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

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



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

Preferences	×
Categories: Sandbox Protections	
Commenting Image: Commenting Documents Image: Commenting Full Screen Protected View General Image: Commentially unsafe locations Page Display Image: Commentially unsafe locations	file View log
3D & Multimedia Accessibility Adobe Online Services Email Accounts	Cross domain log file <u>View</u>
Forms Privileged Locations Identity If your workflows are negatively impacted by security settings, use Privileg JavaScript selectively trust files, folders, and hosts to bypass those security setting res Language Privileged Locations allows you to work securely while granting trust to ite workflow. Measuring (3D) Outcomptically trust desurement with while catification	ed Locations to trictions. ms in your
Measuring (Geo) ☐ Addiminately fusic documents wint gain Certaination Multimedia (legacy) ☑ Automatically trust sites from my Win OS security zones Multimedia Trust (legacy) ☑ Reading Reading ☑	Windows <u>I</u> rusted Sites
Security Security (Enhanced) Signatures Spelling Tracker	
Units Add File Add Folder Path Add Host	Remove
What is Protected View? What is Enhanced Security? What are Privileged	Locations? OK Cancel

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.

Preferences		Х
Categories: Commenting Documents Full Screen General Page Display	Sandbox Protections Imable Protected Mode at startup Create Protected Mode log file View log Protected View Off Files from potentially unsafe locations All files	
3D & Multimedia Accessibility Adobe Online Services Email Accounts Forms Identity Internet	Enhanced Security Enhanced Security Enhanced Security Cross domain log file View Privileged Locations If your workflows are negatively impacted by security settings, use Privileged Locations to	
JavaScript Language Measuring (2D) Measuring (3D) Mesuring (Geo) Multimedia (legacy) Multimedia Trust (legacy)	selectively trust files, folders, and hosts to bypass those security setting restrictions. Privileged Locations allows you to work securely while granting trust to items in your workflow. Automatically trust documents with <u>valid certification</u> Automatically trust sites from my Win OS <u>s</u> ecurity zones View Windows <u>T</u> rusted Sites	
Reading Reviewing Search Security (Enhanced) Signatures Spelling		
Tracker Trust Manager Units	Add File Add Folger Path Add Host Remove	
	What is Protected View? What is Enhanced Security? What are Privileged Locations? OK Cancel	

1-3. Close Adobe Reader DC

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

Adobe Acrobat Reader DC				
File Ed	it View	Window	Help	
Þ	Open		Ctrl+	0
	<u>C</u> reate I	PDF Onlin	e	
	Save <u>A</u> s		Shift+Ctrl	+S
	Save as	Ot <u>h</u> er	Þ	
	Send Fi <u>l</u>	e	Þ	
	<u>C</u> lose		Ctrl+	W
	Prop <u>e</u> rti	ies	Ctrl+	D
•	<u>P</u> rint		Ctrl	+P
				S
	View All	Recent <u>F</u>	iles	e
\square	E <u>x</u> it		Ctrl+	Q h

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

Å, File Edit View Window Help 🔄 Undo Ctrl+Z 🔊 <u>R</u>edo Shift+Ctrl+Z Ctrl+X Cut Copy Ctrl+C Paste Ctrl+V Delete Select All Ctrl+A Deselect All Shift+Ctrl+A Copy File to Clipboard 👼 T<u>a</u>ke a Snapshot Þ Check Spelling Look Up Selected Word... 🔍 <u>F</u>ind Ctrl+F t Advanced Search Shift+Ctrl+F Click Protection ۲ Analy<u>s</u>is • Accessibility ۲ Preferences... Ctrl+K

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

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

	Preferences		
Categories:	Sandbox Protections		
Commenting Documents	Create Protected Mode log file View log		
Full Screen	Protected View <u>Off</u> 		
General	○ Files from <u>p</u> otentially unsafe locations		
Page Display	O All files		
3D & Multimedia Accessibility	Enhanced Security		
Adobe Online Services			
Email Accounts			
Forms Identity	Privileged Locations		
Internet	If your workflows are negatively impacted by security settings, use Privileged Locations to		
JavaScript	selectively trust files, folders, and hosts to bypass those security setting restrictions.		
Language	Privileged Locations allows you to work securely while granting trust to items in your workflow.		
vieasuring (2D) Vieasuring (3D)			
Measuring (Geo)			
Multimedia (legacy)	✓ Automatically trust sites from my Win OS <u>s</u> ecurity zones View Windows <u>T</u> rusted Sites		
Multimedia Trust (legacy)			
Reading			
Search			
Security			
Security (Enhanced)			
Spelling			
fracker			
rust Manager			
Jnits			
Jpdater			
	Add File Add Folger Path Add Host Remove		
	What is Protected View? What is Enhanced Security? What are Privileged Locations?		

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	Preferences	×
Categories: Commenting Documents Full Screen General Page Display	Sandbox Protections Enable Protected Mode at startup Create Protected Mode log file View log Protected View Off Files from potentially unsafe locations All files	
3D & Multimedia Accessibility Adobe Online Services Email Accounts	Enhanced Security	<u>ew</u>
Forms Identity Internet JavaScript Language Measuring (2D) Measuring (3D) Measuring (Geo) Multimedia (legacy) Multimedia (legacy) Multimedia Trust (legacy) Reading Reviewing Search Security Security (Enhanced) Signatures Spelling Tracker Trust Manager Units Updater	Privileged Locations If your workflows are negatively impacted by security settings, use Privileged Locations to selectively trust files, folders, and hosts to bypass those security setting restrictions. Privileged Locations allows you to work securely while granting trust to items in your workflow. △ Automatically trust documents with valid certification ✓ Automatically trust sites from my Win OS gecurity zones View Windows Irusted Sites ✓ Automatically trust sites from my Win OS gecurity zones View Windows Irusted Sites ✓ Add File Add Folger Path Add Host Remove What is Protected View? What is Enhanced Security? What are Privileged Locations?	
	OK Cance	1

2-3. Close Adobe Reader XI

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

<u>N</u>	
File Edit View Window Help	
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Ope <u>n</u> From Acrobat.com	
🔂 C <u>r</u> eate PDF Online	
Save <u>A</u> s	Shift+Ctrl+S
Save As Ot <u>h</u> er	•
Save <u>T</u> o Acrobat.com	
🖶 Sen <u>d</u> and Track Files Online	
🖂 Send Fi <u>l</u> e	
📝 Get Documents Signed	
<u>C</u> lose	Ctrl+W
Prop <u>e</u> rties	Ctrl+D
🖶 <u>P</u> rint	Ctrl+P
Vie <u>w</u> All Recent Files	
E <u>x</u> it	Ctrl+Q

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

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[NOTE]

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