



# Support User Manual

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For Enterprise Clients and their Readers

Vitrium Systems  
[September 9<sup>th</sup>, 2010]

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## **TROUBLESHOOTING READER INQUIRIES**

The more information you gather initially the easier it will be to resolve any issues your readers may be experiencing. The *Vitrium Diagnostic Document* is a tool to help gather some of the necessary details from your readers.

The *diagnostic document* will help identify an incompatible version of Adobe or any communication issues typically caused by proxy servers and firewalls. When sending the *diagnostic document* always include the *Proxy Servers, Firewalls, Adobe Trust Manager & ppdf* information as well.

Send the Diagnostic Document with the following instructions:

1. Open the attached Diagnostic Document
2. Enter the following:
  - Enter the URL for the protectedpdf server (this varies for every protectedpdf Enterprise account)
  - Click Replace Server Url
3. Click on the following Test Category buttons:
  - Test Acrobat JavaScript
  - Test Acrobat Cookie
  - Test Web Connection (if necessary click twice)
  - Test Protectedpdf1
  - Test Protectedpdf2
4. Once all results are shown please send a screenshot of the results back
  - Type CTRL + Prt Scr(Print Screen) to get the screenshot
  - Type CTRL + V to paste the image into the email
  - Send the results

**Please Note:** Protectedpdf documents require an Adobe Reader/Professional version 6.0.1 or higher. If you have an older version you will need to upgrade to a newer version before you will be able to access your documents.

If the diagnostic document results show any red X's then refer to the *Proxy Servers, Firewalls, Adobe Trust Manager & ppdf* document to resolve the error.

Once you have received the results confirm that the following has been collected:

- **Username** that they are using to access the document
- **Document name** that they are attempting to unlock
- **Error** they are receiving (include screenshots if possible)
- The **operating system** the reader using
- The **version of Adobe** they are using

If the reader is using a Mac verify the following:

- What application are they using to view the PDF
- If they are opening with **Mac Preview** it will not work as we are not compatible.
- If the reader was using Preview, they will need to download a version of Adobe Reader for Mac which is free to use.
- Send the reader the information on *Guidelines for Mac Users* to help them with using an alternate PDF application as well as the *Disabling the Global Object Security on a Mac* information

If the reader is using a computer with Ubuntu, the following URL's will help get them thru installing Adobe Reader for Linux:

- Ubuntu 9.10 - Karmic Koala
  - <http://ubuntu-tutorials.com/2010/01/14/install-adobe-pdf-reader-9-on-ubuntu-9-10-karmic-koala/>
- Ubuntu 10.04 - Lucid Lynx
  - <http://ubuntu-tutorials.com/2010/07/11/install-adobe-reader-9-3-2-on-ubuntu-10-04-lts-lucid-lynx/>

If the issue is still unresolved then contact us. When contacting us for support we need the following:

- Username
- Document Name
- All screen shots gathered so far
- The Adobe version the reader is using
- The type of Operating System the reader is using
- As much detail as possible
- Steps taken so far
- If possible forward all correspondence between you and the reader regarding the issue

**Support Contact Information**

**Email:** [support@vitrium.com](mailto:support@vitrium.com)

**Telephone:** +1.866.403.1500 x1

**Support Hours:**

6:00AM to 5:00PM (PST)

Monday-Friday

## **COMMON CLIENT QUESTIONS**

### **What should I be aware of while adding a document to a SSO family (Single Sign-On Family)**

When adding a document to a SSO family, for example: during creating new document or editing a document, the following items should share the same settings:

1. Offline Access
  - Must be checked
  - Must enter same number of day(s)
2. Expiry Date
  - Must enter same date

If user fails to apply the above settings on documents that are in same SSO family, the SSO family will not function properly due to the inconsistency of offline access and expiry date.

### **Are there any fixed coordinates for aligning the watermark?**

There are no fixed coordinates for centering the watermark because both watermark text styles and page size are dynamic. We need to compute it on the fly and apply appropriate scale factor based on the page size and font size.

The standard page size for landscape and portrait page is 792 x 612 points and 612 x 792 points, respectively. So to center the watermark, the coordinates would be  $x = (\text{width} - \text{watermark width})/2$  and  $y = (\text{height} - \text{watermark height})/2 - \text{watermark height}$  (because it starts from bottom left)

The default coordinates for Bottom Left = 0,0 points

### **What requirements do I need to use your system?**

To begin you will need an internet connection and ideally IE8. To create a regular PDF file you will need Adobe Acrobat Professional or a third party PDF writer such as CutePDF or Foxit. To read a protectedpdf document you and your clients will need Adobe Acrobat Reader version 6.1.0 or greater ideally 8.0 and up is best.

### **Can I protect other types of documents such as Word and Excel documents?**

The protectedpdf system only works with PDF documents. However, you can convert many document types to PDF format within the software the originals were created or using any PDF writer software such as Adobe Acrobat Professional.

### **Is a backup of my document retained in some way?**

Yes. As long as your document remains active, a copy is retained on the protectedpdf servers. The copy is deleted when you remove the document from your protectedpdf Small Business Edition account.

### **Do my readers need to be online to access a protectedpdf?**

No. Offline access can be granted and set for as many offline days as you choose.

