



FileOpen Plug-in for Adobe Reader®
Guidelines for Remote Desktop Server Environments

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FileOpen Plug-in Guidelines for Remote Desktop Server Environments

These are the general guidelines for using FileOpen plug-ins in remote desktop server environments such as Citrix or Windows Terminal Server:

First, you need a version that will work in remote desktop environments. This means you need **version B928 or higher** installers currently available from <http://plugin.fileopen.com/all.aspx>. Only these have a necessary bug fix for running in remote desktop environments like Citrix and Windows Terminal Server.

An alternative to B928+ would be this much older version **B879** from <http://fo.pn/879>.

Drawbacks to this version include:

- It is best used with version 9 or lower of Acrobat and Reader. Adobe Reader X (aka 10) requires disabling Protected mode at **Edit>Preferences>General>Enable Protected Mode at startup**.
- It will not support Adobe Reader XI (aka 11) at all if/when upgrade time comes.
- Publishers have the ability to restrict which client version may view their document; this version may fall below a given publisher's threshold.
- It cannot cope with PDF files that contain the PDF version 1.5 object known as a *streamed xref*. You will have to test documents from your publishers to verify that B879 will work.

The B928+ plug-ins require a companion process called the **FileOpenBroker** to run **per user, launching at user login time**. The plug-in installer attempts to make that happen by writing to the registry at HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

If this registry write by the installer is suppressed by site-local policies then you will need to configure your systems to launch the FileOpenBroker[32 or 64].exe process at login time. Because Citrix has its own way of configuring for this, the Citrix-driven launch may be the more elegant solution given the environment. Windows Terminal Server users may find that adding the necessary value to HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Run when setting up user accounts works instead. But the installer has no way of knowing the specific requirements for all systems, so it just does what it can.

Again, the means by which FileOpenBroker[32|64].exe is launched is not important; only the fact that it is running, one instance for each logged-in user, is important. The B928 plug-ins also require that a Windows service named **FileOpenManager** to have been installed. Your site policies must allow this for the installer. Otherwise you will have to use B879 + Adobe Reader 10 or lower.

The FileOpen plug-in stores permission-related information in %APPDATA%\FileOpen. This will most likely be in the roaming user profile that is necessary in the Citrix environment. But if not, expect to see permission problems as users log into different machines in a cluster.

The plug-in itself (*not* the plug-in installer) also writes to the registry at HKEY_CURRENT_USER\Software\FileOpen. Policies that prevent this may break correct plug-in functionality.

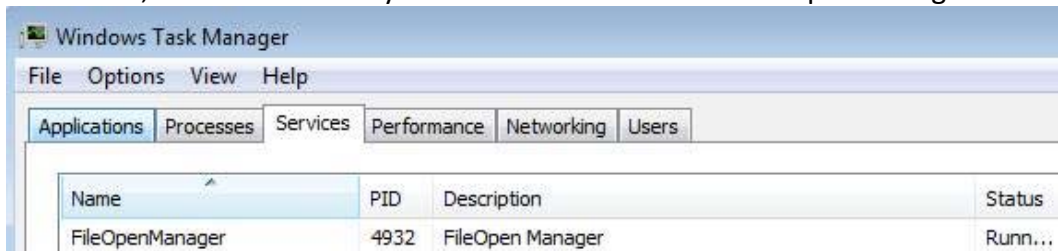
To summarize, these are the 3 primary requirements for Adobe plug-in operation in remote desktop environments:

1. B928 (is currently highest version available)
2. Running FileOpenBroker process per user
3. Running FileOpenManager service per machine

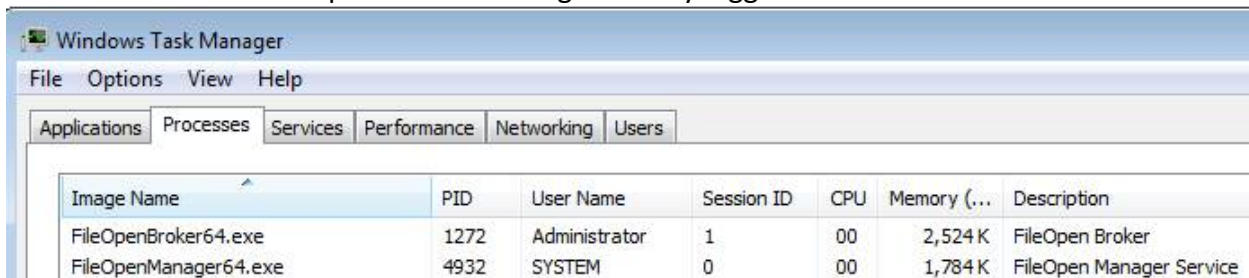
The most common issues with using the FileOpen in remote desktop server environments happens because requirements #2 or #3 have not been met. In these cases you will see one or both of these error messages when trying to open encrypted documents:

- *The FileOpen client has failed to initialize. Please follow the instructions at <http://plugin.fileopen.com/>.*
- *The FileOpen client has encountered an error. Please re-start Adobe Acrobat/Reader.*

Given that, check Services in your remote session. Is the FileOpenManager Service running?



Check Processes. Is FileOpenBroker running for every logged in user?



Please work with your IT site administrators as needed to meet these basic requirements. If problems continue please contact FileOpen support at support@fileopen.com.