

## Haihaisoft DRM-X Usage FAQ

### Content

Haihaisoft DRM-X Usage FAQ .....	1
FAQ For Content Provider .....	2
➤ Limitations When Encrypting Content .....	2
➤ Damaged File .....	2
➤ Damaged License Profile .....	2
➤ Incorrect File Header! .....	3
➤ End Users Add Fund Error .....	3
➤ DRM Protection .....	4
FAQ For End Users .....	4
➤ Essential Software Requirement .....	4
➤ Network Settings .....	5
➤ Account Balance .....	5
➤ Disable UAC .....	6
➤ Turn Off Firewall and Proxy Server .....	6
➤ Local Time on Your PC .....	7
FAQ For Haihaisoft Universal Player .....	9
➤ Operating System .....	9
➤ Can Not Open Registry Entry GetAppDataPath .....	9
➤ Install Codec Software For .avi File .....	11
➤ Install Codec Software For .swf File .....	12
FAQ For Haihaisoft PDF Reader .....	12
➤ PDF Blank Page .....	12
Haihaisoft Technology Support .....	13

## FAQ For Content Provider

### ➤ Limitations When Encrypting Content

With the revolutionary technology of DRM-X, it supports the most popular media formats, such as, Windows Media (WMA, WMV, and ASF), Real Media (RM, RMVB), and Flash Video (FLV), MP3, MP4, AVI media, SWF Flash movie and PDF document. But there is a limitation that it is while you encrypting your content online please ensure you use Internet Explorer browser.

Haihaisoft DRM-X does not support all the type of SWF files. It only supports to encrypt standard SWF without load other SWF files. For protecting SWF file load other SWF files, DRM-X only encrypts the main .swf file.

### ➤ Damaged File

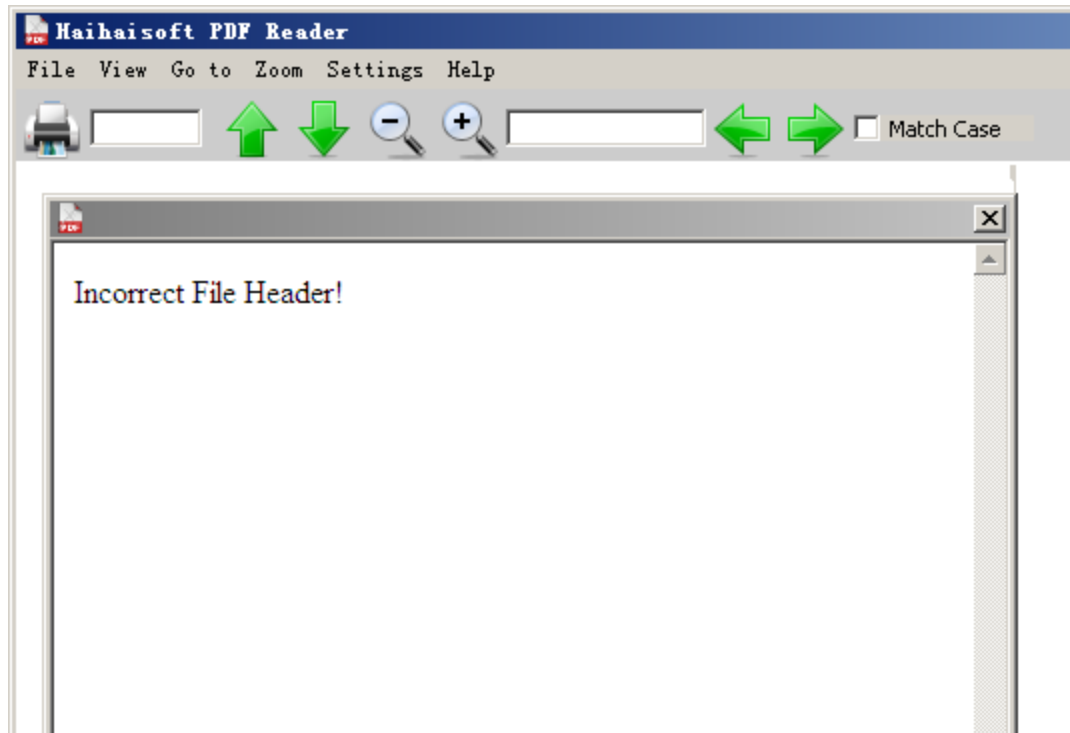
DRM-X requires strictly for each frame of files protection. So the files you want to encrypt must be undamaged. In that case, the Internet Explorer browser which you are encrypting maybe automatically turns off or crash. Please check and fix your files if IE browser crashes.

