How to Remove Sandbox Protections on Adobe Reader DC/XI

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Introduction

To open the encrypted PDF files with SmartShelterPDF on Adobe Reader XI/DC, you need to make "Enable Protected Mode at startup" on Sandbox Protections diabled due to Adobe Security Reason. Without making it disabled, you will fail to open the encrypted PDF files.

Chapter 1 introduces how to remove check option on "Enable Protected Mode at startup" on Adobe Reader DC.

Chapter 2 introduces how to remove check option on "Enable Protected Mode at startup" on Adobe Reader XI.

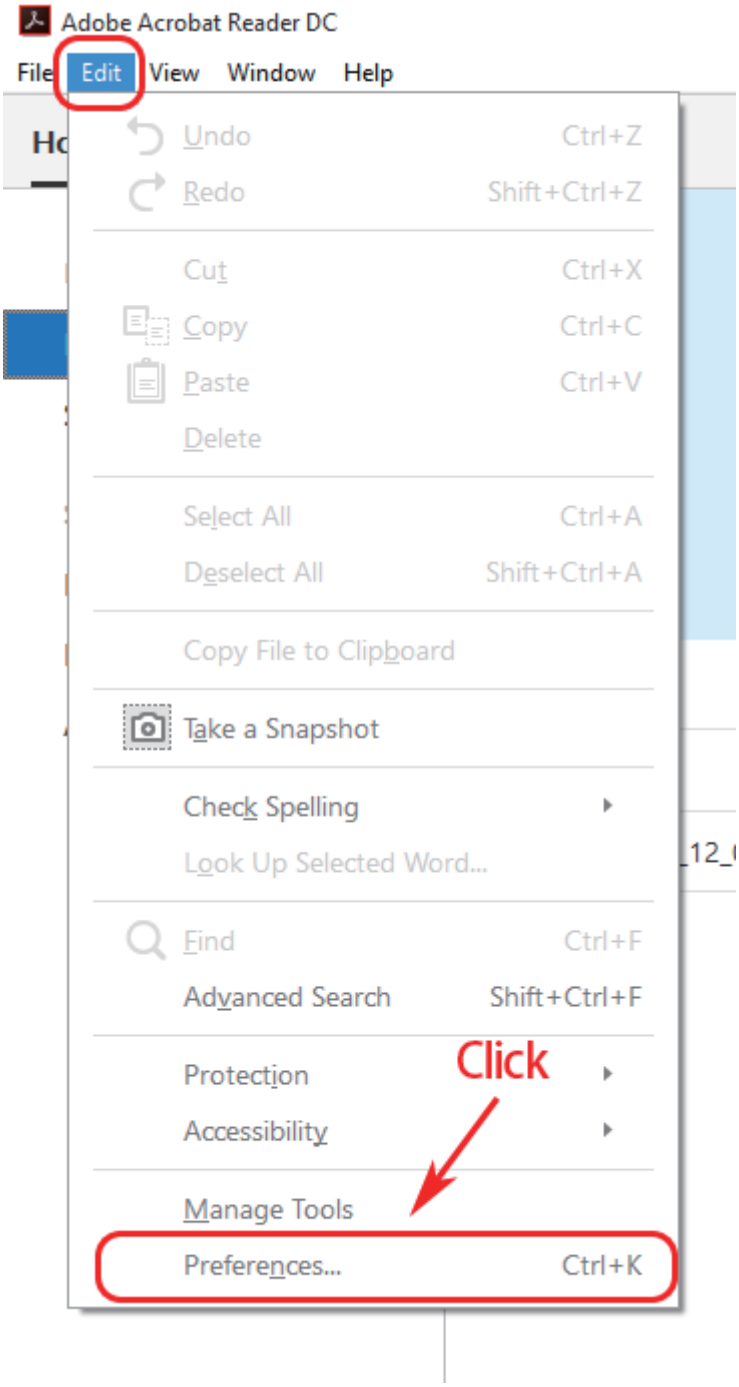
[NOTE]
In case of Adobe Acrobat X/XI/DC and Adobe Reader X, you do not need to make "Enable Protected Mode at startup" on Sandbox Protections disabled. You can open the encrypted PDF files without making it disabled on Adobe Acrobat X/XI/DC and Adobe Reader X.

