

## **SOURCE INFORMATION SERVICES LTD FAQs FOR DIGITAL RIGHTS MANAGEMENT (DRM)**

In March 2010, Source implemented a Digital Rights Management (DRM) system to help control the electronic delivery of individual reports and protect intellectual property. DRM is a term used to describe technologies used for the copyright protection of digital content. Source reports will be distributed in encrypted form and users are granted access rights to reports in accordance with their subscription (or as a free trial), with permissions information and controls that have minimal impact on authorised users of the documents. Once a user is registered on the DRM system, when they try to open or print an encrypted report, permission is granted by the DRM server.

**The feature utilises a free Adobe Acrobat plug-in from FileOpen Systems, Inc. You will need to download the plug-in to access your secure Source documents; you will only need to download the free plug-in once on the computer that you will be viewing/printing/using with the PDF files that you have downloaded.**

**You will also need to register yourself (and your computer) on the DRM server, so that your access & printing rights in relation to various reports can be confirmed; once again this should be done on the computer that you wish to use and you are only required to do this once. Source will send you a “registration” PDF with your first report; simply open this PDF file ON THE COMPUTER THAT YOU WISH TO USE TO ACCESS and/or PRINT the reports. If you have not received a registration PDF, please contact [joy.burnford@sourceforconsulting.com](mailto:joy.burnford@sourceforconsulting.com).**

### ***Where can I access the File-Open plug-in so I can download my documents?***

Click [here \(http://plugin.fileopen.com/\)](http://plugin.fileopen.com/) to install the plug-in. You can install the plug-in at any time before you access encrypted documents for the first time. You will only need to download the plug-in once.

### ***How does the plug-in work?***

The plug-in must be installed to open encrypted documents and will read information about your usage rights to access, view, print and work with the document you purchased.

### ***Do I need the plug-in to access Source documents I've received prior to March 2010?***

No, only PDFs that have been encrypted with the DRM security feature will require the Adobe Acrobat File-Open plug-in. Documents that were downloaded prior to March 2010 will not require it.

### ***What are the restrictions on how I can use my Source PDF document?***

Once you open the secure document, your PDF will be permanently locked to that computer. You may view it as many times as you like and, if you are a subscriber, you

may print it twice. You will not be able to use the document on another computer, or network it to other computers.

***I purchase documents for other people in my company. How can I forward the document to the end user?***

As long as the document has not been opened, the file may be forwarded to the end-user. The locking technology locks the document to the PC where the file is first OPENED. You can email an unopened document or save the document to your hard-drive without opening it, and then forward it to an end-user who has downloaded the File Open plug-in to their computer.

***I accidentally opened my document on a machine I don't intend to work from...what should I do?***

Please contact [joy.burnford@sourceforconsulting.com](mailto:joy.burnford@sourceforconsulting.com)

***What if I need more than one print?***

Annual subscriptions to Source reports include 2 hardcopy print-outs. If you need further copies of the report, please contact [joy.burnford@sourceforconsulting.com](mailto:joy.burnford@sourceforconsulting.com).

***I only need to print part of the document, what should I do?***

If you print a single page or part of a Source secure PDF, it will be counted as one of your 2 allowable prints. It is recommended you print the ENTIRE document and file it for later use.

***What if my computer jams or malfunctions when I try to print my only copy?***

Please contact [joy.burnford@sourceforconsulting.com](mailto:joy.burnford@sourceforconsulting.com).

***If documents are locked to my computer, what do I do if my hard drive crashes or I get a new PC?***

Please contact [joy.burnford@sourceforconsulting.com](mailto:joy.burnford@sourceforconsulting.com).

***How do I know if the FileOpen plug-in is installed on my computer?***

Open Acrobat Reader, click on the Help menu and select "About 3rd Party Vendors." If the plug-in is present, FileOpen WebPublisher will be displayed. If is not listed, it is not installed, OR your computer may have download restrictions on it. Please contact your Technical Support Department for assistance. Alternatively, by trying to download the plugin, it will alert you if it's installed.

***FileOpen installed correctly but I still cannot view my downloaded PDFs.***

Make sure that you've saved the PDF to your hard drive, then close all versions of Adobe and your web browser that you are running. Go back and reopen Adobe and open the file that you've downloaded.

***Can I network locked documents or put them in a shared file?***

No, locked documents cannot be networked. If a locked document is stored on a network server or shared file, it will still be accessible only by registered users on the computer that they have registered.

***Can I download a secure PDF, print it and then make copies for others in my company or department?***

No. That is a violation of copyright. Documents may be shared or loaned but not reproduced in any fashion. The copyright statement on all Source reports reads: "No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electrical or mechanical, without the prior written permission of Source Information Services Ltd. This document is protected by copyright law. It is illegal to copy, fax or email any of the contents of this document - even for internal use - without permission."

***My colleague just emailed me a Source Report that I need. Why can't I open it?***

There may be several reasons this has occurred. If your colleague opened the secure PDF document before sending it to you, it is now locked to their machine. You will need to purchase your own subscription to Source reports or request additional licenses. Further information is available on [www.sourceforconsulting.com](http://www.sourceforconsulting.com) or email [joy.burnford@sourceforconsulting.com](mailto:joy.burnford@sourceforconsulting.com). Or, you may not have downloaded the needed File-Open plug-in to access the unopened secure PDF that you received via email. See above for how to download the plug-in.

***Are there any special system requirements for the DRM technology to work properly?***

The plug-in will load on any version of Windows dating back to Windows95, and any version of Adobe Acrobat/Adobe Reader back to version 4.0. The Macintosh client will load in OSX or OS9 with Carbon and the same versions of Acrobat. These client plug-ins are extremely small (approximately 150Kb, 200Kb in an installer), and may be loaded onto a machine without the user requiring Administrator privileges. It also is compatible with all major browser applications. Network Administrators can find further information at [www.fileopen.com](http://www.fileopen.com)

***Why has Source opted to create secure PDFs with Digital Rights Management technology?***

Many users simply don't know when they are in violation of copyright laws and this technology protects both the user and Source.

***I upgraded Adobe and now I cannot open my files. Why?***

If you upgrade Adobe Reader, you will need to reinstall the [FileOpen plug-in](#).

For further information, please contact Source on 0845 293 2990 or email [joy.burnford@sourceforconsulting.com](mailto:joy.burnford@sourceforconsulting.com).