### **Can I post a protected document to my website? What happens to the protection settings?**

Yes. The protection settings stay with the document even when posted on a website. Whenever someone downloads the document they will be prompted to enter credentials. The document remains locked until valid credentials have been provided.

### **Can I send a protected document as an email attachment? What happens to the protection settings?**

Yes. The protection settings stay with the document even when emailed to a group of Readers. Whenever someone receives the document they will be prompted to enter credentials. The document remains locked until valid credentials have been provided.

### **Can I save a copy of a protected document on a Flash Drive or CD? What happens to the protection settings?**

Yes. The protection settings stay with the document no matter where the document resides. Whenever someone opens the document they will be prompted to enter credentials unless you have given offline access.

### **What happens if an Authorized Reader forwards a copy of the protected document to a friend or colleague? Will the document unlock?**

The document returns to a locked state when passed along to another Reader. The document will NOT unlock unless the Reader provides valid credentials.

### **Can I disable the “Save” feature? If not, what happens if someone saves a copy of the protected document?**

No. The Save feature cannot be disabled so if the Reader saves a copy it will return to a locked state and require valid credentials when the document is opened again.

### **Can I control the number of times a protected document can be printed?**

No. Printing can be either on or off. If the printing is enabled then you can choose whether they are able to print in high or low resolution.

### **Why am I getting an Injector Fault error?**

There are 4 common reasons that you may receive this error:

- The PDF is already protected with a password
- The PDF is corrupt
- The PDF has already been protected within the SBE application
- The file is not in a PDF format

### **Will my embedded hyperlinks still work in the document?**

Yes.

### **Can the document cover login page be customized and who makes the changes?**

Yes, the coverpage can be customized to be almost anything you would like. We will create and make any changes to the login page for you. We require a minimum of 3 business days notice for any new login pages requests and a minimum of 2 business days notice for any login page changes.

## What type of image is needed for the cover page?

The best type of image is a high resolution vector format image such as eps or ai. However, if this is not available then the highest resolution possible in jpg, jpeg, png, bmp, tiff or gif format will also work.

## Are you able to edit the text in the field boxes on the cover page?

Yes we can edit or add text to the cover page for you.

## Can you have more than one cover page in your account for different documents?

Yes but you will have to remember to apply the correct page to each document when they are uploaded to the system.

## How do I upload a new template?

Follow these steps to upload the template to your protectedpdf account:

- Login to the protectedpdf web admin site
- Click on the "My Account" tab
- Click on "Templates"
- Enter the arbitrary name of the template
- Choose the appropriate template file (see attached)
- Click on "Update Enterprise Settings"

After this, you can set your documents to use this template. Any documents protected prior to this will need to be updated to use the new template if required. If you have any questions please let me know.

## How do I upload a new obscuring image?

Please follow these steps to add the custom obscuring image to your account:

- Rename the file to ***login.pdf***
- Place the file into **<repository>/files/0000/xxxx**
  - where **xxxx** is the **publisher ID** that the obscuring image is going to be used for
  - **0000** is your **site ID**
  - with any luck there is only one folder at the 0000 level so you should just be able to figure that out from looking in Explorer
  - there should be a relatively small number of publisher ID's for an installed version, so you could just put it into all of them if you don't want to figure out the pub ID of your active account

After this, any documents you protect will have the updated obscuring image applied. Any documents protected prior to this will continue to use the old obscuring image. If you have any questions please let me know.

## **COMMON READER QUESTIONS**

### **Are my protectedpdf documents compatible with the iPad?**

#### **Subject Line: Compatibility with the iPad**

I understand you are wanting to view protectedpdf documents on your iPad. We are waiting for Apple to support embedded JavaScript within Preview. Many PDF viewers now support this aspect of the PDF standard (e.g. Adobe Reader, Foxit Reader, Nitro PDF) and we rely on it to implement various aspects of our products.

Unfortunately at this time you will not be able to use any handheld device to unlock and view protectedpdf files.

### **Are my protectedpdf documents compatible with eReaders?**

#### **Subject Line: Compatibility with the Barnes & Noble Nook, Amazon Kindle and Sony eReader**

Portable readers, have proprietary software rather than Adobe Reader which is required, and therefore are unable to process protectedpdf documents. If the device does have Adobe Reader, it's not the full version and therefore does not have full Acrobat JavaScript support, which is required to process our document unlocks.

### **If the reader is receiving the message: "This document requires global security policy to be disabled." What do I do?**

This error can occur in Adobe Reader Acrobat version 8.0 or later. To correct the problem, please do the following:

- Open Adobe Reader/Acrobat.
- Select Edit > Preferences from the menu.
- Select the JavaScript section.
- Ensure that "Enable global security policy" is unchecked.
- Click OK.
- Re-open your PDF.

### **The reader has received both error message 005 and 064 resulting in the document closing. These errors are a result of the reader not disabling the global security policy. The reader will need to follow these steps before opening the document again:**

- Open Adobe Reader/Acrobat.
- Select Edit > Preferences from the menu.
- Select the JavaScript section.
- Ensure that "Enable global security policy" is unchecked.
- Click OK.
- Re-open your PDF.

### **Receiving the message: "Your security settings don't allow access to the protectedpdf server. You must allow access to the server." (Message code: 057)**

This usually indicates that the site for the protectedpdf server has been added to the set of disallowed sites for Adobe. Below are instructions for resolving this problem in Adobe Reader / Acrobat version 8 (other versions may use slightly different terminology).

