



AABC E-proceedings FAQs

Technical Requirements

- *You can access the material on any Windows computer. Printing your E-Proceedings to a physical printer is unrestricted.*
- *Printing to a virtual printer is prohibited.*
- *The E-Proceedings material is protected and limited and only available to those who have purchased the E-Proceedings.*
- *Firewalls can prevent the downloading of these E-Proceedings. Your Information Technology department may need to configure their firewall to allow access to LockLizard.*

You can direct your questions via email to: support@advancedautobat.com

FAQs

Q: How do I access the proceedings?

A: There are two steps to be taken before being able to download and view the proceedings:

- Install the viewer
- Register your license

After purchasing the proceedings, you will receive an email with directions for completing both of these steps. This is not a long process, and when you have completed both steps, you will be able to download the proceedings directly from our website. If you have any problems with this process email us at support@advancedautobat.com

Q: Can I view the proceedings on more than one computer? And how do I do that?

A: With your purchase you receive three copies of your license, which means you have the ability to access the proceedings on up to three computers. To view the proceedings on a second or third computer, you will need to repeat the two steps you went through on the first computer. Forward the LockLizard email to your new computer, or email us at support@advancedautobat.com to request the email be sent to another address

Q: Why can't I get an unprotected PDF version of the proceedings?

A: We are protecting our material and also respecting the wishes of our speakers who have asked that their material only be made available to those who participated in the conference or those who come directly to us to purchase the material.

Q: What benefits do I get with your form of E-Proceedings?

A: We offer updated versions of the proceedings after the conference. You will have access to information that is not readily available to others in the industry or to others who attend the conference and only purchase the printed copy of the materials.

Q: The purchase agreement states that I get three copies of the 'license.' What does this mean?

A: This means that you have the ability to access the proceedings on up to three computers.

Q: If I reload the license on my computer more than once will I lose a license each time?

A: No, the license validation processor will recognize that the license is on the same computer and your number of licenses will not be affected.

Q: What happens when I get a new computer?

A: You will simply need to forward your LockLizard information to your new computer and go through the two initial steps of setting up your license for the proceedings: install the viewer and register your license. Then you will be able to download the proceedings the same way you did on the original computer.

Q: What happens when I upgrade my computer - do I need a new license?

A: Lizard Safeguard can be re-installed on the same computer without your having to request an additional license. When you re-register with the old license details, the viewer software checks certain details with the administration server and lets the license be re-used. So if you re-install your operating system or change your hard disk drive for whatever reason you can re-install Lizard Safeguard, re-register with your old license information and continue using the product as before.

Q: Do I have to be connected to the Internet in order to view secure PDF documents?

A: Only the first time a new document is opened.

Q: Can I print from my E-Proceedings? Are there any restrictions on printing?

A: Printing to a physical printer with Windows is completely unrestricted. Printing to a virtual printer is prohibited on all platforms.

Q: What are the minimum configuration requirements for me to download and run the E-Proceedings smoothly?

A: No special configuration requirements apply. If you have a sufficient configuration to open a normal PDF then you should be able to view our documents.

Q: Do I need to renew the license at any time?

A: No, your license is not time restricted for the specific conference you purchase.

Q: If I order the e-proceedings for the next AABC do I restart the process with 3 new licenses?

A: Yes

Q: Which operating systems are compatible with LockLizard?

A: Windows 2000

Windows 2003

Windows XP

Windows Vista

Internet Explorer v6.0 or above must be installed on Windows platforms.

NOTE: While IE must be installed on the computer (this is the default for all Windows platforms) it does not have to be set as your default browser.

Q: Acrobat could not open "<filename>.pdc" because it is either not a supported file type or the file has been corrupted.

A: This error message is displayed if you try and open a .pdc file directly from Adobe's File Open menu or you have associated the .pdc file extension with Adobe Acrobat.

To open a .pdc file you must double-click on the filename in Windows File Explorer or right-click on the file and select 'Open With PDCViewer'.

Alternatively, you can open a PDC file from the Safeguard Viewer File Open menu.

Q: The license file I have received has an extension of .mim not .llv. I changed it to .llv but still cannot register.

A: This is because you are using AOL or IM as an email client and AOL / IM has corrupted the license file and changed the file extension.

Use the .llv file contained in the zip file instead. Save the zip file to disk, unzip it and then double-click on the .llv file.

Q: When I go to register my license file it tells me "the server is unavailable".

A: Please try registering again.

