



MediaSeal

Decryptor Software FAQ

Nothing is working. What do I do?

First, make sure MediaSeal is running. Look for the Decryptor application "Padlock" running in the System Tray on Windows or up in the Menu Bar on OSX. If you do not see the application icon, make sure MediaSeal is installed on the computer. Second, click on the application icon and press the "Test" menu item. At this point, you should see a window that indicates that the computer can connect to the server. You should see a Green "Success" indicator. If you don't see this and the indicator says "Failed" in red, you are experiencing internet connectivity issues. Make sure you are not behind a proxy server. If everything else is working, check the following:

- 1) make sure you have a MediaSeal-licensed iLok installed
- 2) make sure you are opening the file with a MediaSeal-approved application
- 3) make sure you have permission to view the file.

How do I get started?

To begin using MediaSeal, you will need to do three things. First, obtain a MediaSeal-licensed iLok. iLoks are available through <http://www.iLok.com>. The MediaSeal license can be obtained through any facility that authors MediaSeal content. Second, install the MediaSeal software. Lastly, register your iLok, and inform anyone who could send you media that they can know add you to encrypted media jobs.

Why can't a facility using MediaSeal not add me to encrypted media?

Make sure that the facility can see you in the MediaSeal Global Server. When you register, you can choose to remain private. This is beneficial should you only want certain facilities to see your account on the Global Server. If you wish to remain private on the Global Server, you will need to ask the facility authoring MediaSeal content to provide you with a "License Key". Add the "License Key" they provide you to your account. Once you have done that, they will see you up in the Global Server, and they can then add you to encrypted media.

Why do I not see anything when I open an encrypted file? Or why do I not see a password prompt?

There are a couple of explanations as to why you are unable to playback an encrypted file.

1) Make sure you are viewing the file with an application that is on the MediaSeal whitelist. Depending on your operating system, there are many applications that MediaSeal supports, such as Quicktime, VLC, and Protools. Contact your MediaSeal administrator for further applications.

2) Make sure that the MediaSeal software is running. On OSX, you should see a yellow MediaSeal Decryptor "Padlock" icon running in the Menu Bar of your computer. On Windows, you should see a yellow MediaSeal Decryptor "Padlock" icon in your System Tray.

3) Make sure that you have inserted your iLok into the computer.

How do I know if I successfully authenticated a file?

When you authenticate a MediaSeal encrypted file, you will see a message from the operating system that your authentication was successful. If you are running on Windows, you will see a System Tray notification that informs you if you were able to open a file. If you do not see a notification on Windows, it is likely that the display mode of your host application is blocking the view of the notification message. This can occur on applications which take ownership of the screen.

On OSX, the operating system will inform you through a Growl notification. If you are not seeing any notifications, chances are you do not have Growl installed. Growl is available through <http://www.growl.info> or through the Apple App Store.

How do I know if MediaSeal is working?

When your computer starts up, you should see a notification on computer that MediaSeal is on-line and connected. You can also do a manual test. Find the yellow MediaSeal Decryptor "Padlock" application icon. On OSX, you should see a yellow Decryptor "Padlock" icon running in the Menu Bar of your computer. On Windows, you should see a yellow Decryptor "Padlock" icon in your System Tray. Once you have done that, click on the Decryptor "Padlock" icon and press the "Test" menu item. A window should appear that performs a network test and indicates whether you have a MediaSeal-licensed iLok installed.

The account menu is grayed out. Why can't I see my account?

There are two likely explanations. First, make sure that you have inserted your iLok. You can only access your account page when an iLok is inserted. Second, make sure that you can connect to the MediaSeal Global Server. When you are not connected to the MediaSeal Global Server, you cannot access your account info.

How do I keep people from looking at files I have authenticated on my computer?

The easiest way to keep people from accessing files on your computer is to make sure that you have closed out your access to the files. If you have authenticated files, and you need to step away from your computer, you can close out your access to the files. Go to the application icon, choose the "Close Open Assets" menu item. Once you have closed the assets, the files are not accessible unless you re-authenticate the files. Also, make sure to take your iLok with you whenever you step away from your computer.

How do I change the file format an encrypted file?

MediaSeal allows you to convert an encrypted file from one format to another, however, you must have permission to do this from the person who made the job and encrypted the media. When speaking to the person who created your media, ask them to give you "Transcoding" or "Modify" rights. You should then be able to convert the file into another format inside an approved MediaSeal application.

Can I un-encrypt a file?

MediaSeal allows you to decrypt a file and make a clean copy, however, you must have permission to do this from the person who made the job and encrypted the media. When speaking to the person who created your media, ask them to give you "Copy" rights. You can then go to the application icon and choose "Export File".

How do I test my connection to the MediaSeal server?

Find the yellow MediaSeal Decryptor "Padlock" application icon. On OSX, you should see a yellow Decryptor "Padlock" icon running in the Menu Bar of your computer. On Windows, you should see a yellow Decryptor "Padlock" icon in your System Tray. Once you have done that, click on the Decryptor "Padlock" icon and press the "Test" menu item. A window should appear that performs a network test and indicates whether you have a MediaSeal-licensed iLok installed.

Why can I not connect to the MediaSeal server?

If you cannot connect to the MediaSeal server, check your internet connection. If you can connect to a web-site in a browser, but MediaSeal fails when you perform a connectivity test, you might be located behind a proxy server. Speak to your IT administrator for further details. If you are behind a proxy, you can configure your settings in the MediaSeal Decryptor application. Go to the application icon, and click on the "Manage Zone Endpoint" menu item. You can configure your proxy settings there.

How do I get access to an encrypted file?

If you need access to a file, you should contact the person who encrypted the media by looking at the system notification you receive when you attempt to open the file. When a user encrypts media, they provide their contact info which appears in the authentication message. On OSX, the Growl utility posts notifications to the operating system. On Windows, system notifications are posted to the System Tray.

How did I get rid of the big yellow security screen that is covering my monitor?

If you see a big yellow screen covering your computer window, you have removed your iLok while you have encrypted media open on your system. At that point, you have two choices. You can either re-insert your iLok, or click the "Close all encrypted assets" button on the screen. You will lose access to the files you authenticated until such time as you re-authenticate the files.

For any more information contact [**info@fortiumtech.com**](mailto:info@fortiumtech.com)

Need help? Contact [**support@mediaseal.com**](mailto:support@mediaseal.com)