### ➤ Damaged License Profile



If all the protected files which are encrypted by a same License Profile give “**Runtime Error**” warning when you playing the protected file, the reason is that the License Profile may be broken. Please create a new License Profile, and encrypt the files again.

➤ **Incorrect File Header!**



Customers encounter a warning like “**Incorrect File Header!**” when they open a protected file by DRM-X, the reason is that content provider deletes the License Profile on his DRM-X Account. So please create a new License Profile to encrypt this original file again.

➤ **End Users Add Fund Error**



We cannot process this transaction because there is a problem with the PayPal email address supplied by the seller. Please contact the seller to resolve the problem. If this payment is for an eBay listing, you can contact the seller via the "Ask Seller a Question" link on the listing page. When you have the correct email address, payment can be made at [www.paypal.com](http://www.paypal.com).

[Return to Joe Mastropaolo](#)

PayPal

At this time, we are unable to process your request. Please return to Joe Mastropaolo and try another option.

[Site Feedback](#) |

PayPal. The safer, easier way to pay. For more information, read our [User Agreement](#) and [Privacy Policy](#).

When the end user adds fund to content provider however he gets a warning like above showing, the reason is that content provider inputs a wrong Paypal account address in his DRM-X Account (Account Settings - Payment Preferences - Paypal Account). Please check your Paypal account if you allow your customers to pay for you.

### ➤ **DRM Protection**

Haihaisoft, founded in 2004, is the leader in digital rights management industry. Haihaisoft offers content protection and related solutions that enable businesses to maximize the value of their digital content products.

Haihaisoft DRM-X is designed for keeping highest security. All client software, such as Haihaisoft Universal Player, PDF Reader and ActiveX controls are signed by Haihaisoft Corporation code sign certificate. Content owners can control the client software version. They can also set license to be combined with hardware to prevent password sharing. Haihaisoft provides the upgrade DRM-X and backup solution immediately when crack happens.

## **FAQ For End Users**

### ➤ **Essential Software Requirement**

All these protected contents by DRM-X require customers to open them with specially [Haihaisoft Universal Player](#) or [Haihaisoft PDF Reader](#). Haihaisoft Universal Player offers great new ways to store and enjoy all your music, videos, pictures, and recorded TV. For the different version players,

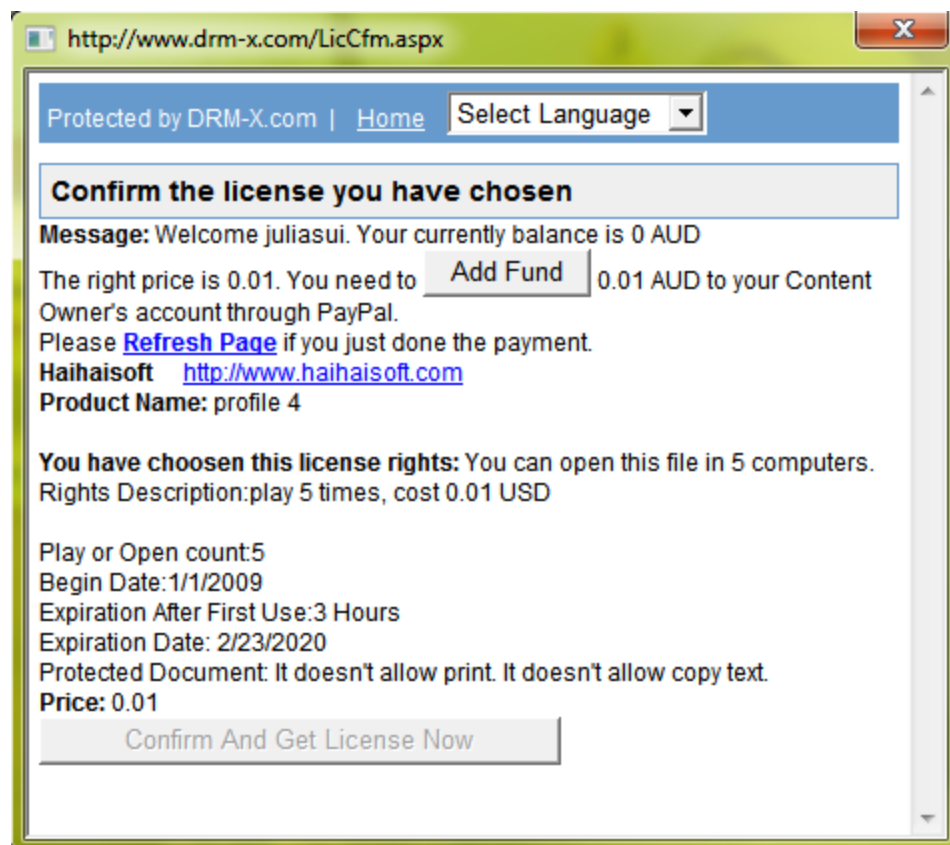
you had better download and install the latest version with player update and greatest feature.