If the problem continues the most likely reason is that you are using a proxy to access the Internet. Make sure you have entered the correct proxy settings and then try again. See proxy settings.

Q: When trying to register I get the error message “license check failed server returned 407 response code”

A: The most likely reason for this is that you are using a proxy to access the Internet. Make sure you have entered the correct proxy settings and then try again. See proxy settings.

Q: We cannot connect to the license server by Internet.

A: Please check that you are connected, or that a firewall is not stopping this connection. This error message will be displayed if either a firewall or proxy is stopping the Safeguard Viewer from getting to the Internet.

If you are behind a company firewall then your IT department may have to configure the firewall to accept an outbound connection for the viewer program pdcviewer.exe on the appropriate port and allow access to the LockLizard licensing server.

The information for the server your publisher is using is displayed in the license file and can be viewed with Windows Notepad or a similar application. If the URL is <https://www.locklizard-license1.co.uk:8444/LockLizardLicensing> (IP address 82.165.43.29) then port 8444 is used for secure traffic and port 8080 for non-secure traffic. If the URL is <https://www.locklizard-license2.co.uk/LockLizardLicensing> (IP address is 87.106.7.187) then port 443 is used for secure traffic and port 80 for non-secure traffic..

To find out if you can access port 8444 please click on the following URL - https://www.locklizard-license1.co.uk:8444/LockLizardLicensing/writer_admin.jsp.

If you see a LockLizard branded web page then port 8444 is open, and you should be able to successfully register Safeguard Viewer. If you receive a blank screen or a browser error message page (i.e. this page is unavailable or cannot be displayed) then port 8444 is closed and you won't be able to register Safeguard Viewer. Outbound and inbound traffic must be enabled on this port. If your network administrator does not allow traffic on this port then you can use port 8080 instead. To do this, edit the license file using Notepad and change HTTPS to HTTP and port 8444 to port 8080 and save the file. Then use the 'Remove Keystore' option from the Windows Start menu > Programs > Lizard Safeguard PDF Viewer menu. Once you have done this, double-click on the license file to register. If the license file already uses port 8080 then please check with your network administrator that inbound and outbound traffic is enabled on this port.

NOTE : If you decide to disable your software firewall to register the viewer software then remember you must reboot your computer before it will take effect (software firewalls remain memory resident even after you disable them).

In the case of proxy servers, proxy settings are automatically picked up from Internet Explorer by the viewer software but there may be occasions when this information is incorrect or unavailable and you will have to manually enter proxy settings in Safeguard viewer. Off the Windows Start menu > Programs > Lizard Safeguard PDF Viewer > Proxy Settings is where you enter this information. See proxy settings.

Once you have registered the viewer it does not need the proxy settings again unless someone decides to change your internal proxy settings.

Q: Server Response code 504.

A: This error message is displayed if access to port 8444 is blocked. Safeguard Viewer needs this port open so it can communicate with the server. Please check with your company's network engineers that this port is open.

If you are evaluating Lizard Safeguard then this error message is displayed if access to port 443 is blocked.

To find out if you can access port 8444 please click on the following URL - https://www.locklizard-license1.co.uk:8444/LockLizardLicensing/writer_admin.jsp

If you see a LockLizard branded web page then port 8444 is open, and you should be able to successfully register Safeguard Viewer. If you receive a blank screen or a browser error message page (i.e. this page is unavailable or cannot be displayed) then port 8444 is closed and you won't be able to register Safeguard Viewer. Outbound and inbound traffic must be enabled on this port. If your network administrator does not allow traffic on this port then you can use port 8080 instead. To do this, edit the license file using Notepad and change HTTPS to HTTP and port 8444 to port 8080 and save the file. Then use the 'Remove Keystore' option from the Windows Start menu > Programs > Lizard Safeguard PDF Viewer menu. Once you have done this, double-click on the license file to register. If the license file already uses port 8080 then please check with your network administrator that inbound and outbound traffic is enabled on this port.

Q: License Check Failed. Server Returned 302 Response code.

A: This error message is displayed when the URL for the licensing server is redirected by a proxy server. The most common reason for this message is that your organization strictly controls access to web sites and the LockLizard Licensing server has not been added to the authorized list.

Q: License check failed. Can't find your account.

A: This error message is displayed if the license file has been corrupted due to it being transferred in ASCII mode rather than binary. Because of the wrong data transfer type, line breaks are not recognized properly, and so the viewer tries to connect to an invalid URL obtained from a wrong license text line.

