How to access RTCA Documents

Overview

In 2021, RTCA began to protect its online documents with Digital Right Management software. This software allows RTCA to provide unfettered access to membership and customers while blocking unauthorized access and reproduction by all others.

Documents are conveniently available in two formats: browser format or native PDF. In some circumstances, only one of these formats may be used, but typically, both formats are available.

Document Formats

The *browser format* will allow access to documents with all of the same functions and features that are available in the native PDF version, but uses the browser-embedded PDF reader to render the file on the screen. Native PDF versions of documents have DRM JavaScript in them, and browser PDF readers will not properly interpret that JavaScript. Because of this, native PDF files cannot be opened using a browser.

To view the *native PDF* version of a document, the user must use Adobe Reader, Adobe Acrobat DC, or Foxit Reader (Windows only). In addition, some preferences may need to be set in the user's Adobe software. See the Trouble Shooting section for details.

Accessing the Documents

To access the browser format of the document, click the link provided. You will be presented with a login screen. Use your email as the userid and leave the password blank; you will be asked to create a password on your first login.
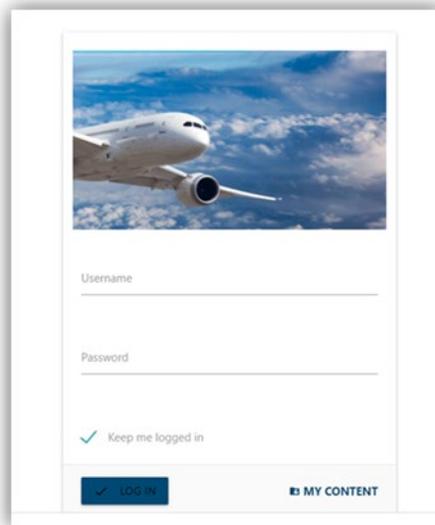
Figure 1 Browser Version Login Screen

To access the native PDF version of the document, open it using one of the approved applications listed above. You will be presented with a login screen

On your first login, use your email as the userid and leave the password blank. You will be asked to create a password on your first login.
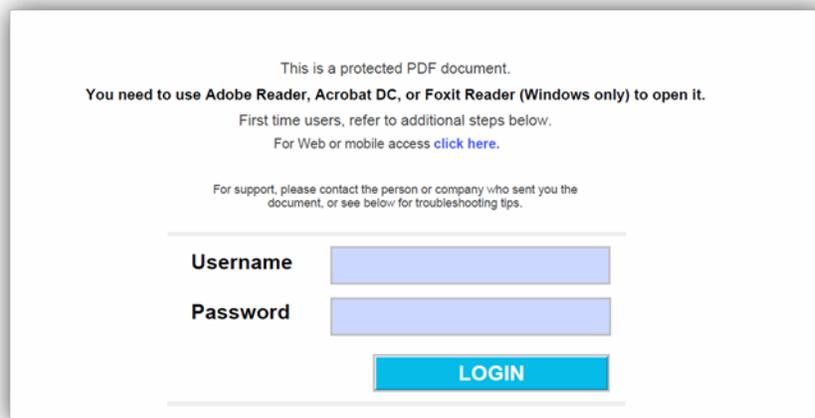
Figure 2 Native PDF Login Screen

Note:

1. *You are creating an account that can be used for both the browser version AND the native PDF, so you only need to do this once.*

2. *Your userid and password will be the same for all documents you review, regardless of the format.*

Trouble Shooting

1. If you encounter trouble logging on, please see this <u>section</u> about clearing the JSCache. You will have to re-enter username and password again, but it may solve the issue. If it does not, proceed to step 2 below.