### ➤ Network Settings

To play DRM-X protected contents via Haihaisoft Universal Player or Haihaisoft PDF Reader.

When customer opens the protected file, he needs to acquire license online in the first time so that he has permission to open his file. After he obtains a license online, he will also be able to watch the protected content offline until the license expire.

### ➤ Account Balance



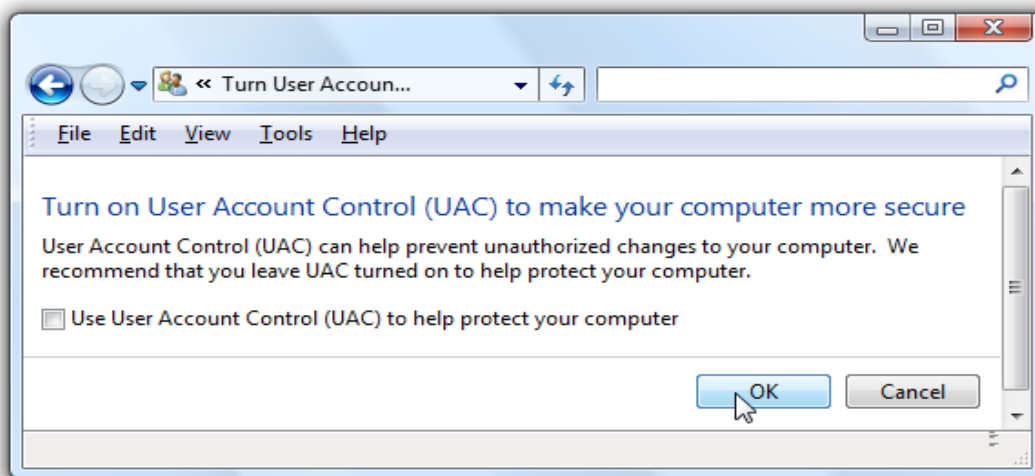
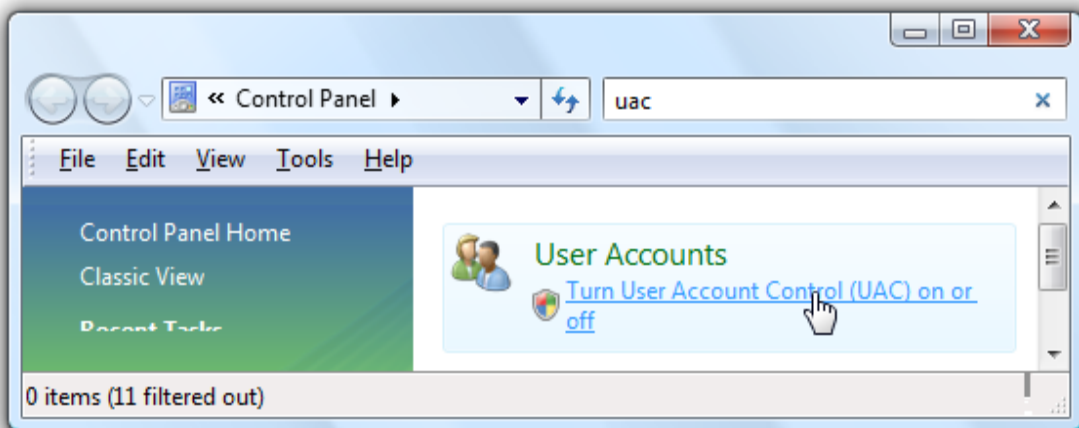
Although the end user gets license for online he still cannot watch the protected file. Meanwhile, license window shows a warning is that **you need to “Add Fund” to your Content Owner's**