Delete the keystore (off the Windows Start menu select Programs > Lizard Safeguard PDF Viewer > Remove Keystore) and then try registering again. Make sure that you use the license file contained in the zip file as that will remain untouched.

Q: Failed to read license information. Invalid license data.

A: This error message is displayed if the license file has been corrupted. This could be due to it being transferred in ASCII mode rather than binary or an incomplete file.

Delete the keystore (off the Windows Start menu select Programs > Lizard Safeguard PDF Viewer > Remove Keystore) and then try registering again. Make sure that you use the license file contained in the zip file as that will remain untouched.

Q: Failed to check document access. Can't find your account.

A: This error message is displayed if the license file has been corrupted. This could be due to it being transferred in ASCII mode rather than binary or an incomplete file.

Delete the keystore (off the Windows Start menu select Programs > Lizard Safeguard PDF Viewer > Remove Keystore) and then try registering again. Make sure that you use the license file contained in the zip file as that will remain untouched.

Q: Failed to query server, (couldn't resolve host name).

A: This error message is displayed if you are trying to register the viewer or view protected files over a VPN.

You must have a direct Internet connection in order to register the viewer and for communication with the LockLizard licensing server.

Q: The requested URL LockLizardLicensing_CheckLicense was not found on this server (displayed if a proxy is running).

A: Can't connect to server www.locklizard-license.co.uk Error 12003. An extended error was returned from the server.

We cannot register your account because the server is not available.

The most likely cause for any of these error messages is that access to port 8444 is blocked. Outbound and inbound traffic must be enabled on this port.

If your network administrator does not allow traffic on this port then you can use port 8080 instead. To do this, edit the license file using Notepad and change HTTPS to HTTP and port 8444 to port 8080 and save the file. Then use the 'Remove Keystore' option from the Windows Start menu > Programs > Lizard Safeguard PDF Viewer menu. Once you have done this, double-click on the license file to register.

If the license file already uses port 8080 then please check with your network administrator that inbound and outbound traffic is enabled on this port.

Q: Failed to get document access key. Server returned 502 response code.

A: This message is displayed if the licensing/administration server is busy.

If you are connecting via an ISA server, the ISA server can trigger this error message under heavy stress. Please try opening the document again.

Q: An error has occurred while retrieving document access key. Unexpected end of file from server.

A: The most likely reason for this is that the viewer is losing packets due to a poor or inconsistent Internet connection.

Open a DOS Command Prompt window and type: ping -l 2000 -t <https://www.locklizard-license1.co.uk>

The command will display the response time and packets. If packets are being lost, the viewer software can't check with the server for license rights and the decryption key can't be properly downloaded. If this is the case you will need to check your connection and retry when it is stable. Show this problem (the packets loss over a ping command) to your ISP, or, if you are part of a private/company network, then you need to get the network administrator to fix this problem.

Q: "You do not have the correct key that is required to decrypt this document" is displayed but you have been given access to the document.

A: There are four reasons why this error message may occur:

1) The most likely reason is that the file is incomplete (partial download). Please compare the file size of the PDC file against the file size listed on the publisher's server. If this information is not available then please ask your publisher for it. If the file size is incorrect then you will need to re-download the PDC file.

2) The PDC file itself is corrupt or has been corrupted during transfer (download or email). Please ask the publisher to upload or send the PDC file in a zip file and then try opening the document again.

3) Your hard disk is losing sectors and the keystore has become corrupted. If this is the case you will need to delete the keystore (off the Windows Start menu select Programs > Lizard Safeguard PDF Viewer > Remove Keystore). You will then need to re-register again with the publisher by double-clicking on the license file that was originally sent to you.

4) Only outbound traffic has been allowed on port 8444/8080. If this is the case, you would have been able to register the viewer but the decryption key would not have been allowed to be transferred to the client since it would have been blocked by the port not being open.

Q: You need to register with the publisher before you can view any protected documents.

A: Before you can view protected documents you must first double-click on the license file sent to you by your publisher in order to register. If you have done this and this message still appears then the most likely reason is that you tried to register the viewer software over a VPN which will not work - you MUST have a direct Internet connection.

Delete the keystore (off the Windows Start menu select Programs > Lizard Safeguard PDF Viewer > Remove Keystore) and then try registering again, this time using a direct connection to the Internet.

Q: Error 1284:68. Can't connect to server www.locklizard-license1.co.uk. Error 0. The server response could not be parsed. Please check your internet connection and try again.