Chapter 1

Using Adobe Reader DC

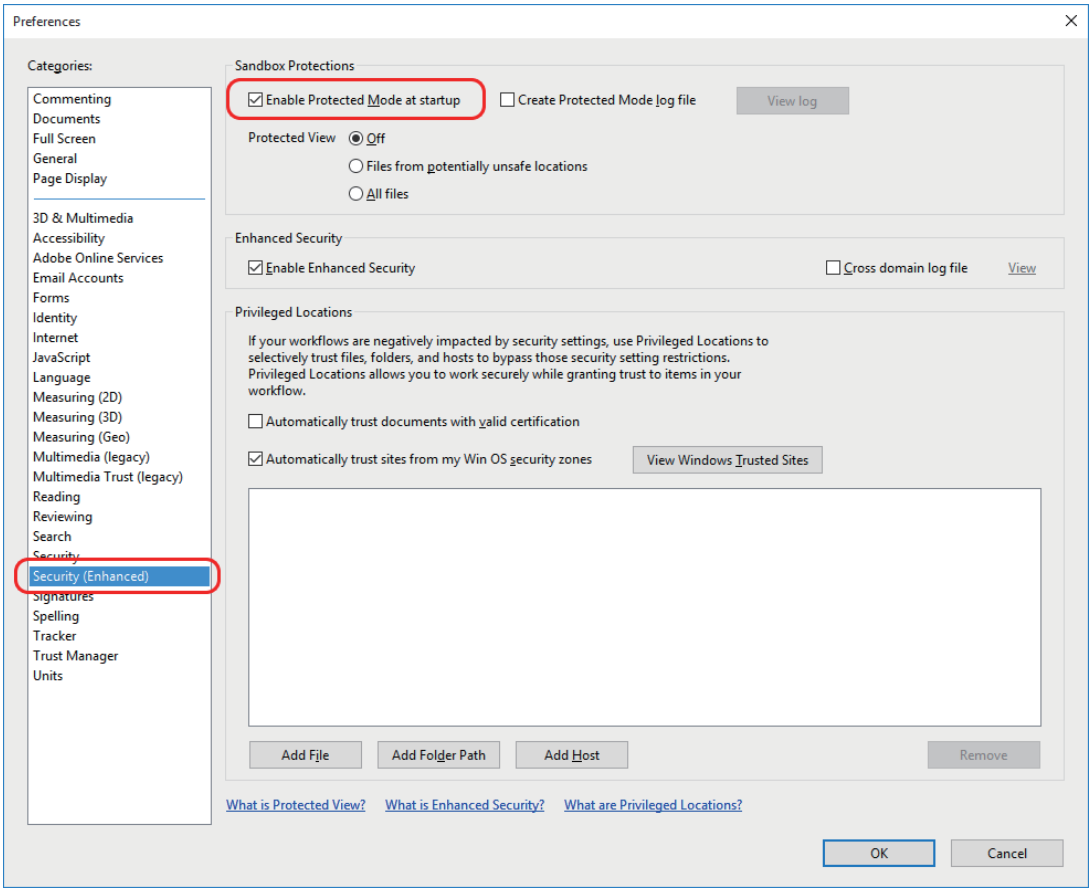
1-1. Open "Preferences" on "Edit" menu

Start Adobe Reader DC and click "Preferences..." on "Edit" menu.