- Open up Reader / Acrobat
- Select Edit > Preferences from the menu
- In the dialogue that comes up, choose Trust Manager on the left
- In the middle box on the right (Internet Access from PDF files outside the web browser), select Change Settings
- In the box labeled My Web Sites, check to see if protectedpdf.com is listed
- If so, select it, then select Allow Access from the bottom of the screen

### **Receiving the message: "Invalid credentials."**

This error occurs when your login and password are not recognized. Please verify that you entered the correct login and password and try again. If this problem persists, contact the publisher for further support.

### **Receiving a message saying the file is corrupt or damaged.**

This problem normally occurs when viewing PDFs with older versions of Adobe Acrobat/Reader. Please ensure you are viewing your PDF with Adobe Reader/Acrobat version 6.0 or later. You can check your version by opening Adobe, and selecting Help > About Adobe Reader/Acrobat.

### **When I start typing my login credentials into a protectedpdf document, I receive an informational popup stating that "Adobe Reader does not save the data that you enter into the form fields. ..."**

Protectedpdf requires that you enter your login credentials in order to unlock the document. You can just click on "OK" to continue. You can also check the "Do not show this message again" option to avoid future warnings.

### **Why do I need to have an Internet connection in order to unlock my protectedpdf document?**

In order to verify that you are the intended recipient of the document, you need to be online to unlock the document. Some documents are then allowed to be viewed offline for a time that has been predetermined by your publisher. During offline access, you will no longer need an Internet connection.

### **I have dial-up, will this work for protectedpdf?**

Yes, dial-up Internet connections are fast and effective when working with protectedpdf documents.

### **What information is transmitted when I unlock a protectedpdf document?**

Your login credentials and the document's ID are securely transmitted to a protectedpdf server in order to verify that you are the intended recipient of the document and that your credentials are valid. These credentials are encrypted to protect them during transmission.

### **Does protectedpdf store a cookie?**

Yes, in order to identify your computer amongst other computers, protectedpdf does store an Adobe Acrobat cookie which only contains a random key. This cookie behaves similarly to Internet browser cookies but are stored and managed separately from your Internet browser cookies.

### **I am having problems unlocking a protectedpdf document, what should I do?**

Ensure that you are currently online with either a dial-up or high-speed connection.

Ensure that you have Adobe Acrobat 6.01 or later. The exact version of an Adobe Acrobat product is displayed in the popup that opens when choosing the "About ..." item in the "Help" menu of the Adobe Acrobat product. If you have an earlier version, you can obtain the latest Adobe Acrobat Reader for free at Adobe's web site: <http://www.adobe.com/>.

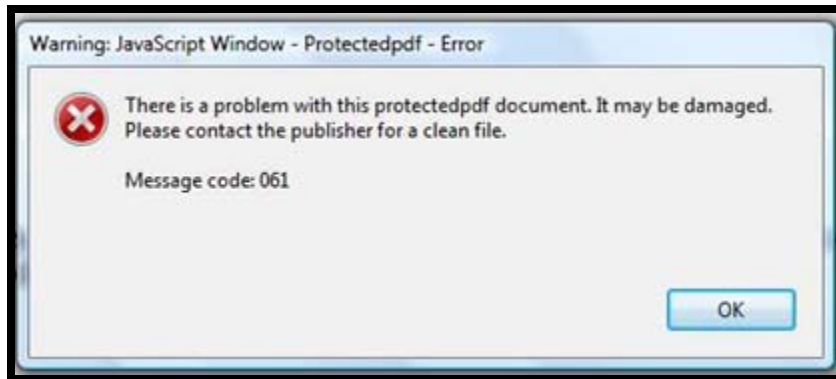
Ensure that you have enabled Acrobat JavaScript in your Adobe Acrobat product. This setting is enabled by default in the factory configuration. To enable Adobe JavaScript, launch your Adobe Acrobat product and select "Preferences" from the "Edit" menu item. Choose the "JavaScript" item in the preferences popup and place a check in the "Enable Acrobat JavaScript" option.

If you have a software firewall program on your computer, such as Windows Firewall, ZoneAlarm, Norton or McAfee Personal Firewall, then you need to allow your Adobe Acrobat product to communicate with the Internet in order for your document to unlock. If you are not sure how to do this then please contact your software firewall vendor for instructions.