**account** through PayPal. So please contact your content provider to add funds to open this protected file.

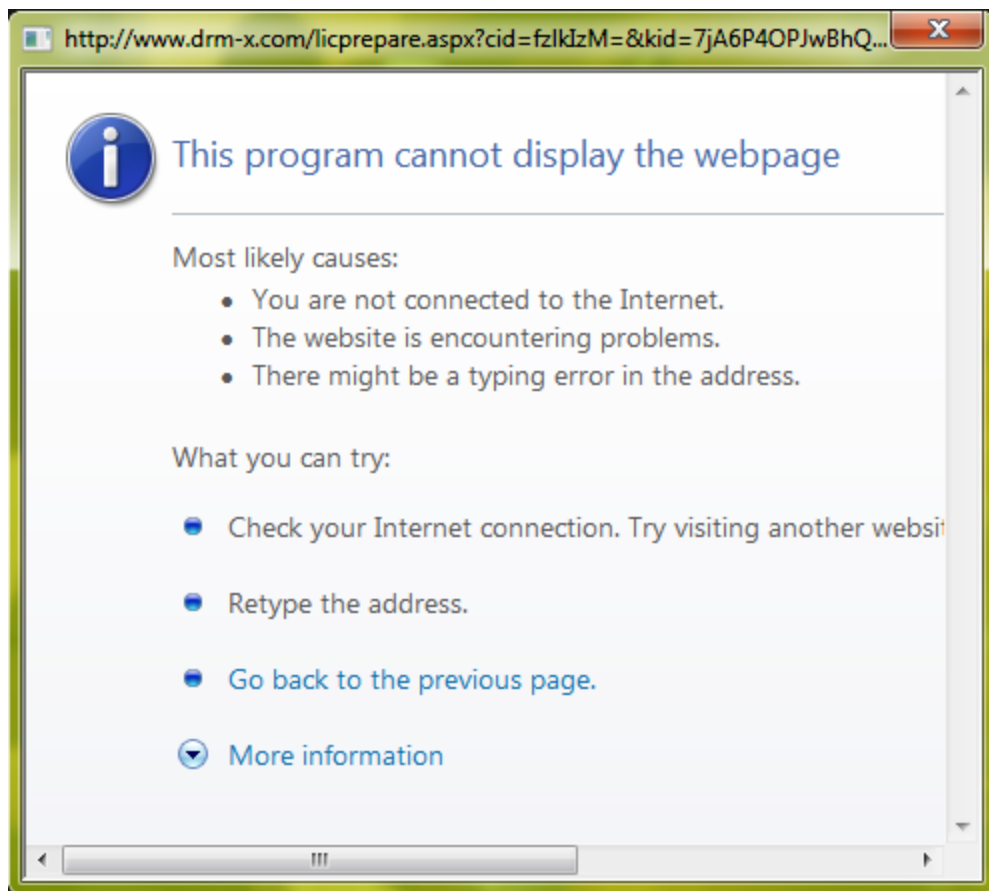
### ➤ **Disable UAC**

User Account Control: Detect application installations and prompt for elevation. For home users, the default is enabled, meaning home users get a UAC dialog box.

The “Always Notify” may prevent users to get file's license, don't worry it's much easier to make the UAC closed. Turning off the UAC on this computer is necessary before users get license to access protected file. Please view [How to turn off UAC](#).



### ➤ **Turn Off Fire wall and Proxy Server**



For avoiding license is prevented by Firewall, please check and disable computer's Windows Firewall or other Firewall application. You can also unlock Haihaisoft Universal Player or PDF Reader, allow them to access internet connection. On the other hand, please don't set Proxy Server value in IE.

