

## **Oracle Information Rights Management**

Unsealer for Mac Installation Guide

V3.1 (builds 3.1.50 and later)

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Oracle Information Rights Management, Unsealer for Mac Installation Guide, V3.1

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## About this document

This document describes system requirements and installation procedures for the Unsealer for Mac.

The Unsealer for Mac enables you to open and print sealed PDF documents – subject to your rights. In most cases, your rights are defined by a publisher of sensitive or valuable information such that you might, for example, have the right to open a particular document for a fixed period of time.

If you click on a link to a sealed PDF document (.spdf), the document is downloaded to your Mac and opened in Adobe Reader. If you do not have the right to open the document, you will typically be redirected to a page that explains how you might gain that right – for example by paying the publisher in question.

If you have ever used an earlier version of Unsealer for Mac, note that this version is a plugin for Adobe Reader rather than a browser plugin. The Unsealer for Mac plugin adds buttons and rights expiry information to the Adobe Reader toolbar rather than creating a dedicated Unsealer toolbar. If you have the right to print, you can use the Adobe Reader print button or menu option.

## System requirements

To run the Unsealer for Mac, your system must meet the following minimum requirements:

### Hardware

- Macintosh capable of running Mac OS X 10.4 or later (which is the requirement for running Adobe Reader 8). Both PowerPC and Intel-based Macs are supported.
- Internet access.  
The Unsealer for Mac uses web communications. If you can access the Internet from your Macintosh, then no further preparation is required.

### Adobe Reader

To access sealed PDF content, you need Adobe Reader 8 (or 9). Earlier versions of Adobe Reader are not compatible. If you do not have Adobe Reader 8 (or 9), it is a free download from <http://www.adobe.com>.

**Note.** The Unsealer for Mac requires Adobe Reader rather than Adobe Acrobat Professional. You can run both Reader and Acrobat on your Mac, and use Reader for opening sealed PDF documents.

## Installation

You must install the Unsealer for Mac *after* installing Adobe Reader because the Unsealer for Mac installation loads a plugin into Adobe Reader. If you apply minor upgrades to Adobe Reader after installing the Unsealer for Mac, it will continue to work correctly. If you install a new major version of Adobe Reader, you need to reinstall the Unsealer for Mac to ensure that its plugin is loaded into the new version.

## Upgrading from previous Unsealers

If you have been using the Unsealer for Mac with a previous version of Adobe Reader (e.g. Adobe Reader 7) you will have your login credentials and possibly some licenses saved in the “Offline Database”. The Unsealer for Mac for Adobe Reader 8 (or 9) cannot read the Offline Database created by the Unsealer for Mac for Adobe Reader 7 and earlier. You will be prompted to re-enter your credentials the first time you use the Unsealer for Mac, as though it were a fresh installation.

Before upgrading, you should use the previous Unsealer for Mac to check in all your licenses. If you do not do this then the new Unsealer for Mac may report a “License in use” condition and be unable to display the file. This is because the license is marked as being in use by the Unsealer for Mac for Adobe Reader 7.

If you upgrade and then cannot open content because of a “License in use” error, then you can take one of these courses of action:

- ❑ Reinstall the Unsealer for Mac for Adobe Reader 7, then open your content and check in the licenses, then re-upgrade to the Unsealer for Mac for Adobe Reader 8 (or 9).
- ❑ Contact your content provider and ask them to check in your license for you on the license server (Oracle IRM).

## Multi-user Systems

If your Mac is a shared system, each user who wants to use sealed PDF documents needs to install the Unsealer for Mac themselves. Users who do not need to use sealed PDF documents do not need to install the Unsealer for Mac. They can continue to use Adobe Reader as usual.

## Online help

After installing, online help is available. There are links to Release Notes.html and Unsealer Help.html in the installation folder.

## Opening Sealed PDF Documents

Opening a sealed PDF document should simply be a matter of clicking on a link in a webpage or double-clicking on a copy that you have on your Mac. It is not usually necessary to restart your Mac after installing the Unsealer for Mac or to do anything manual to associate sealed PDF files with Adobe Reader.

In the unlikely event that double-clicking does not open a sealed PDF, please restart. If the problem persists, you can select a sealed PDF file in the Finder and select **Get Info**. In the **Open With:** section, select Adobe Reader as the application to associate with .sdpf files and click **Change All**.

Note that you can also use the Adobe Reader **File – Open** menu option to open a document. You need to select **Show: All Files** instead of **Show: Adobe PDF Files** because sealed PDF files have a distinctive extension (.sdpf).

## Troubleshooting

- ❑ **On opening a sealed PDF file, the Unsealer for Mac reports that the platform is not supported**

Contact your content provider and verify that their license server (Oracle IRM) has been configured to accept connections from Macintosh clients.

- ❑ **On opening a sealed PDF file, the Unsealer for Mac reports that it needs to be upgraded to access the content**

Upgrading will not fix this problem; version 3.1.50 is the latest release. Contact your content provider and verify that the file was sealed using the correct option to ensure it is compatible with Macintosh clients.

## Uninstalling the Unsealer for Mac

If you want to uninstall the Unsealer for Mac, Oracle recommends running the installer and selecting the Uninstall option. Oracle does not recommend dragging the installation folder to the trash can because that does not unload the Unsealer for Mac plugin from Adobe Reader.

If you uninstall the Unsealer for Mac on a multi-user system, it is uninstalled for all users.

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