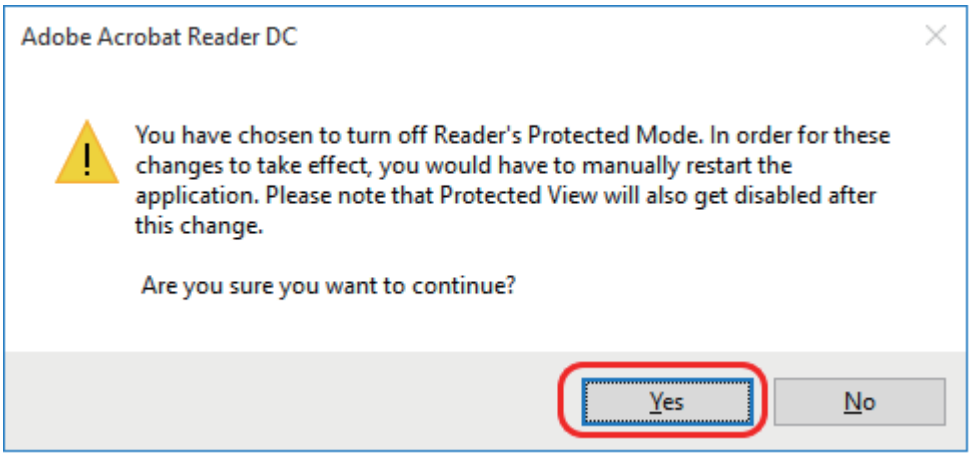


1-2. Remove check option on "Enable Protected Mode at startup"

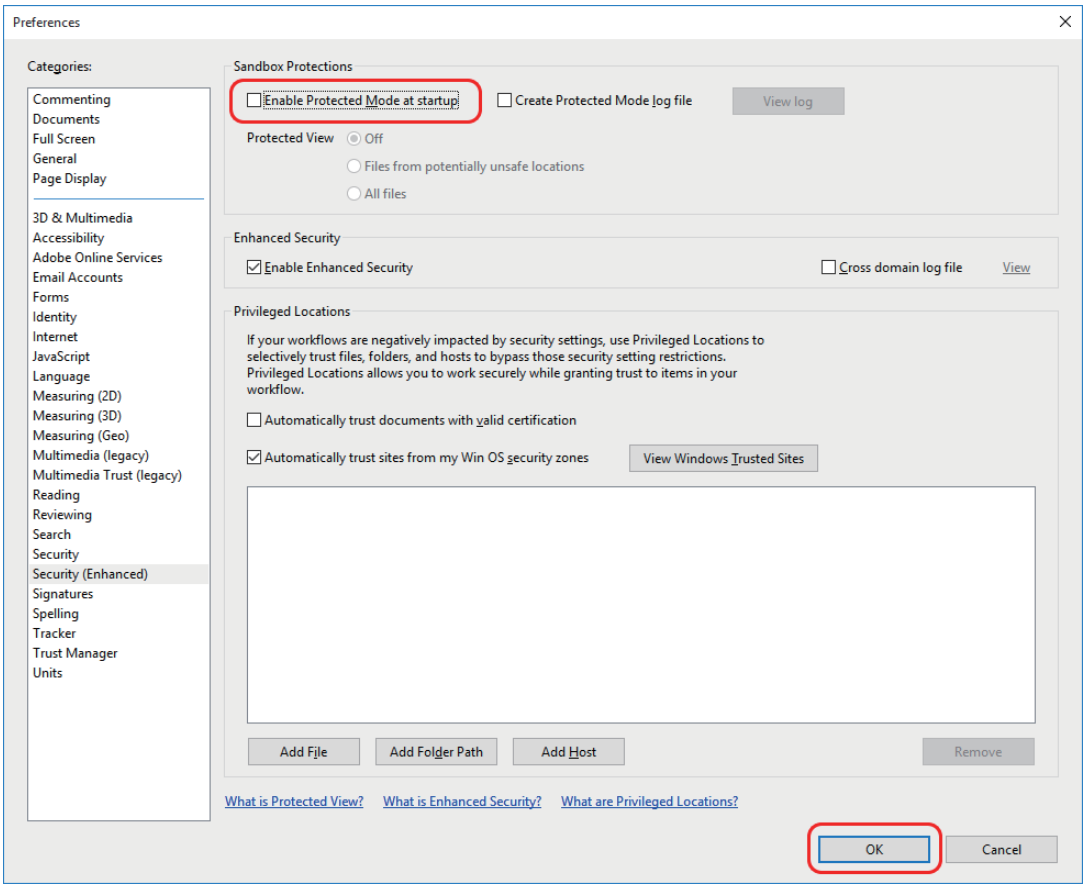
Select "Security(Enhanced)" on Categories and remove check option on "Enable Protected Mode at startup" of Sandbox Protections.