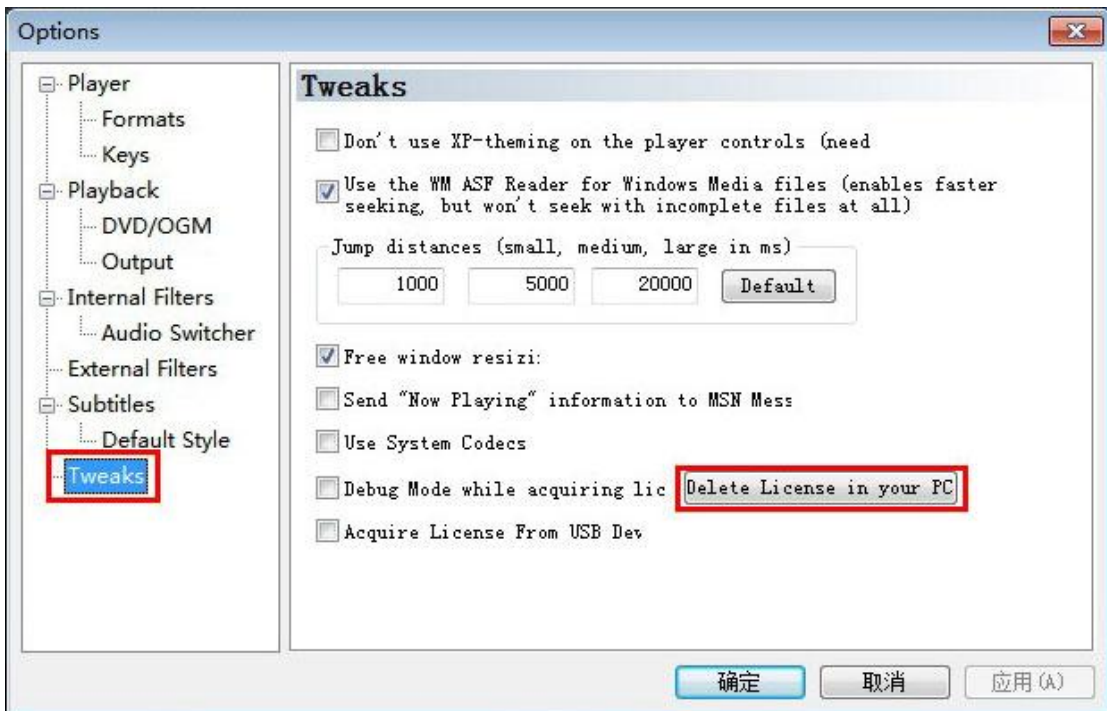
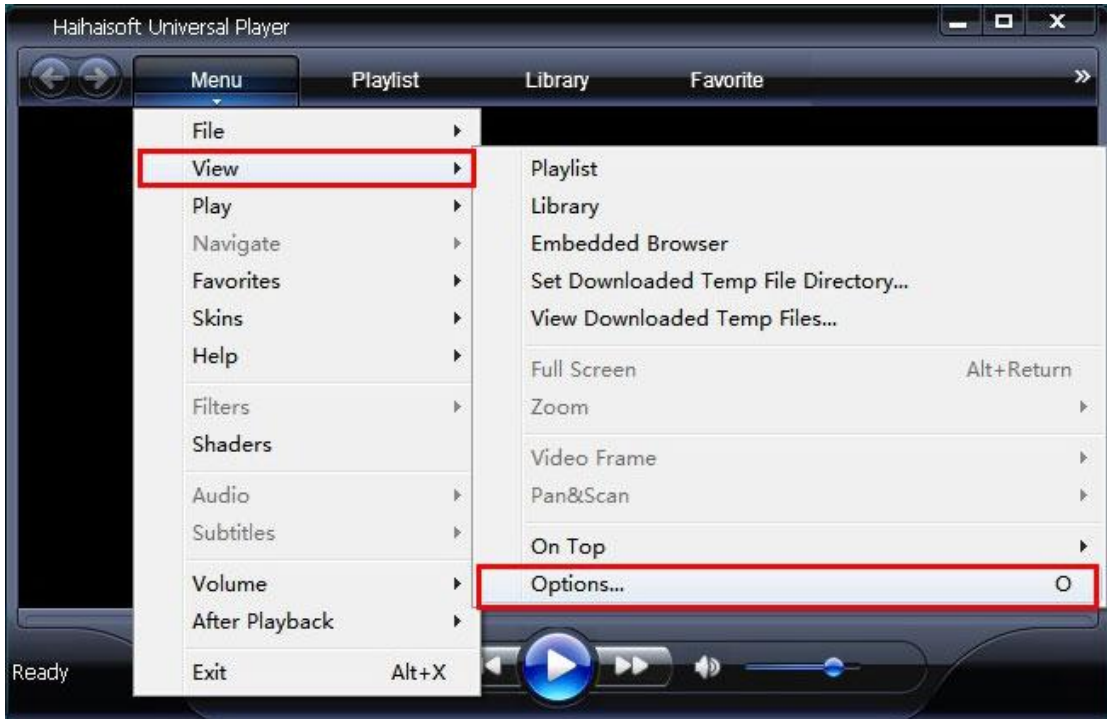
### ➤ **Local Time on Your PC**