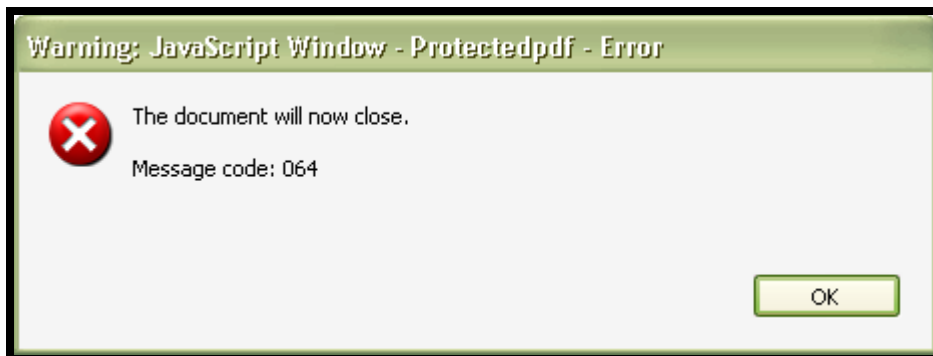
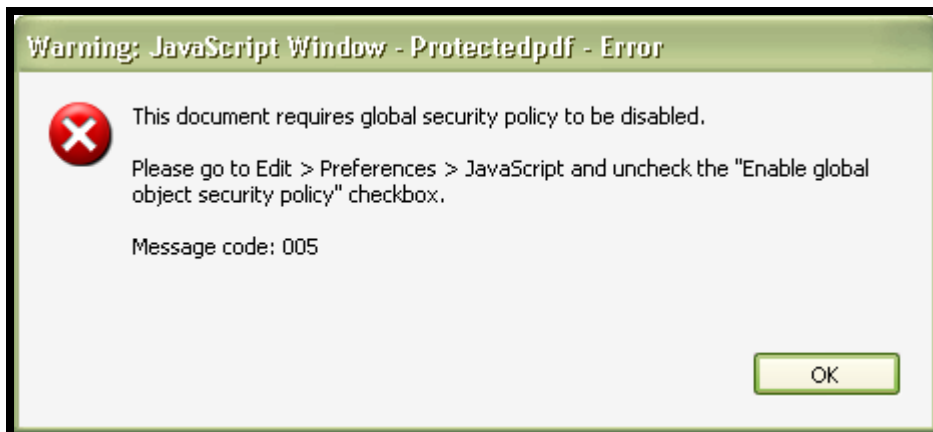
If you have successfully performed all of the above steps and are still not able to unlock your protectedpdf document then you should try unlocking the document from a different computer to confirm that the problem is not related to your computer.

## ERROR SCREEN SHOTS

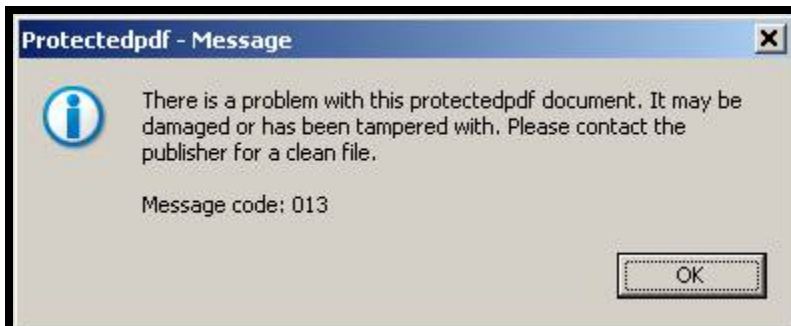
This is a very generic error but often is the result of incompatible version of Adobe/Acrobat or a security issue:



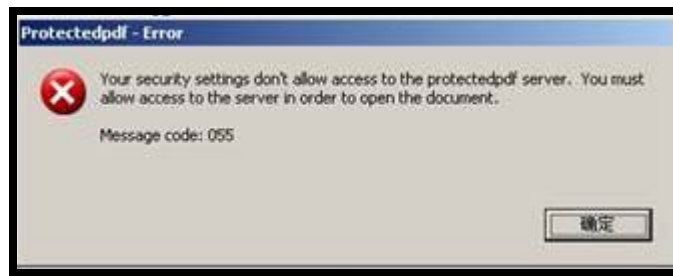
The following errors are a result of the global security policy setting in Adobe/Acrobat:



This error is a result of Reader/Acrobat not being used, the Reader/Acrobat version is corrupted, or an incompatible version of FOXIT, or incompatible version of Reader/Acrobat



This is a result of the communication being blocked within Adobe/Acrobat in the Adobe Trust Manager:



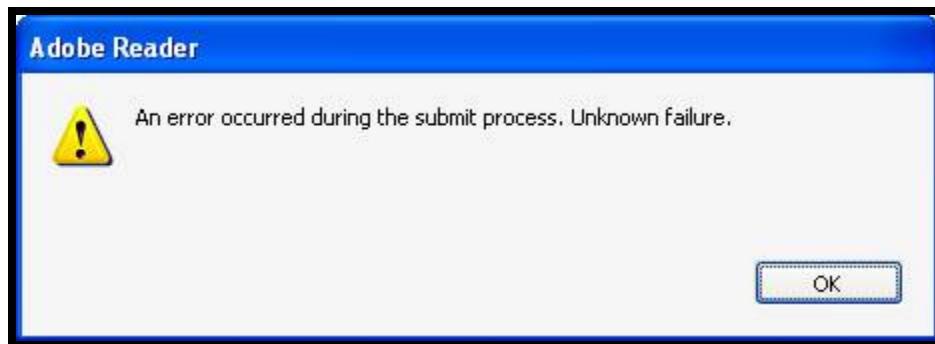
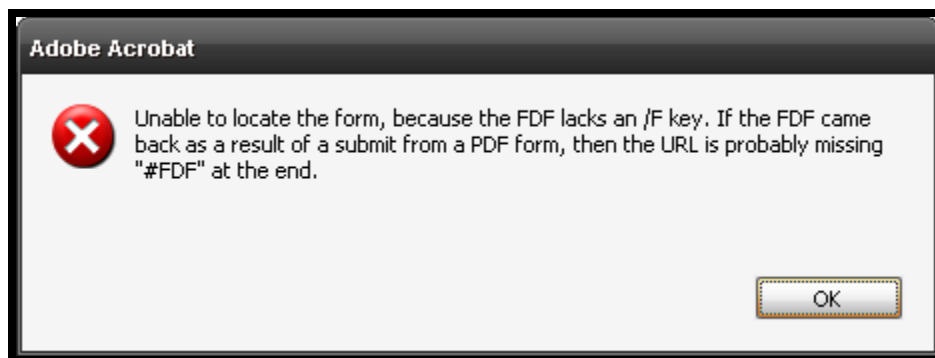
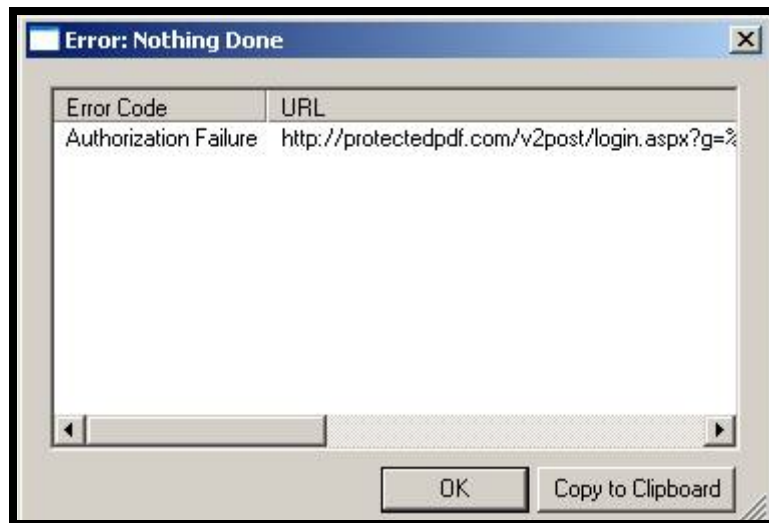
This is the first of 2 pop-ups that the reader will see when unlocking their document. The first warning lets the reader know they are communicating with the protectedpdf server. They must click allow.



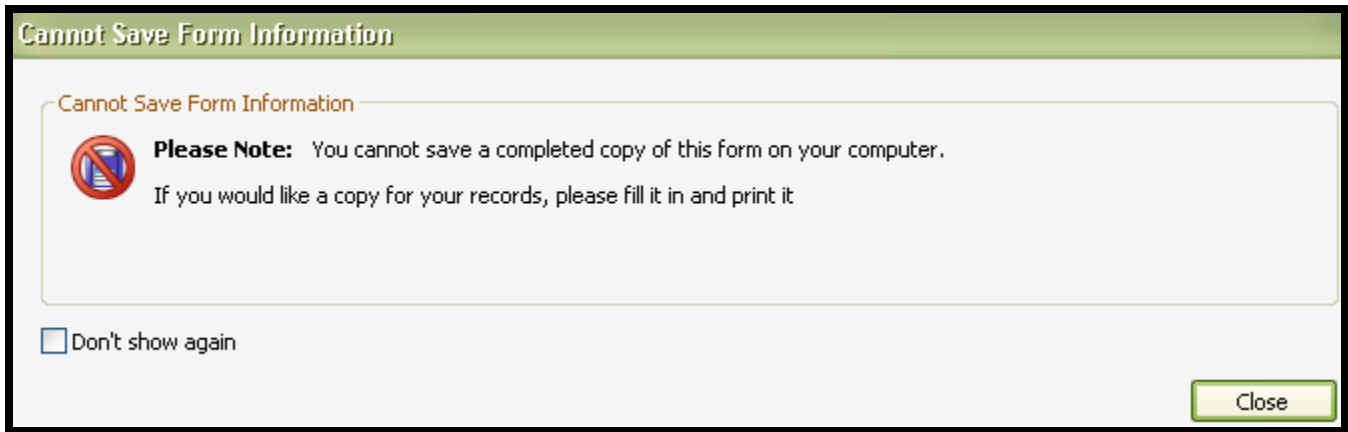
This is the second of 2 pop-ups that the reader will see when unlocking their document. The second warning lets the reader know that the protectedpdf server is sending a response back. They must click allow.



The following errors are a result of a Proxy Server or Firewall:



This message tells the reader that they can not save a version of the PDF that remembers their username and password. The reader will always be required to submit their username and password. This occurs when offline days have not been granted.



This message tells the reader that they can not save a version of the PDF that remembers their username and password. The reader will always be required to submit their username and password. This occurs when offline days have not been granted.

This is a result of the enhanced security setting in Adobe/Acrobat but should only occur in older installed versions of our application:



***Please note: This can easily be fixed if you do run into it so let us know.***

## **SUPPORTING DOCUMENTS TO PROVIDE YOUR READERS**

The following pages are instructions for a few of the common issues your readers may experience. Please feel free to use these for your own FAQs or to send to readers as needed. They are here for you to use however you see fit.

## **INSTRUCTIONS TO PROVIDE READERS WITH THEIR 1ST PDF**

There is no software required to view this secure PDF, all that is required is Adobe Reader or Acrobat Pro 6.0.1 or higher. Download a free copy of Adobe Reader here <http://get.adobe.com/reader/>.