Following message will display when you remove check option and click "Yes" button.

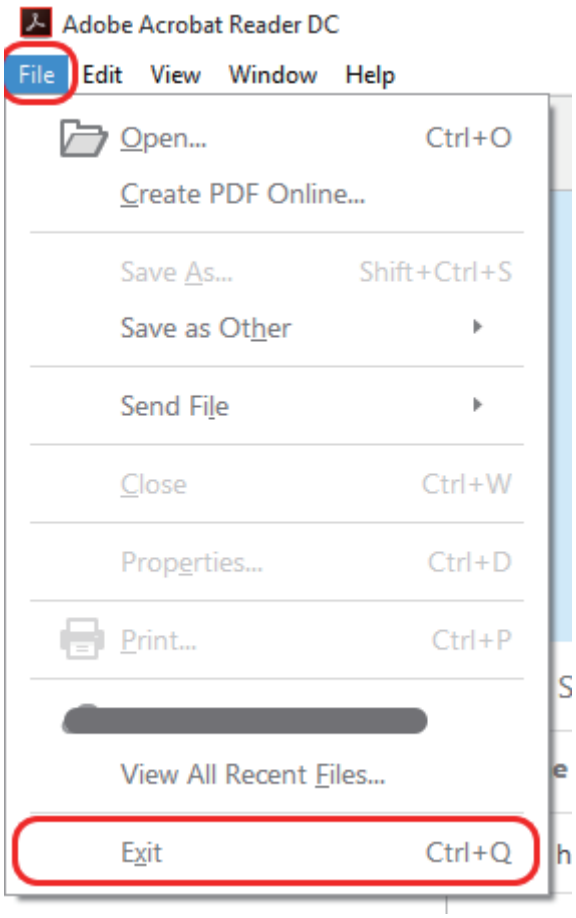


Make sure that you have removed check option on "Enable Protected Mode at startup" and click "OK" button.



1-3. Close Adobe Reader DC

Click "Exit" on "File" menu to close Adobe Reader DC application in order to take effect your option.



After closing Adobe Reader DC, start it again and open the PDF files.

[NOTE]
You need to connect the right CmDongle (or CmActLicense) to your PC in order to open the protected PDF files.

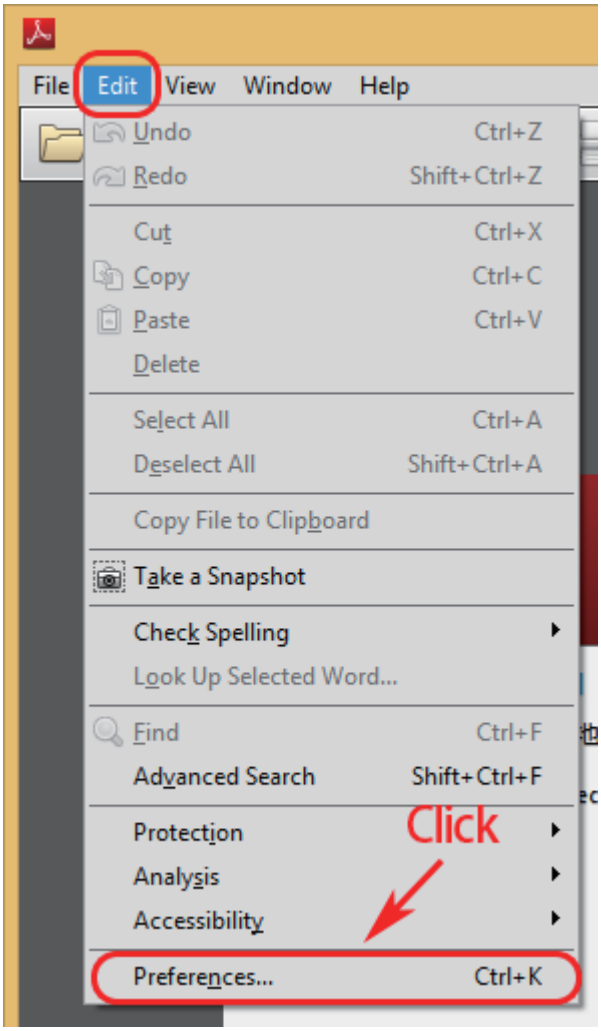
[NOTE]
For your security reasons, please take effect Sandbox Protections (Enable Protected Mode at startup) option after closing the protected PDF files if you need.

