What is a PDC file?

The digital content that you purchased will be delivered in a PDC file, which is an encrypted PDF file that can only be opened (by a single user) after properly registering your copy and downloading and installing the LockLizard Safeguard PDF Viewer software that was bundled with your file(s).

How do I open a PDC file?

The software and license needed to open your file are included with your PDC file(s)--either in a .zip file, if you downloaded your order, or located on the CD that you purchased. You **must** install the software and register your license before you will able to open your PDC file.

To open your PDC file:

1. Make sure that you are connected to the internet.
2. Double click on the PDF file titled "Instructions" (located either in your .zip file or on your CD) and follow the steps as listed to install the viewer software and register your license. These instructions can also be found on the TCNA website:
   - Instructions for opening and viewing digital content downloaded from the TCNA website
   - Instructions for opening and viewing digital content on a CD purchased from TCNA

Where do I get the digital documents I have just purchased?

Directly after purchase, a link to download your files is provided on the order confirmation page. You will also receive an email notification from TCNATile with instructions for downloading your digital files.

I received a new computer (or my computer has been re-imaged) and now I am getting an error regarding licensing – "no more licenses available."

Licenses are tied to the MAC address, IP address, and operating system of the computer that is used to open and view the PDC files to which the license is linked. If any of these items change, your license will not be valid. If you anticipate such changes to your computer, send an email to info@tcnatile.com to request a replacement license.

I tried to register on both my laptop and desktop computers, but receive the error "no more licenses available."

Each license grants you access to view a digital document on one computer. If you need to view a digital document on more than one computer (home and work, for example), you must purchase additional licenses. Please send an email to info@tcnatile.com to purchase additional licenses.

Can I give my license to somebody else?

Because licenses are personalized, once you have initialized an individual license by double-clicking it and registering, it cannot be used on any other machine. If you need to view a digital document on more than one computer (home and work, for example), you must purchase additional licenses. Digital documents may be purchased and sent to someone else provided the license file has not been initialized. Please contact: info@tcnatile.com to purchase additional licenses.

Do I have to be connected to the Internet to view a digital document?

You must be connected when you initialize your license and you must be connected the first time you open a specific PDC file.

Can I print a PDC file?
Yes. Note: a watermark will appear on all printed pages.

Can I print a PDC file to a virtual or multi-function printer?
No. For example, you cannot print to an Acrobat PDF driver or a fax-capable printer driver. You may not convert the format of the PDC document.

Can I copy and paste text from digital documents?
No, it is not possible to copy and paste content.

I have a PDC of a slide presentation. Does it work like PowerPoint?
You can set up a PDC to be shown full-screen, you can project it, and you can advance from slide to slide. However, PowerPoint animations do not function in PDF, and any linking from PowerPoint (for example, to Flash demos) will have to be done manually in Windows.

When I try to open the digital document, I get the error "Please close your screen capture application."
You have to close any screen grabber (or applications that have similar functionality such as the Windows snipping tool) before opening PDC files. This is one of a number of measures used to prevent unauthorized copying of content. If you have an application (process) running on your computer that ends in "capture.exe" (e.g. screencapture.exe, m4capture.exe, wincapture.exe) you will have to close down that process/those processes. To accomplish this, press CTRL-ALT-DEL on your keyboard. In Task Manager > Processes highlight any "capture.exe" processes and stop them from running. Unless you do this, the PDC document will not open.