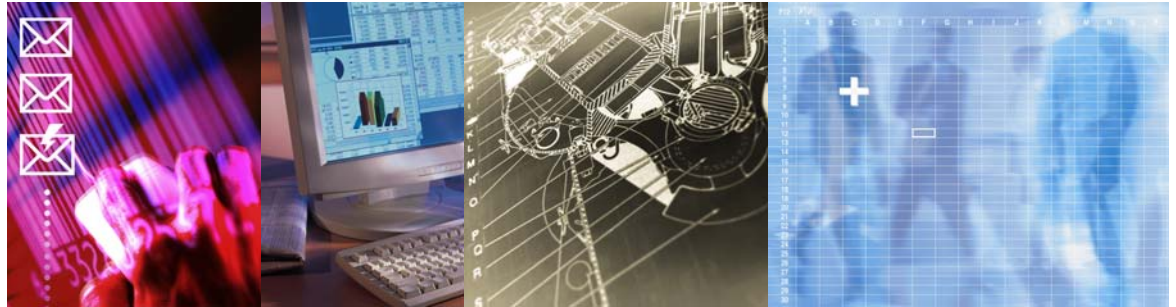




Secure Information Sharing



Pinion Receiver™

Version 4.0

Release Notes

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Product Support

The Pinion Software Product-Support Team is ready to answer your questions concerning the installation, configuration, and use of your Pinion Software products.

512.583.5000 (Option 6)

Phone support is available Monday through Friday from 8:00 A.M. to 6:00 P.M., CST.

Email: support@pinionsoftware.com.

New Features

Newly Supported Applications

Pinion Software products now support DWF Composer, allowing you to work with secure .DWF content in a suitable viewer application.

Software Compatibility

- Before using Pinion Receiver, be sure to *initialize* new applications you install to ensure proper protected file behavior. To initialize a new application, open the application, create a new file, save the file, and then close the application. Do not extract or open secure content as the first file after installing any application.
- Internet Explorer is the only supported web browser for opening secure content.
- Pinion Receiver does not support virus scans while secure content is open.
- Access to secure files may be denied when applications that require a network connection are open or running in the background. Examples of these types of programs include:
 - RealPlayer
 - RealAudio
 - Anti-virus applications
 - Microsoft FrontPage
 - VPN Software such as Aventail

Supported Platforms

- Windows 2000 Professional with SP4 Rollup 1 or later
- Windows XP (32-bit Edition) Professional and Home Edition with SP1 or later
- Microsoft Office 2003, XP, or 2000 (SP-1 or later)
- Lotus Notes 5, 6, and 7
- Adobe Reader 5.0 or later

System Notes

- Pinion Receiver does not support RAID configurations. (Tracking # 3462)
- Pinion Receiver creates a directory for each user on the machine. With an NTFS file system, these directories inherit the access rights for each user.

Known Issues

- While using MS Outlook, if Word is set as your email editor, you may see the error message "pPSoffDoc run time error". (Tracking #6406)
- When browsing directories in File Explorer, secure content files may open by simply hovering over them with the cursor. (Tracking #5255)
- Pinion Receiver does not currently support dynamic NTFS file systems. (Tracking #6599)
- Pinion Receiver does not currently support mounted NTFS file systems. (Tracking #6600)
- To install Pinion Receiver 4.0, you must first uninstall any 3.x versions of Pinion Receiver. If you attempt to upgrade from an older version, you may lose secure content that you have previously received. (It is possible to upgrade from any earlier versions of Pinion Receiver 4.x.)
- If you happen to delete the Pinion Receiver license file (Receiver.lic), which is located in the directory C:\Documents and Settings\All Users\Application Data\Pinion Software, Pinion Receiver will issue this message and continue operating normally:


```
Error initializing the Receiver License File.ReceiverLicMgr ->
PSLicMgr.License Initialized Successfully.
```