Haihaisoft Universal Player sometimes pauses when customer has already obtained license. Firstly, please ensure user's computer local time is correct. Secondly, please delete license customer has obtained and acquire file's license again.

How to delete license?

1. Through Haihaisoft Universal Player

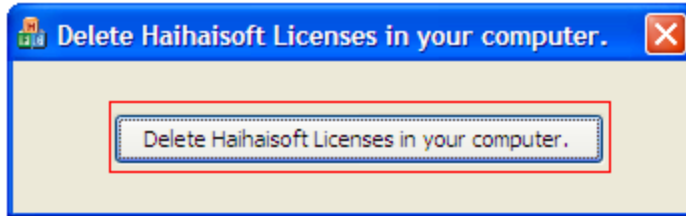
Do it as the following: Menu - View - Options... - Tweaks - Delete License in your PC - OK





## 2. Through Delete License Tool

Please download [Delete License Tool](#) and run it.

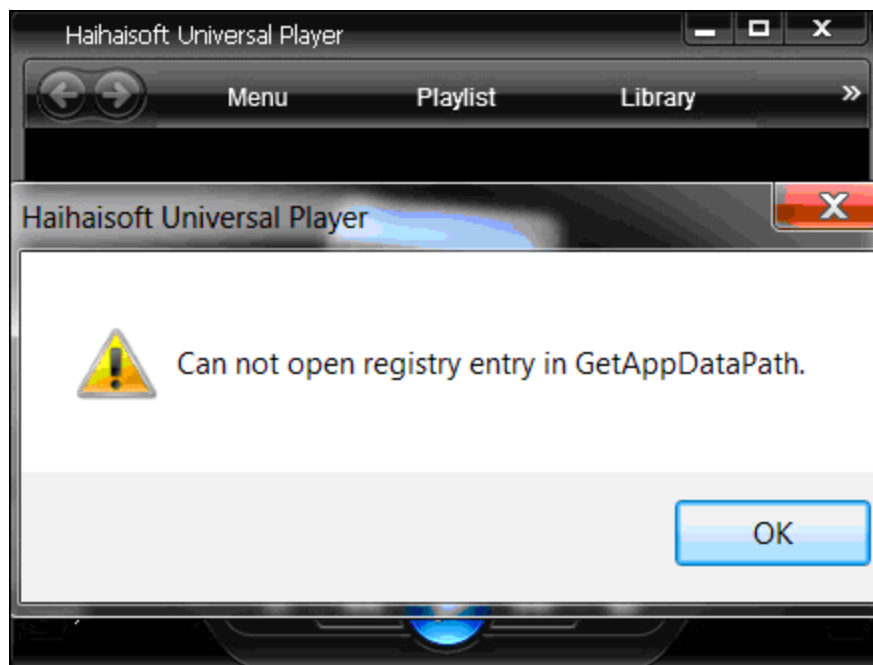


## FAQ For Haihaisoft Universal Player

### ➤ Operating System

The Haihaisoft Universal Player runs on the Windows XP/2003/Vista/7 operating systems.