A: This message is displayed if the server response is truncated (the data sent from the server gets corrupted). This could be because:

1) The license file has been corrupted. Obtain a new license file from your publisher or register using the one contained in the zip file. Before registering again you will need to delete your keystore (off the Windows Start menu select Programs > Lizard Safeguard PDF Viewer > Remove Keystore). Once you have done this double-click on the license file to register.

2) A proxy is in use and proxy settings have not been configured in the viewer software. See proxy settings.

Q: How do I open a PDC document directly from Internet Explorer or any other browser?

A: If you click on a link to a PDC file from Internet Explorer, you are asked to Open or Save the file. To view the document, select the Open option. Internet Explorer will then call the Safeguard viewer to display the PDC

file. To get Internet Explorer to automatically call the viewer to display the PDC file every time you click on a PDC file link, uncheck the option "always ask me before opening this type of file".

Q: Proxy Settings

A: Proxy servers are used in some organizations to change the port addressing from the Windows default to another internally determined port number.

On some systems, because of internal security requirements, firewall controls are set to prevent internal applications from connecting directly to external web addresses. Further, to help prevent attacks from hackers, and prevent keyloggers and other programs commonly used by hackers, viruses and worms to send confidential internal data to outsiders, internal systems may use port addresses on the firewall that are not the standard ports. Finally, the firewall may require users who wish to use external services to authenticate themselves to the firewall before they are able to use external services.

To support these higher security requirements, Safeguard Viewer allows you to configure your proxy settings into the viewer.

Safeguard Viewer will automatically pick up current proxy information from Internet Explorer. However, if your proxy requires authentication, a dialog box will be displayed where you must enter the user name and password needed to authenticate yourself to the proxy. Your internal IT department should be able to provide you with the necessary information.

There may be circumstances when you need to manually override these settings before you can register and use the viewer software.

To manually configure proxy settings right click on the Windows Start menu and select Programs > Lizard Safeguard PDF Viewer > Proxy Settings. The following dialog is displayed.

Proxy Settings

This dialog enables you to set the proxy from a configuration script or by manual entry.

Automatic Configuration Script

The viewer can be configured using a proxy administration PROXY.PAC file (a plain text file containing a JS function that will automatically configure the proxy settings to be used). In the 'Address' field, type in the full path of the Proxy.pac file you want to use (either an http:// path or a local file) and then press the LOAD button.

Below is an example proxy.pac configuration file that will make the viewer (or Internet Explorer) go via a local proxy server if a connection is made to www.locklizard.com:

```
function FindProxyForURL(url, host)
{
if (shExpMatch(url, "http://www.locklizard.com*"))
    return "PROXY 192.168.1.1:8080";
else
    return "DIRECT";
}
```

Proxy Server Manual Entry Settings

To manually enter proxy settings, check the 'Use proxy' checkbox and then enter the address the proxy requires in the 'Proxy address' field. Your IT support group will be able to tell you the address you should enter here. Also, ask them if you need to enter a specific port address.

Safeguard Viewer uses port 8444 or 443 to securely address (using HTTPS) the relevant administration server for the publisher whose product you have purchased (for internal systems this corresponds to the documents you are authorized to use). If your internal system requires the use of a different port for the connection you must enter it in the 'Proxy port' field.

The information for the server your publisher is using is displayed in the license file and can be viewed with Windows Notepad or a similar application. If the URL is <https://www.locklizard-license1.co.uk:8444/LockLizardLicensing> (IP address 82.165.43.29) then port 8444 is used for secure traffic and port 8080 for non-secure traffic. If the URL is <https://www.locklizard-license2.co.uk/LockLizardLicensing> (IP address is 87.106.7.187) then port 443 is used for secure traffic and port 80 for non-secure traffic.

If your internal control system requires authentication at the firewall then check the 'Proxy Authentication' checkbox and enter in the fields provided the username and password that your IT department have allocated to access the firewall service.

If you do not supply the Proxy authentication data (username/password) but the proxy server requires authentication, a dialog box asking for the username and password will be automatically displayed when Safeguard Viewer tries to connect to the Internet.

If the "Use Proxy" check box is not checked, then the viewer will use the Internet Explorer settings for the Internet connection (assuming the proxy settings are defined in IE).

NOTE: If the viewer is running while you have been adding or changing proxy settings then it must be restarted (or the current document reopened) to apply the modified proxy settings.

You only need to run the utility once unless someone decides to change your internal proxy settings and the viewer software cannot automatically pick them up.