.





For Adobe Reader XI users, the box to uncheck is located at: Edit> Preferences> Security (Enhanced)