2. In Adobe (Acrobat or reader) select EDIT on the toolbar and then PREFERENCES (1). Then please select JavaScript (2), and ensure "Enable Acrobat JavaScript" is on (3) and Enable global object security policy is off (4).
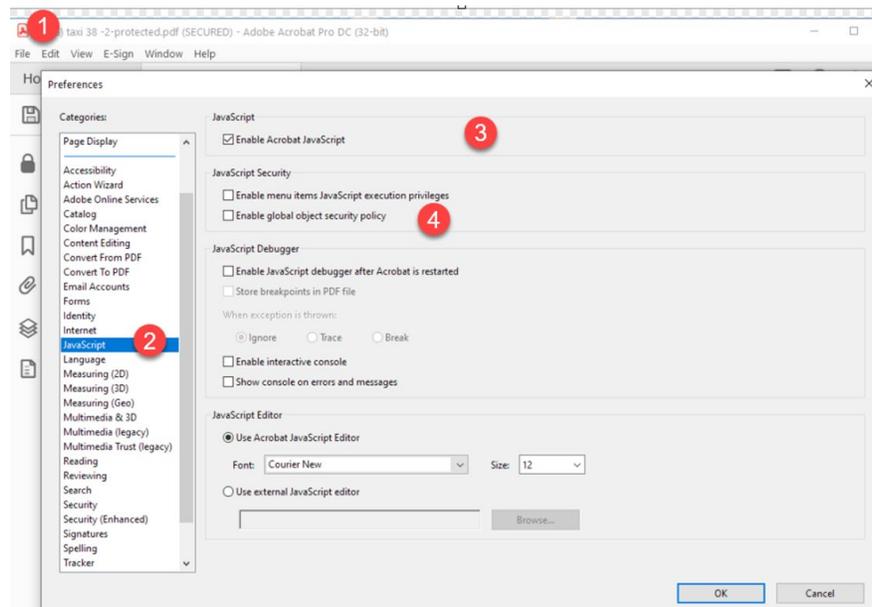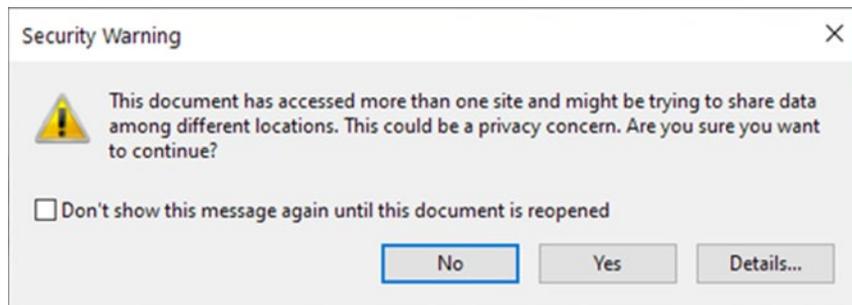

Figure 3 Adobe Settings

3. On opening the document in Adobe (Acrobat or reader), if you see this message click Yes.

Figure 4 DRM Server Access Warning - Click YES

4. If after completing these steps, you are still unable to access the native PDF version, it could be that your firewall is blocking access to the DRM verification site. You may need to have your IT department whitelist the server URL.
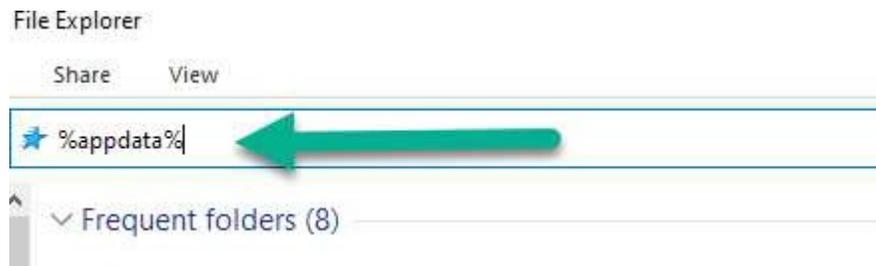
Clearing the JSCache

On rare occasions, issues can occur with PDF login using the Vitrium software. Often this is linked to files that are created by Adobe when Reader or Acrobat Pro is open.
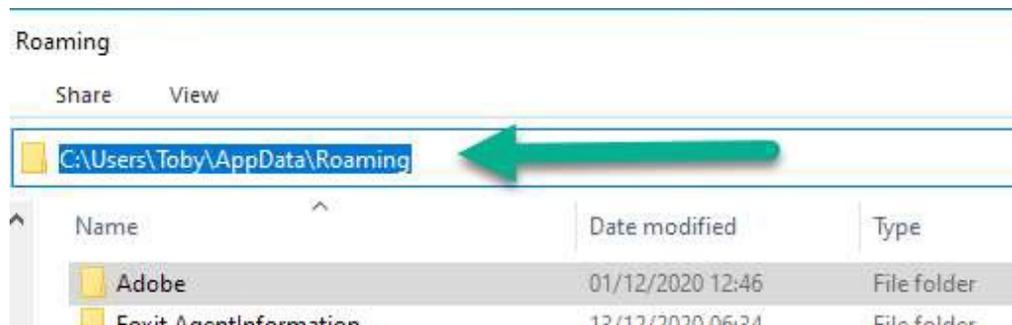
Clearing these files and allowing Adobe reader or Acrobat Pro to generate new ones has helped resolve some issues we have seen.

