

**SealedMedia Unsealer for Windows**

# **Installation Guide**

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## About this document

This document describes system requirements and installation procedures for SealedMedia Unsealer for Microsoft Windows.

The Unsealer enables you to open sealed PDF documents subject to your rights and requires Adobe Reader. Sealed PDF documents are secure PDF documents that are only accessible to authorized users who have installed the Unsealer.

**Note.** Sealed PDF documents do not allow users to copy/paste, highlight or record notes.

## System Requirements

SealedMedia Unsealer for Windows has the following system requirements:

- Intel/AMD 300 megahertz or higher processor clock speed
- 128MB of RAM (256MB recommended)
- Microsoft Internet Explorer 7 or later

## Adobe Reader

To access sealed PDF content, you need the most current version of the Adobe Reader.

## Supported Operating Systems

- Microsoft Windows XP
- Microsoft Windows Vista

**Note.** Vista 64-bit processors are not supported at this time.

## Supported Browsers

The Unsealer operates as a plug-in for the following browser versions:

- Microsoft Internet Explorer 7 & 8.

## Installation Privileges for Windows XP and Vista

The installation procedure requires administrator user privileges.

## Installing the Unsealer

The Unsealer is downloaded from the following URL:

<http://www.cengagebrain.com/market/eBookAccess.html#>

**Note.** Before performing the Unsealer installation, users must first have the most current version of Adobe Reader installed. If you do not have it installed, please visit <http://www.adobe.com>. Also if you install a new version of Adobe Reader, you will need to uninstall and reinstall the Unsealer.

1. Close all instances of Microsoft Office (Word, PowerPoint, Excel, and Outlook). Also close any instance of any Adobe applications.
2. Go to <http://www.cengagebrain.com/market/eBookAccess.html#>
3. Follow Step 1 to install the viewer software.
4. Follow Step 2 to perform a system check. This system check will allow users to verify a successful installation of the Unsealer. The user will see a sealed image of a fish if the installation is completely successful. If you do not see an image of a fish during the system check, please uninstall (see below) and reinstall the Unsealer.

## Uninstalling the Unsealer

Follow the instructions below.

### Windows XP:

1. Click on the *Start Menu* and locate the *Control Panel* (it may be under Settings). Next click on *Add/Remove Programs* then locate and remove the **Oracle Desktop IRM**.
2. Open *My Computer* on your Desktop. Go to your C:\ drive (local disk drive).
3. Go to the *Documents and Settings* Folder then *All Users* folder.
4. Under *All Users* go into the *Shared Documents* folder.
5. Delete the *SealedMedia* Folder.
6. Restart your machine.
7. Go to <http://www.cengagebrain.com/market/eBookAccess.html#> and reinstall the Unsealer.

You should now be able to view your documents.

### Windows Vista:

1. Click on *Start* and locate the *Control Panel*. Next click on *Uninstall Programs* then locate and remove the

- Oracle IRM Desktop** (if prompted to restart, choose no or cancel).
2. Go to *Start, Computer, - C:\ drive, Users, Public, Public Documents* and delete the **SealedMedia** folder.
  3. Restart your computer.
  4. Go to <http://www.cengagebrain.com/market/eBookAccess.html#> and reinstall.

## For Additional Support

Please visit <http://www.cengagebrain.com/market/support.html>

### Option 1: Self-Service Web site

Access our web site at <http://kb.cengage.com/display/cengagebrain/cengagebrain> for the FASTEST response.

### Option 2: Email

Customer Service: [cengagebrain.support@cengage.com](mailto:cengagebrain.support@cengage.com)

Technical Support: [cengagebrain.techsupport@cengage.com](mailto:cengagebrain.techsupport@cengage.com)

### Option 3: Phone\*

Call 866-994-2427

\*important note: during back-to-school and other busy periods, you might experience extended hold times.  
We suggest using the self service web site before calling support.

Phone hours of operation: Monday - Friday, 8:00 a.m. - 6:00 p.m. EST

### Option 4: After Hours Email/Chat Support

During evenings and weekends, Email and chat support is available [cengagebrain.support@cengage.com](mailto:cengagebrain.support@cengage.com)

Email/chat hours of operation: Sunday-Thursday, 9:00 p.m. - 8:30 a.m. EST