Chapter 2

Using Adobe Reader XI

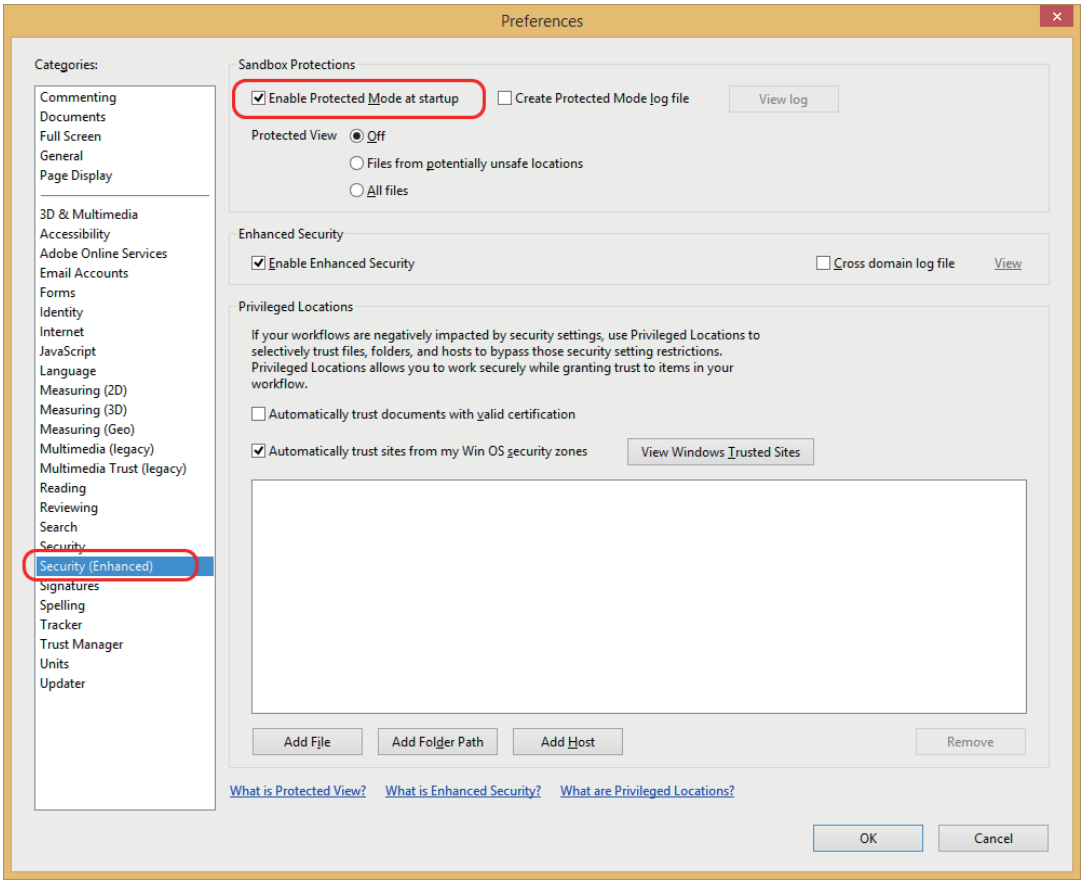
2-1. Open "Preferences" on "Edit" menu

Start Adobe Reader XI and click "Preferences..." on "Edit" menu.