To clear the JSCache;

1. Please close any instance of Adobe reader or Acrobat Pro they have open.
2. Open windows explorer (a folder)
   a) This can be done by pressing the "windows" button and "E" button at the same time.
3. Enter %appdata% into the search bar and press Enter

File Explorer

Share   View

⭐ %appdata%

⌄ Frequent folders (8)

4. This will open C:\Users\(PC user name)\AppData\Roaming
   a) Note - The PC user name in this case is "Toby"

Roaming

Share   View

C:\Users\Toby\AppData\Roaming

Name	Date modified	Type
Adobe	01/12/2020 12:46	File folder
Foxit AgentInformation	12/12/2020 06:24	File folder

5. Select Adobe, then Acrobat, then DC then JSCache
   a) Here's an example -
      C:\Users\Toby\AppData\Roaming\Adobe\Acrobat\DC\JSCache

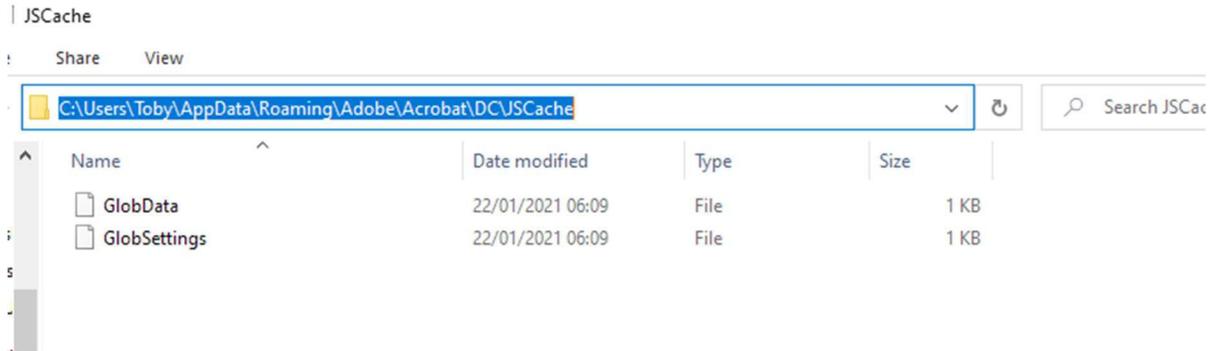| JSCache |

: Share   View

C:\Users\Toby\AppData\Roaming\Adobe\Acrobat\DC\JSCache

Name	Date modified	Type	Size
GlobData	22/01/2021 06:09	File	1 KB
GlobSettings	22/01/2021 06:09	File	1 KB

6. If all instances of Adobe reader are closed (and Acrobat Pro as well, if that is used!) youshould see 2 files.

   a) If you see only one - Adobe is still open – please close Reader / Acrobat Pro

JSCache

Share   View

« Users › Toby › AppData › Roaming › Adobe › Acrobat › DC › JSCache   Search JSCache

Name	Date modified	Type	Size
GlobData	21/01/2021 14:16	File	1 KB
GlobSettings	21/01/2021 14:16	File	1 KB
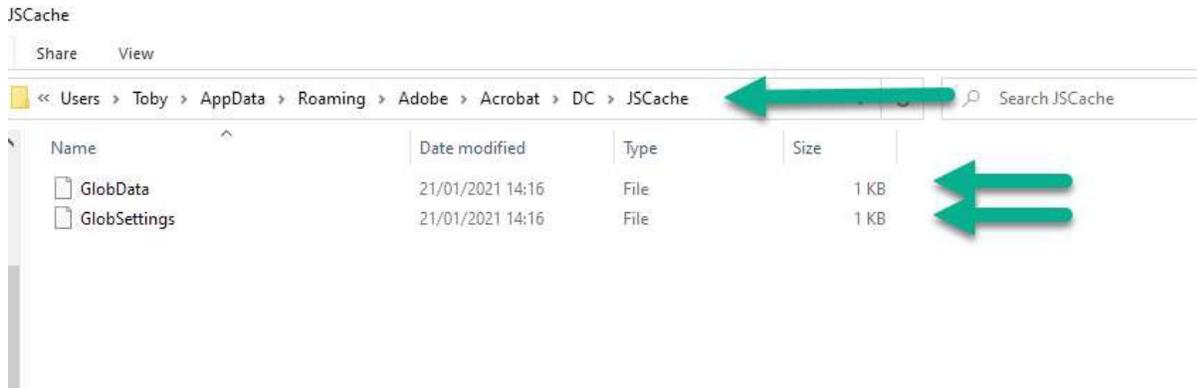
6. Please copy these 2 files somewhere safe.

7. Please delete these 2 files.

8. Now Reopen the locked PDF - You will need to log in for the first time, but the following timesshould not require log in again.