1) I get a FO server error – cannot contact permission server (or similar).

Generally this means that the MAC OS firewall is blocking access from Adobe Reader to the internet. To resolve this we advise visiting the Apple Support site and following the instructions there. A helpful link to OS X 10.5 and 10.6 upwards can be found here: http://support.apple.com/kb/ht1810

2) I get the error ‘The server answer is meaningless’.

For this particular error, FileOpen advise installing the latest version of the FileOpen plug-in. At the time of writing (11th December 2012) we are aware that Apple have made some changes around the internal identifier addresses on MACs and this has caused some issues with FileOpen functionality in some cases.

Users with proxy servers may also find that the proxy server needs to be updated to allow traffic from Adobe Reader before FileOpen will work.

3) I am having trouble viewing documents more than once and printing more than once. Sometimes this crashes my Acrobat or Reader program.

As above, FileOpen advise installing the latest version of the FileOpen plug-in. The reasons are as above.

4) When I open my document it is blank.

The most common reason for this is that you are using ‘Preview’ to view your FileOpen document. MAC’s default to Preview to view PDF files. Unfortunately the FileOpen plug-in is not compatible with Preview. Please ensure that you are using Adobe Reader to open your BL document. A helpful article about how to do this can be found here:

http://reviews.cnet.com/8301-13727_7-20013557-263.html