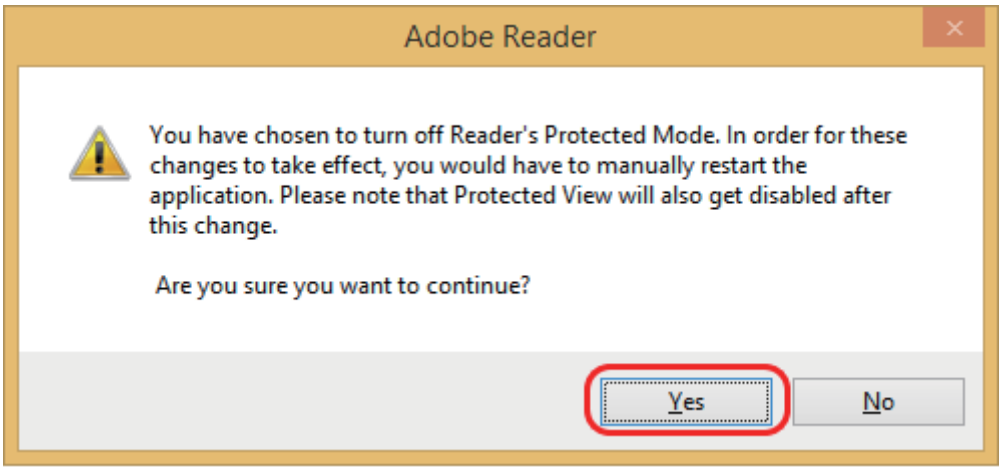


2-2. Remove check option on "Enable Protected Mode at startup"

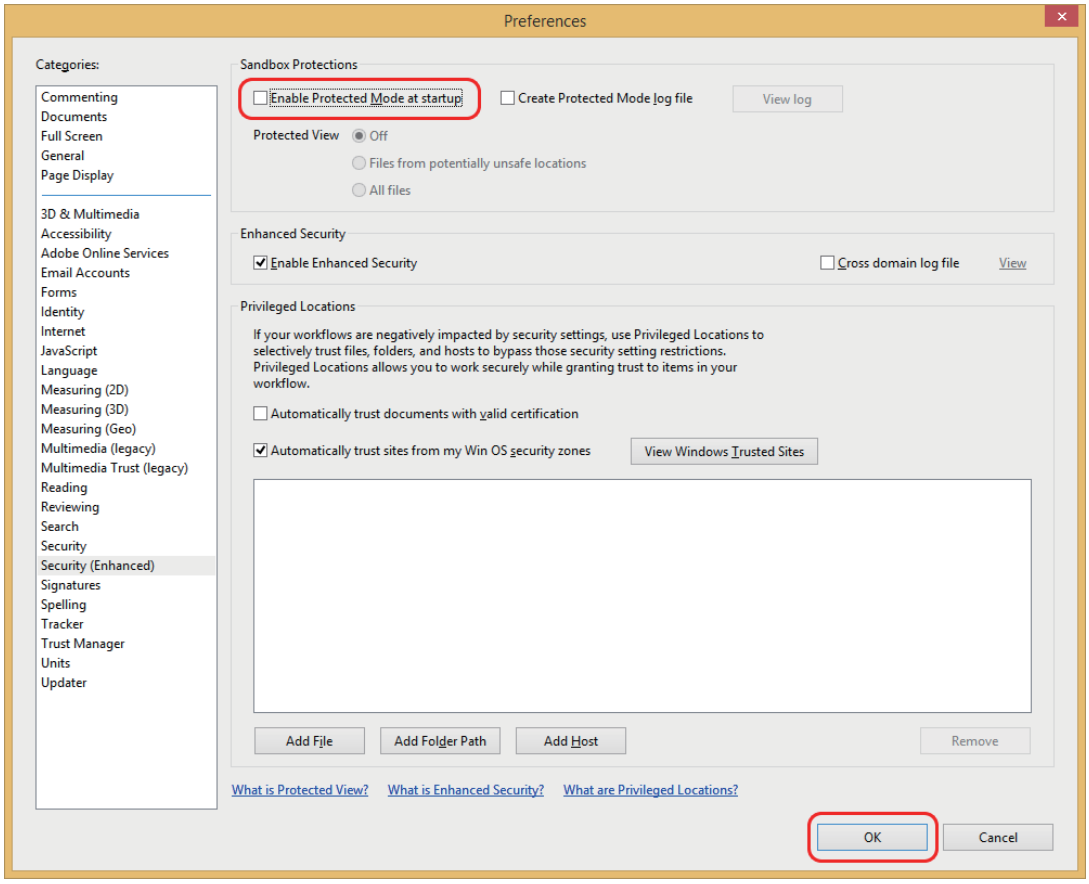
Select "Security(Enhanced)" on Categories and remove check option on "Enable Protected Mode at startup" of Sandbox Protections.



