

## Sample FAQs for customers receiving your protected content

This document is to make some suggestions about questions you could put on your FAQ page for customers receiving or downloading your protected content (ebooks, documents, training courses, and so on).

We have used the term “training course” below, but you should replace that with what best describes the content you are delivering. You will also need to alter the text depending on whether you use watermarks, expiry, and document validity checking (forcing an Internet connection by verifying document access every time or every  $n$  days).



**Note:** Items shown in a [blue font](#) must be replaced with your company’s contact information as relevant.

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### **Where do I get the training course I have just purchased?**

You should have received an email notification from “[ACME Corporation](#)” telling you how to download it. In this email is the server location from which you can access the requested training course.

### **What is a PDC file?**

A PDC file is proprietary encapsulation of a .pdf file, created through licensed software from Locklizard Safeguard. It has a .pdc file extension to identify it. The content of a PDC file is the training course you are expecting to receive.

### **How do I open a PDC file?**

The first time you receive a training course from us, you will receive an email with the subject line “Locklizard Safeguard Secure PDF Viewer Registration”. The email has the instructions on how to install the Viewer, and on how to register your license. Complete those two tasks and you will be able to open the PDC file. You will need to be online to do the registration.

### **I received a new computer (or my computer has been re-imaged) and now I am getting an error regarding licensing – no more licenses available**

Licenses are tied to the network card's MAC address, IP address, and your computer's OS. If any of these change your license will not be valid. If this happens, contact: [sales@acme.com](mailto:sales@acme.com) and ask for a replacement license.

**I tried registering on my notebook computer as well as my desktop but receive the error “no more licenses”**

You are only licensed to view the training course on one computer. Please contact: [sales@acme.com](mailto:sales@acme.com) to request an additional license.

**Can I give my license to somebody else?**

No, licenses are personalized, and once you have initialized an individual license, it cannot be used on any other machine. If you need to view a training course on more than one computer (home and work, for example), you must request and receive extra licenses.

**Do I have to be connected to the Internet to view a training course?**

You must be connected when you initialize your license. And you may have to be connected the first time you open a specific PDC file. In other situations, you may not have to have Internet connectivity. Any restrictions greater than this should be described in the email you will have been sent when purchasing a specific training course or were shown on our web site.

**Can I print a training course?**

If that has been allowed, the print will have a personalized watermark with your name on it, printed diagonally across the page.

**Can I print it to a virtual or multi-function printer?**

No. For example, you cannot print to an Acrobat PDF driver or a fax-capable printer driver. You may not convert the format of the PDC document without our specific permission.

**Can I give a PDC file to a vendor for mass printing?**

No, not unless you connect to their network and print directly from your computer. But remember also that your name will appear in the watermark on all the copies made.

**Can I copy text from the training course?**

No, it is not possible to copy and paste content. If you are a partner training organization or localizer who needs to leverage content, you must go through the proper channels in order to get permission to do this. Please contact: [sales@acme.com](mailto:sales@acme.com)

**I have a PDC of a slide presentation. Does it work like PowerPoint?**

You can set the PDC to be shown full-screen, you can project it, and you can advance slide to slide similar to PowerPoint. However, PowerPoint animations do not function in PDF, and any linking from PowerPoint (for example, to Flash demos) will have to be done manually in Windows.

**When I try to open the training course, I am told that it has expired. Why?**

In some cases, PDCs will have been set to expire after a certain time period, or after a certain number of viewings. Any such limitation as this will have been explained up front when you purchase your training course.

**When I try to open the training course, I get the error "Please close your screen capture application".**

You have to close any screen grabber (or applications that have similar functionality such as the Windows snipping tool) before opening PDC files. This is one of a number of measures used to prevent unauthorized screen shot copying of content. For instance, if you have an application (process) running which ends in 'capture.exe' (e.g. screencapture.exe, m4capture.exe, wincapture.exe) then you will have to close down that process, and any others that end in 'capture.exe' by pressing CTRL-ALT-DEL on your keyboard to load Task Manager, and then in Task Manager > Processes highlight the processes and delete them. Unless you do this, the PDC document will not open.

**I had a previous account when working at another company, now have an account at a new company. Why won't my previous training courses open with my new license?**

Each account keeps a record of the training courses attributed to that account. You need to register both your old and new licenses to view previous and new training courses.



**Note:** If you receive any specific errors you can visit the [Locklizard Knowledge Base](#). If your issue is not answered here then please contact us at [sales@acme.com](mailto:sales@acme.com)