When you open the PDF, you will be prompted for your Username and Password. Once you have entered the login information, you will have access to the entire PDF document. **The PDF <insert info such as printing restrictions, computer limits, expiration date, and remember credential details>.**

Your computer system will automatically connect to the PDF Protection server to authenticate the username and password you have entered. If your computer system is blocked from running this action you must contact your IT department for technical support.

### **Instructions for configuring the Global Object Security Policy in Adobe:**

- Open Adobe Reader
- From the menu bar, select Edit
- Select Preferences from the list
- On the left-hand sidebar, select JavaScript
- Make sure the "Enable global object security policy" option is unchecked
- Click the OK button
- Close Adobe
- Re-open the document

**Please Note: The Global Object Security settings should be changed before opening the document for the 1<sup>st</sup> time. If the document has been set to not prompt and close then the setting does not need to be disabled.**

### **Instructions for Un-locking your documents:**

1. Open the PDF, enter the username and password you were provided.
2. Two security warnings will come up, the 1<sup>st</sup> is to inform you that you will be communicating with our server and the 2<sup>nd</sup> informs you that our server is sending a response back
3. You must click "Allow" on both warnings
4. Check the box "Remember my action for this site" if you want to always allow the communications for this site

## **BASIC INSTRUCTIONS FOR YOUR READERS**

Your computer system will automatically connect to the PDF Protection server to authenticate the username and password you have entered. If your computer system is blocked from running this action you must contact your IT department for technical support.

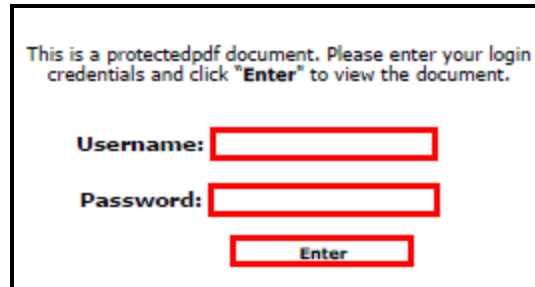
### **Instructions for configuring the Global Object Security Policy in Adobe:**

- Open Adobe Reader
- From the menu bar, select Edit
- Select Preferences from the list
- On the left-hand sidebar, select JavaScript
- Make sure the "Enable global object security policy" option is unchecked
- Click the OK button
- Close Adobe
- Re-open the document

**Please Note: The Global Object Security settings must be changed before opening the document for the 1<sup>st</sup> time**

### **Instructions for Un-locking your documents:**

1. Open the PDF, enter the username and password you were provided.



This is a protectedpdf document. Please enter your login credentials and click "Enter" to view the document.

Username:

Password:

2. Two security warnings will come up, the 1<sup>st</sup> is to inform you that you will be communicating with our server and the 2<sup>nd</sup> informs you that our server is sending a response back

3. You must click "Allow" on both warnings

Warning #1 Image:



Warning #2 Image:



4. Check the box "Remember my action for this site" if you want to always allow the communications for this site

# **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/>

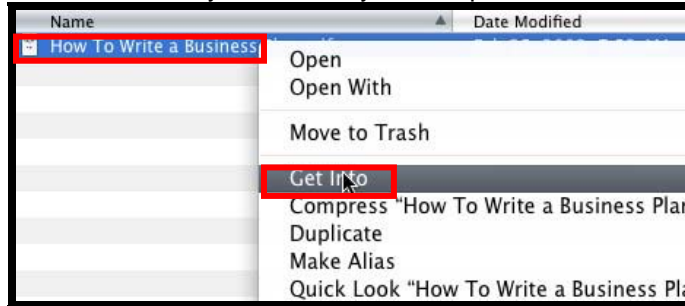
## **Adobe/Acrobat Trust Manager Configuration Changes:**

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/>

## DOCUMENT GUIDELINES FOR MAC USERS

To view a PDF document you MUST use Adobe Reader for Mac. Mac Preview will NOT work. Mac Preview is the default PDF viewer.

1. How to Check Your OS Version (Mac)
  - Click on the Blue Apple and then click on About This Mac
2. Download and install the appropriate Adobe Reader for your operating system
  - Go to <http://get.adobe.com/reader/otherversions/>
3. Set the default PDF viewer to Adobe Reader
  - Find any PDF document that you have on your computer, click on the document Name & click Get Info

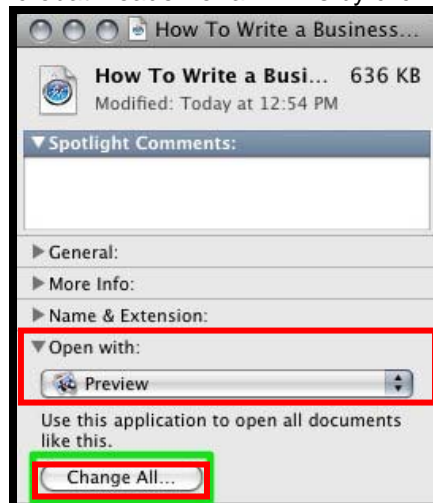


- In the window that pops up, click the arrow next to Open With: if it's not already open



The Drop Down Menu will show Adobe Reader after it is installed in Step

- Then from the drop-down menu where it says "Preview", choose Adobe Reader
- Change the default to Acrobat Reader for all PDFs by clicking on "Change All"