Following message will display when you remove check option and click "Yes" button.

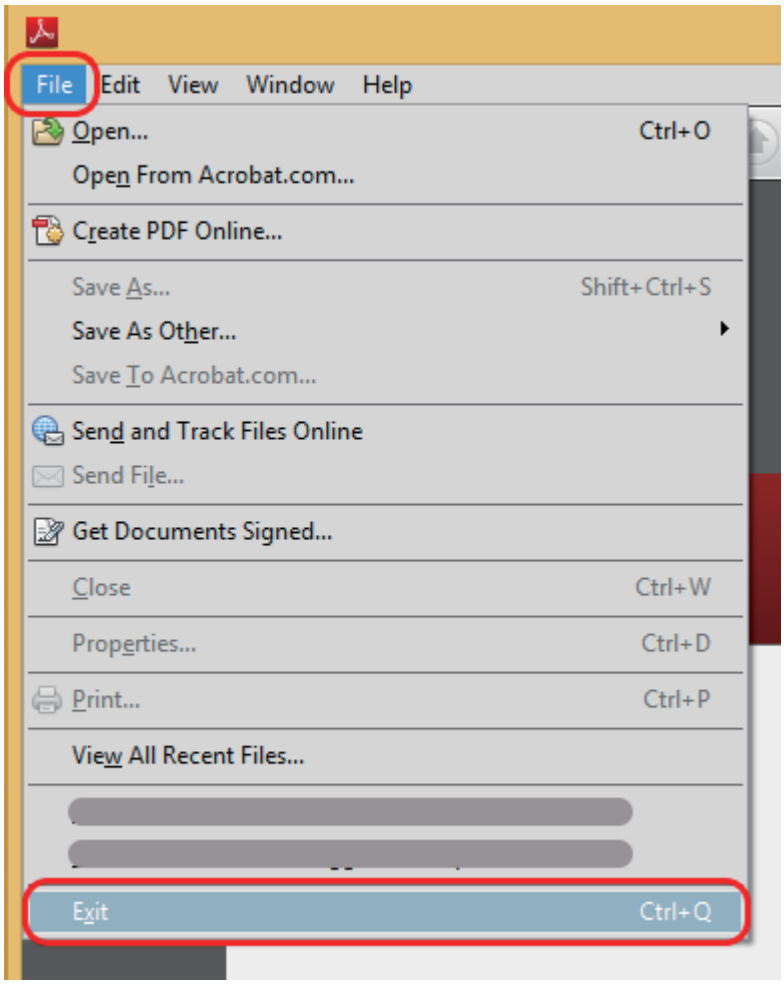


Make sure that you have removed check option on "Enable Protected Mode at startup" and click "OK" button.



2-3. Close Adobe Reader XI

Click "Exit" on "File" menu to close Adobe Reader XI application in order to take effect your option.



After closing Adobe Reader XI, start it again and open the protected PDF files.

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[NOTE]
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