

Safeguard Secure PDF Viewer

Instructions for successfully installing, registering, and opening documents.

Installation

1. You **MUST** be logged on as a Windows administrator.
2. Make sure your Operating system has installed all the latest patches/updates. This is especially important for the Mac OS.
3. Turn your firewall **OFF**. When disabling your firewall choose the 'Permanent' option, e.g.



The screenshot shows the BitDefender Total Security 2011 interface. The 'Firewall' tab is active, and the 'Firewall is enabled' checkbox is checked. A dialog box is open, asking 'For how long do you want to disable the Firewall protection?'. The options are: 5 minutes, 15 minutes, 30 minutes, 1 hour, Permanently, and Until system restart. The 'Permanently' option is selected. The background window shows network statistics and a 'View Details of Network Adapters' link.

 *Most common problem preventing installation: Firewall issues.*



Registration

1. Check that your firewall is allowing **pdviewer.exe** to access the Internet.
2. Double-check that your anti-virus software is not preventing **pdviewer.exe** from executing. Some AV products like Symantec Endpoint Protection and Websense Data Endpoint prevent the viewer from running since we monitor certain keys to prevent screen grabbing and this could be mistaken for key logging activity.
3. Check that port 80 and 443 are open on your company's hardware firewall. Safeguard Viewer communicates with the licensing server on these ports. You may need to check this information with your network administrator.
4. Check that you don't have a proxy configured in Internet Explorer (even if you do not use this as your default browser). If you using a proxy to access the Internet then you must enter these details in the Viewer application (Windows Start menu > Programs > LockLizard > Lizard Safeguard > PDF Viewer > Proxy Settings)



Most common problem preventing registration: Firewall issues.



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 and then choose the File > Open option.
4. If this does not work, close down all other applications, launch the Viewer and then open the document from the File > Open menu.



Most common problem preventing opening: Memory resources not available (see 4).



Upgrading the Viewer

1. Refer to the installation instructions.
2. For the Mac you MUST first delete the Safeguard Viewer application (Mac Drive/Applications/LockLizard Viewer/LockLizard Safeguard Viewer.app) AND remove it from your 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 please 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.