### ➤ Can Not Open Registry Entry GetAppDataPath

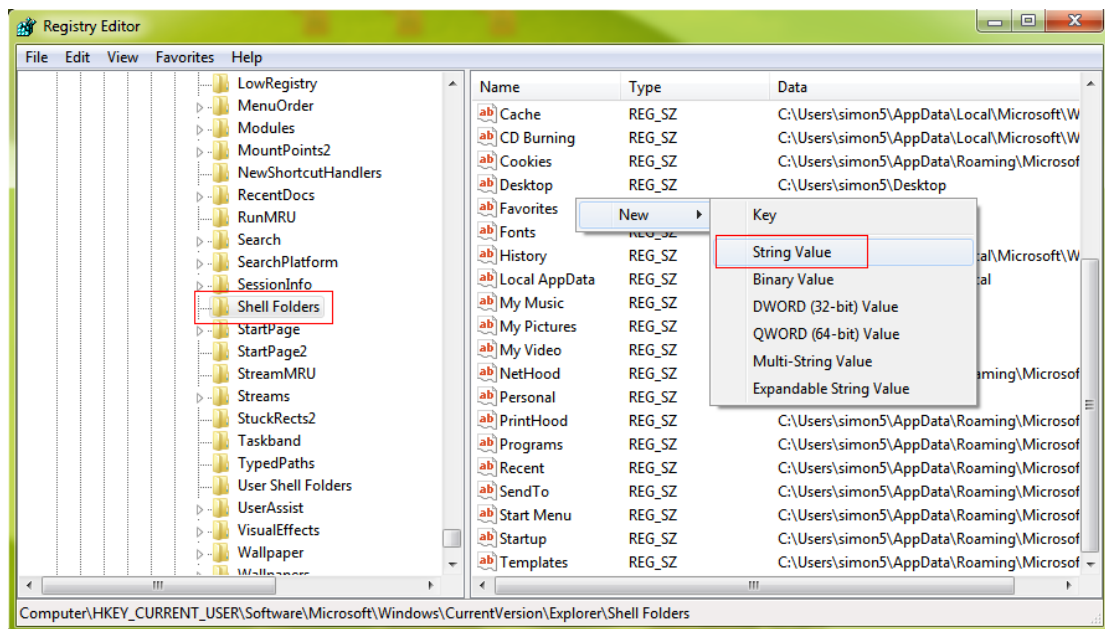


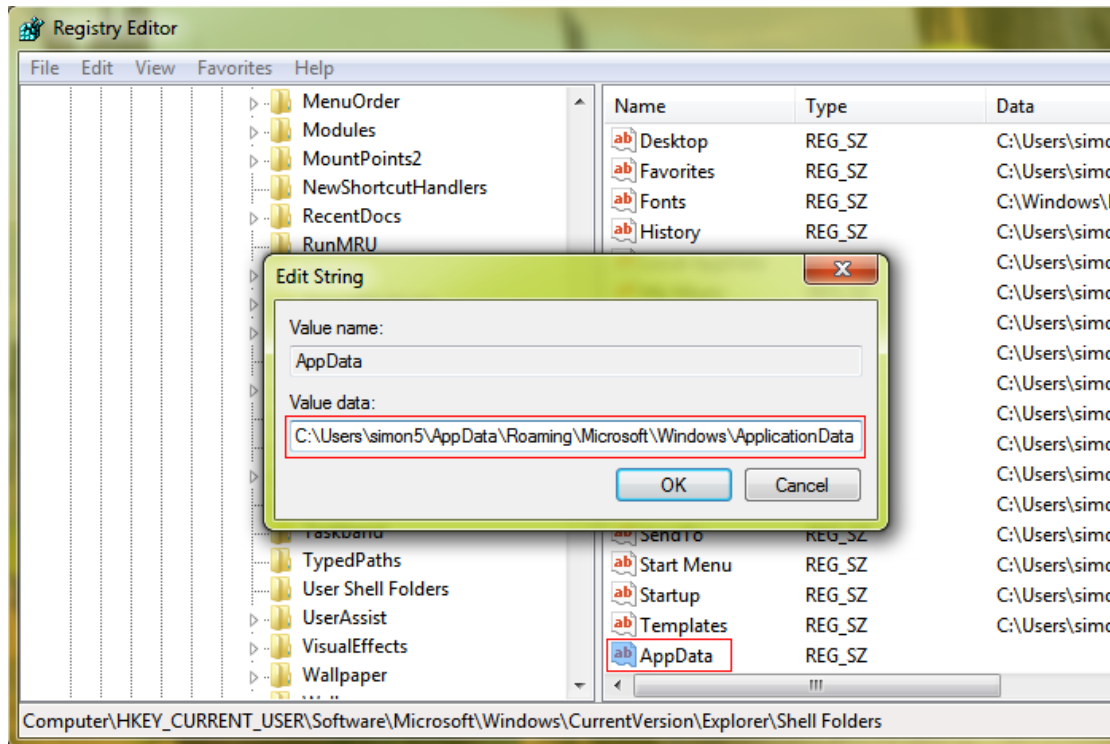
Some customers who running Haihaisoft Universal player on Windows 7 playing protected video by DRM-X, however player give a message like **“Can not open registry entry GetAppDataPath”**. But don't worry it is easy to fix it.

