

PROXY SERVERS, FIREWALLS, ADOBE TRUST MANAGER AND PROTECTEDPDF

Who we are:

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

How it works:

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

Why proxy servers affect the process:

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

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

How to check for a proxy server:

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

Proxy Server Required Configuration Changes:

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

Firewall Required Configuration Changes:

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

Adobe/Acrobat Trust Manager Configuration Changes:

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