

Safeguard Secure PDF Viewer

Instructions for successfully installing, registering, and opening documents.



Installation

1. You MUST be logged on as a Windows or Mac administrator.

Make sure your Operating system has installed all the latest patches/updates. This is especially important on Mac OS.
2. Disable UAC in the Windows Control Panel: From Windows Control Panel: “User Accounts > Change User Account Control Settings > Never Notify”. In Windows 8 & 10 – Press the Windows Key and start typing “Control Panel”. Click the Control Panel shortcut. In the top right of the control panel type “UAC” into the search box. Click Change User Account Control settings and disable it.
3. ENSURE all antivirus and security software (local and/or network firewall, anti-malware, end-point security) are disabled and there is no resident security software running.
4. To install the Viewer in a thin-client or Citrix environment [see this guide](#).
5. To install the Viewer in a network environment, see Section 2 (Deploy Software using Startup script via GPO) [of this guide](#).



Most common problem: Anti-virus software preventing installation.



Registration Troubleshooting

1. Check that your firewall is allowing **pdviewer64.exe** to access the Internet.
If you have installed the 32-bit version or the v2 Viewer then this is called **pdviewer.exe**.
2. Double-check that your anti-virus software, end-point security, or anti-malware software is not preventing **pdviewer64.exe** (or pdviewer.exe) from executing.
3. Check that port 80 (HTTP) and 443 (HTTPS) are open on your company’s firewall. Safeguard Viewer communicates with the licensing server on these ports (default port is 443). You may need to check this information with your network administrator.

4. If you using a proxy to access the Internet then you must enter these details in the Viewer application (Windows Start menu > Locklizard program group > Viewer Proxy Settings).
5. Make sure you are registering the license locally on the computer and NOT using a remote connection to the machine.



Most common problem: Firewall blocking port 443 or insufficient user rights.



Re-enable security applications

If installation and registration work correctly after performing these steps, then turn back on each security program, in turn, and check if the Viewer works. If it doesn't then you will need to whitelist PDCViewer64.exe or PDCViewer.exe in that security program.



Opening protected documents

1. Follow the registration guidelines as these also apply to opening documents.
2. If a publisher has emailed you a document and you cannot open it, copy it to your hard disk and try opening it from there.
3. If you still cannot open the document, open the Safeguard Viewer (from the Windows > Locklizard program group > Safeguard Viewer) and then select the 'Open document' option.
4. If this does not work, close down all other applications before opening a document as in step 3 above.



Most common problem: Anti-virus issue or insufficient user rights during installation.



Upgrading the Viewer

1. This is the same as a normal installation (you need Admin Rights, etc.) but you should be able to install the Viewer on top of an existing installation.
2. For Mac OS you MUST first delete the Safeguard Viewer application (Mac Drive/Applications/LockLizard Viewer/LockLizard Safeguard Viewer.app) AND remove it from your Trash (trash can) before installing the latest version.
3. If you need to install the Viewer on a different computer then you must contact the publisher of the document for an additional license. **LockLizard cannot issues licenses on behalf of publishers.**



Troubleshooting

For specific issues visit our [support knowledgebase](#)

NOTE: Search for the **keyword** in an error message rather than a string of text.

For any items not covered here please consult the publisher of the document.

The two most common problems are:

1. [Viewer will not install or run correctly](#)
2. [Nothing happens when I click on a license or PDC file](#)