## DISABLING THE GLOBAL OBJECT SECURITY ON A MAC

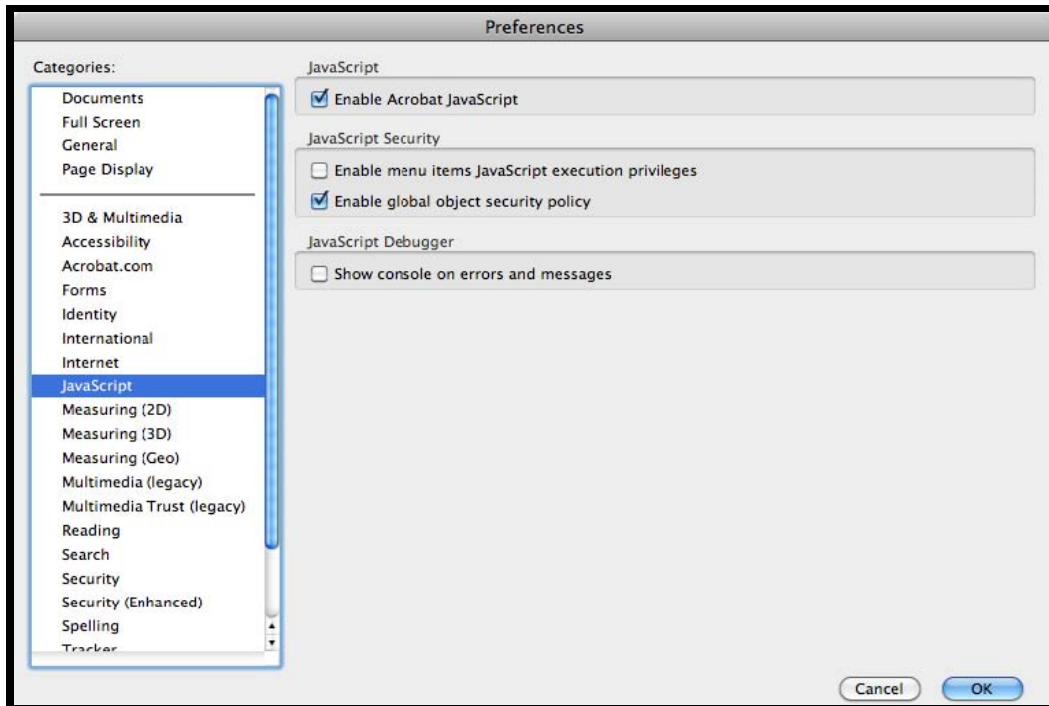
1. Open *Adobe Reader* and click on *Adobe Reader* in top tool bar



2. Click *Preferences* in drop down menu



3. Select "JavaScript" in the left hand categories menu
4. Un-click "Enable global object security policy" and press "OK"



## **WINDOWS GLOBAL OBJECT SECURITY POLICY INFORMATION**

In the JavaScript section of Acrobat preferences, there is a new check box called Enable Global Object Security Policy (select Edit > Preferences > JavaScript).

When this preference is checked (the default), each time a global property is written, the origin that set it is remembered. Thereafter, only origins that match can access the variable. For files, this means that only the file that set the variable can access it. For documents from URLs, it means that only the host that set it can access the variable.

When not checked, documents from different origins can access the variable, which was the behavior in versions prior to Acrobat Reader 8.

### **DISABLING THE GLOBAL OBJECT SECURITY POLICY**

To disable the global object security policy, follow these steps:

- Open Adobe Reader
- From the menu bar, select Edit > Preferences
- On the left-hand sidebar, select JavaScript
- Make sure the "Enable global object security policy" option is unchecked
- Click the OK button
- Close Adobe
- Re-open the document

## ADOBE JAVASCRIPT COOKIE FILES AND PROTECTEDPDF

When a reader opens and unlocks a protectedpdf document we assign a computer ID that is placed in the Adobe JavaScript cookie. This cookie lives in the same location that Adobe is installed which is typically the C: drive. Due to where the cookie lives this directly affects where the document should reside. Whenever a reader receives a file they should save a copy of the file to the hard drive of the computer they will be using.

