

IPC Digital Rights Management (DRM) User Guide

Do not attempt to open the document unless you are the intended user

IPC DRM-protected documents are limited to a single device. Once the user enters their credentials to open the document, that user's document will be locked to that device.

If you happen to inadvertently open the document on the wrong device, email DRM@ipc.org. Someone from the IPC team will be able to switch access to the new device.

Your FileOpen credentials are not the same as the IPC bookstore credentials

The credentials you use to download your products from the IPC bookstore are different from your IPC DRM credentials. If you have an issue with your downloads, contact the IPC Customer Service team (orderipc@ipc.org).

The FileOpen plugin for Adobe

Before you attempt to open the document, be sure you have installed FileOpen DRM plugin for Adobe from <https://plugin.fileopen.com/all.aspx>. You may already have it loaded on your device, so check the third-party plugins list in your PDF reader before attempting to install.

The plugin will contact the IPC FileOpen permission server when you attempt to open the document. Some company firewalls may block initial access to the IPC FileOpen permission server. If this happens, consult your IT department and ask them to whitelist traffic to ssl.fileopen.com is over TLS 1.2. Your IT department can contact DRM@ipc.org with any questions.

FileOpen is supported by Windows, Macintosh, iOS Android and Linux. Visit the FileOpen plugin installer page (<https://plugin.fileopen.com/all.aspx>) for system requirements.

Important information for defense agencies and contractors

IPC DRM document users from defense agencies and contractors have reported that their version of Adobe does not support DRM. These agencies use Nuance Power and/or Edge, which both support DRM. If Adobe does not work, try these apps, consult with your IT department and/or contact DRM@ipc.org for assistance.

IPC FileOpen DRM and I.H.S. FileOpen DRM

If your company has an I.H.S. subscription, and you have issues accessing a document on the I.H.S. server, contact your I.H.S. representative. Although IPC and I.H.S. both use FileOpen, the credentials are different. You can also contact DRM@ipc.org for help.

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Switching users of a document

If you need to switch the user of a document to a new person and device, email DRM@ipc.org. We will disable access by the first user and open access for the new user. You will not need to redownload the document from the bookstore. You can move the existing document to the new user's device.

Password issues

If you are having a password issue, check to be sure you are not using the credentials for the IPC bookstore and that you are the valid user of the document. If you misplaced the email with your DRM credentials, contact DRM@ipc.org to have the credentials resent to you. If someone else used your credentials to open the document and you need to have the document permission switched to your device, email DRM@ipc.org for assistance.

How do I open the document on multiple devices?

IPC DRM protection is single-user/device based. The only way to open the document on more than one device is to purchase the document for each user/device needing it. Email orderipc@ipc.org for questions about bulk ordering.

Do I need to be online to open the document?

You only need to be online the first time you open the document, so the IPC DRM server can verify your permission to open the document. After that first login, you do not need to be online to reopen the document.

Printing, screen shots and watermarks

The IPC DRM protection prevents printing, as well as copying and screen shots. The document also includes a watermark with the user's name. None of these features can be disabled.

More troubleshooting topics

FileOpen provides helpful troubleshooting topics for installing and using FileOpen. Visit <https://www.fileopen.com/products/troubleshooting-faq>.