 However, we strongly recommend that you uninstall and then re-install Pinion Receiver. Only by re-installing, will you be able to recover the Pinion Receiver license file, which is necessary if you receive content that is targeted directly to your unique Receiver ID. (Tracking #6689)
- If you have a web page open with Internet Explorer and then either extract secure HTML content (or open previously extracted secure HTML content), the web page will become secure as well. That is, all of the permissions that are applicable to the secure HTML content will also apply to the initial HTML page. If you have multiple non-secured web pages open when you extract or open a secure HTML page, only the most recently spawned HTML becomes secure. (Tracking #6762)
- It is not possible to extract a pintected file onto an NTFS dynamic disk. You may extract pintected content only onto basic NTFS disks. (Tracking #6995)
- If you receive a pintected PDF file that is watermarked and that requires a password for extraction, you will see the password prompt twice when you attempt to save it. First, the password prompt appears when you double-click the pintected file—as it should. Then, after you select Save in the Receive Secure Content dialog, you will see the password prompt again. If you click Cancel in the second password prompt, your file will not be properly extracted. Be sure to re-enter the password correctly for the proper extraction and subsequent opening of the secure PDF file. (Tracking #6985)
- The Available on and Shredded after dates are set to 12:01 A.M. and 11:59 P.M., respectively, Greenwich Mean Time (GMT). See www.greenwichmeantime.com for more details and a time-conversion tool. (Tracking #7002)

- After you extract a protected file (or files) with the Save button, you will see a dialog that informs you of the location of the extracted files and prompts you whether to open the folder. Be sure to reply **Yes** or **No** to the prompt. If you leave this dialog un-answered and attempt to open the extracted files, you will see a "deny" document. (Tracking #6630)
- Depending on the anti-virus software installed on your system, when you first extract certain file types with the Open button in the Receive Secure Content dialog, you may also see the Open Secure Content dialog. If this happens, ignore the Open Secure Content dialog and your files will open normally. (Tracking #6797)
- It is very important that you do not change your system clock after installing Pinion Receiver. If you do, you will be unable to open any secure content that has time-sensitive restrictions. To alleviate this condition, should it occur, contact Pinion Software technical support, support@pinionsoftware.com or (512) 583-0868. (Tracking #6892)
- If you have a secure Word document open before opening Outlook, and Word is your default Outlook editor, when you attempt to create a new message, you will see an error dialog notifying you that "Word is not available." When you close the error message, Outlook uses its default editor (other than Word) so you can continue typing your message. (Tracking #5748)
- When you are viewing two (or more) PDF files and one (or more) happens to be secured with password protection, you will not be required to re-enter the password for the secured PDF file on subsequent open operations as long as Adobe Reader is active for the same session. However, if you close Adobe Reader entirely, after viewing a secured PDF file, when you attempt to re-open the secured file, you will be required to provide the password. (Tracking #7019)
- If you attempt to open a secure PowerPoint document, while currently viewing a non-secure one, the Pinion Notification Window warns you of an error condition. You must first close the non-secure PowerPoint document before attempting to open the secure one. (Tracking #6647)
- If you have a secure document open in Autodesk DWG TrueView, you may open any other non-secured DWG and DXF documents. However, be aware that any changes you make to non-secured documents will not be saved. (Tracking #7053)
- SecureCD is able to package certain files that are not supported by Pinion Receiver 4.0. (Tracking #7088) The list of files that Pinion Receiver actually supports consists of:
 - Adobe Reader
 - Autodesk TrueView
 - Autodesk Design Review
 - Autodesk DWF Viewer
 - MS Word
 - MS Excel
 - MS Paint
 - MS PowerPoint
 - PTC ProductView
 - PTC Pro/ENGINEER
- When you click Cancel in the Open Secure Content dialog while attempting to open eDrawings files of type .sldasm, .slddrw, or .sldprt, you will see an error message. Simply close the message window and continue with your work. (Tracking #7073)

- If you expect to work with secured eDrawings files of the types .sldasm, .slddrw, or .sldprt, be sure to install Service Pack 2 to your XP operating system. Otherwise, when you attempt to open secured eDrawings files of these types a second time, you will see a blank eDrawings screen with no error messages. In addition, you will be unable to extract content from any .pinion file. While SP2 solves the problem entirely, re-booting your system allows you to continue working with such files. (Tracking #7064)
- Pinion Receiver cannot open eDrawings files if your eDrawings Viewer's version is 2006. Currently, only Pinion SecureCD can produce secure volumes. (Tracking #7153)
- When Access IDs are extracted in non-US locales, the Access ID month and day are reversed, causing unexpected or invalid expiration dates. (Tracking #7141)
- If you have both Autodesk DWF Viewer and Design Review installed, when you double-click a secured .dwf file, you will see a message stating that you must use either of the two applications to open the secured file. Use File Explorer, right-click the .dwf file in question, select **Open with...** and then choose either of the two applications to view the file. (Tracking #7124)