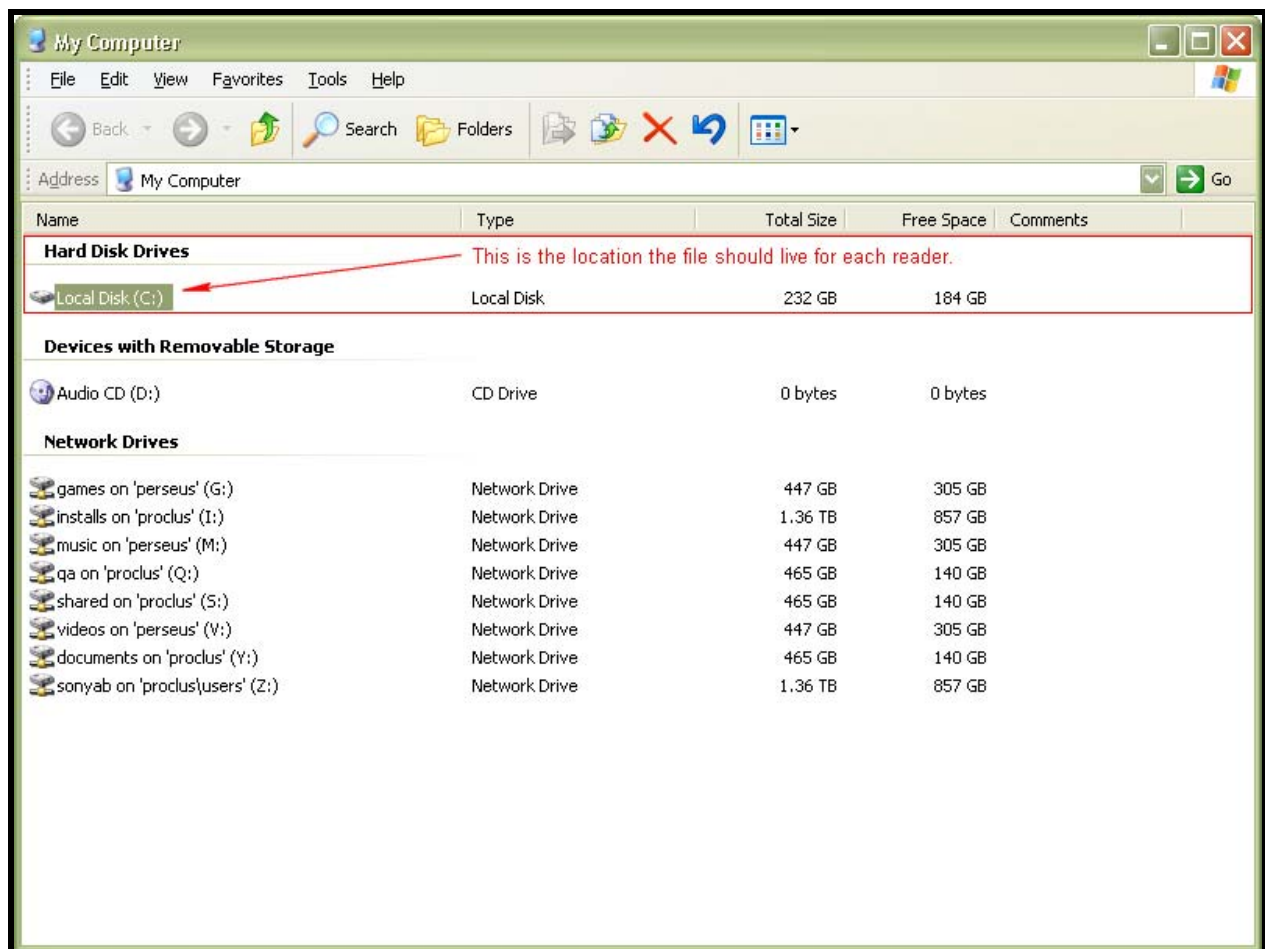
The following list is the common ways documents are sent and when opened from any of these locations a new computer id will be assigned every time:

- Flash drive
- Email attachment
- CD/DVD
- Link to a website

The reader must save a copy of the file to the hard drive once they receive it to avoid multiple computer ids' being assigned.

When multiple computer id's are assigned the readers will use up their designated computer limit.

The file can be saved to network drives, servers, cloud based servers, or virtual drives but these locations will cause multiple computer ids to be assigned and computer limits to be exceeded. The file should be saved to the C: drive as the permanent location.



## CLEARING JAVASCRIPT COOKIES (XP, VISTA, & MACS)

**WINDOWS XP** - follow these steps to clear the JavaScript cookies:

1. Close all instances of Adobe currently open
2. Select **Start** and open **My Computer**
3. Click on **Tools**
4. Select **Folder Options**
5. Select the **View** tab
6. Select **Show hidden files and folders**
7. Click on your **C:** drive
8. Open **Documents** and Settings
9. Open your **<windows user>** folder
10. Open **Application Data** folder
11. Open **Adobe** folder
12. Open **Acrobat** folder
13. Open your **<acro version>** folder
14. Open the **JavaScripts** folder
15. Delete both the **glob.js** & **glob.settings.js** files inside the folder

**WINDOWS VISTA** - follow these steps to clear the JavaScript cookies:

*Please Note: changing your view may be required; to change the view: go to Organize, layout, show menu bar; to show hidden files and folders: go to folder options, show hidden files and folders*

1. Close all instances of Adobe currently open
2. Select **Start**
3. Open **My Computer**
4. Click on your **C:** drive
5. Open the **Users** folder
6. Open your **<windows user>** folder
7. Open the **AppData** folder
8. Open the **Roaming** folder
9. Open the **Adobe** folder
10. Open the **Acrobat** folder
11. Open your **<acro version>** folder
12. Open the **JavaScripts** folder
13. Delete both the **glob.js** & **glob.settings.js** files inside the JavaScripts folder

**MAC OSX & LEOPARD** - follow these steps to clear the JavaScript cookies:

1. Close all instances of Adobe currently open
2. Load up **Finder**
3. Under **Places** select your **<Mac user>** on the left navigation panel
4. Open the **library**
5. Open the **Acrobat User Data**
6. Open the **<acro version>**
7. Open the **\_x86**
8. Open the **JavaScripts**
9. Delete both the **glob.js** & **glob.settings.js** files inside the JavaScripts folder