Just click on the Start orb and run "Regedit", find the Key “Shell Folders” as this way:

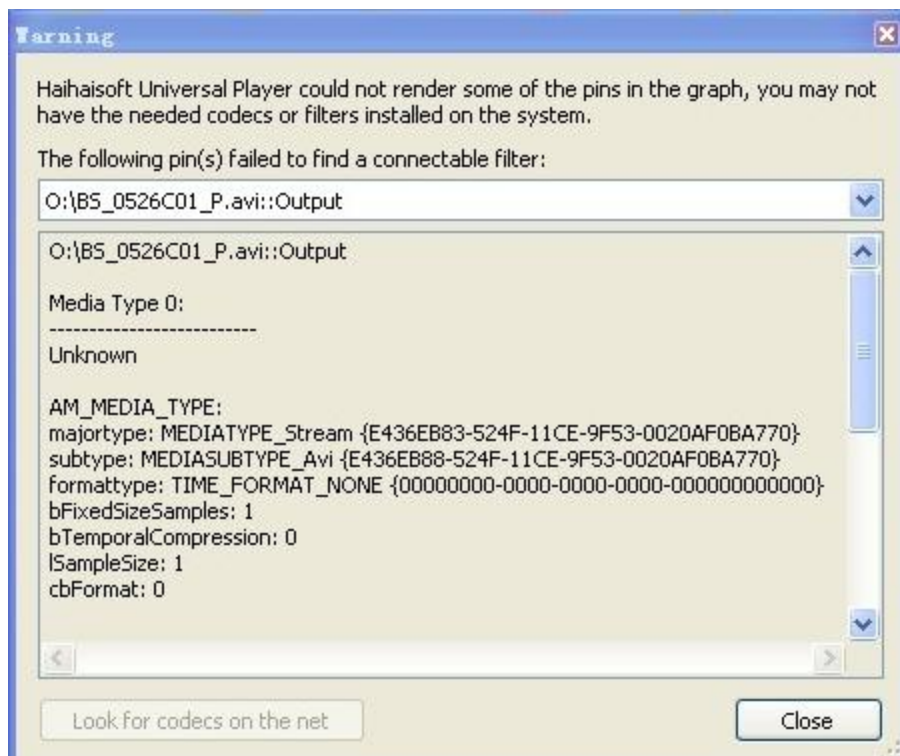
EY\_CURRENT\_USER, (“Software\\Microsoft\\Windows\\CurrentVersion\\Explorer\\Shell Folders”), then create a “String Value” named “AppData” and evaluate value to it as others:

C:\\Application Data. Then open Haihaisoft Universal Player again it will work well.





➤ **Install Codec Software For .avi File**



The Haihaisoft Universal Player prompts the above warning when customer plays .avi format protected video, please install “TSCC” software will help customer this codec conflict.

<http://www.drm-x.net/download/tscc.exe>

### ➤ Install Codec Software For .swf File



The Haihaisoft Universal Player does not show fully and completely text when customer watches protected .SWF flash movie, at this moment customer may need to download “[Media Player Codec Pack](#)” to fix.

## FAQ For Haihaisoft PDF Reader

### ➤ PDF Blank Page

Sometimes, a few customers see a blank page when reading protected PDF document.

1. Install the latest [Haihaisoft PDF Reader](#)
2. The protected documents should be standard PDF file doesn't contain audio or video.

## Haihaisoft Technology Support

If you have any others questions, please feel free to contact us!

<http://www.haihaisoft.com/Contact.aspx>



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