

Note that instructions are specific to Windows® 10/11, but will be similar to other Windows® operating systems. For example, “This PC” might be “My Computer” on your system. Contact ICDD for further assistance.

## 1) I installed the PDF-5+/Web and it does not work. What are some common problems?

1. TCP/IP ports are not open.
2. All programs were not closed before installing the PDF-5+/Web.
3. More than one internet connection (i.e., wired and wireless) is being used.

## 2) What are Firewalls and where are they?

There are 2 types of Firewalls: software and hardware. Firewalls are used to monitor, route, and restrict communication. They can be found in Windows®, routers, and as stand-alone appliances. Home users have little if any restrictions and are unlikely to need to change any Firewall settings for the PDF-5+/Web. However, business and government users have more restrictions and will likely require Firewall changes. Business and government users will need to consult their IT departments and provide the following information:

**Server=webpdf4.icdd.com or 198.139.133.139**

**TCP/IP=3333 and 22222**

## 3) How can I tell if the TCP/IP ports are open?

1. Download the port query utility from Microsoft®  
<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=24009>.  
Alternatively, go to [www.microsoft.com](http://www.microsoft.com) and search for “portqryui” to find the utility.
2. Run the downloaded file and follow the on-screen directions. Make a note of where the utility is placed.
3. Find and run portqryui.exe – the default location is c:\PortQryUI\.
4. Enter “webpdf4.icdd.com” for the destination.
5. Select “Manually Input Query Ports”.
6. Enter “3333, 22222” for the ports.
7. Open ports will show as “LISTENING”. Any other response means the ports are not open.
8. If the ports are not open, contact your IT department or ICDD.

## 4) What is the best method for registering the PDF-5+/Web 2024?

1. Insert the PDF-5+/Web USB dongle.  
**Renewing customer will use his/her existing PDF-5+/Web USB dongle.**
2. Determine your operating system to register your PDF-5+/Web product directly at  
<https://pdf5web.icdd.com/2024/registration/login.htm>.
  - a. Windows 7 users: Click Start > All Programs > ICDD PDF-5+ Web 2024 > “Register ICDD Product”
  - b. Windows®8/8.1 users: Press the Windows® logo key for the “Start” screen, and then click the tile labeled “Register-PDF-5+ Web 2024”.
  - c. Windows® 10/11 users: Click Start > All apps > ICDD PDF-5+ Web 2024 > Register ICDD Product.
3. You will receive an email confirmation once the product is successfully registered.

### **5) How can I tell if I am using NTFS?**

1. Open "This PC" found on the Desktop or Start Menu button.
2. Select your main hard drive. (In most cases, this will be "C:".)
3. Right click your hard drive to view options.
4. Select the last option: Properties. The File System will be one of the properties.

### **6) How can I tell if I am an Administrator?**

1. Open the Start menu.
2. Enter "run" to open a command window.
3. Enter "whoami" and note your current username.
4. Enter "net localgroup Administrators"- displayed users are members of the Administrators group.
5. Verify that your current username is listed.

### **7) I am not an Administrator. How can I install this program?**

1. Log in with another account that is part of the Administrators group.
2. Right click the installation file to view available options.
3. Select "Run as Administrator" and enter the Administrator's password.

### **8) Where do I find my computer specifications like RAM, Windows version, etc?**

1. Right click "Computer" to view options. "Computer" can be found on the Desktop and the Start menu.
2. Select Properties to display the computer specifications.

### **9) What is the ICDD Communicator?**

The ICDD Communicator is another software program that enables access to the PDF-5+/Web while the USB dongle is connected. Stopping the ICDD Communicator or removing the USB dongle will disable your access to the database.

### **10) Should I remove/uninstall the previous PDF-5+/Web?**

We recommend that you uninstall other versions of the PDF-5+/Web if you do not need them.

### **11) My Vendor software does not work with this year's PDF-5+/Web. Can I still use last year's PDF-5+/Web?**

Use of the previous year's PDF-5+/Web product will be extended for one year once the current (new) product is registered. Contact your software vendor as soon as possible with any compatibility problems.

### **12) I lost my PDF-5+/Web USB dongle. What do I do now?**

You need to contact ICDD for a replacement. Please note that there is a \$500 replacement fee.

### **13) Can I use the PDF-5+/Web on more than one computer?**

Yes. There is no limit to how many computers that you can use with your single license of the PDF-5+/Web. However, you will only be able to use the PDF-5+/Web while the USB dongle is connected.

### **14) When exactly do I need to register?**

For each PDF-5+/Web USB dongle, you must register once a year, which activates access to the database for one year. Using the PDF-5+/Web on another computer does not require registering again. You will only need to register before you first use a new PDF-5+/Web product for that year.

**15) Why am I getting sporadic errors when using the PDF-5+/Web?**

Please see the questions below about ICDD Communicator errors and fully-powered USB ports.

**16) Why is the ICDD Communicator randomly displaying errors and is unable to connect to the ICDD server?**

When you are using multiple internet connections concurrently, the ICDD Communicator is not able to reliably identify you. This often happens when users are using a wired and wireless connection at the same time. This makes the ICDD Communicator unable to correctly identify a connection with your account. You must use only one active internet connection while using the PDF-5+/Web.

**17) Why does the USB port need to be “fully-powered”?**

Insufficient power through the USB port will cause unreliable access to the PDF-5+/Web USB dongle. The device will sporadically work or not work at all. This is caused by splitting USB ports by using hubs which can be external or even inside your computer.

**18) How do I know which USB ports are “fully-powered”? How do I “fully-power” a USB port?**

There are several possible solutions to find a fully-powered USB port.

1. If you are using an external USB hub, use the optional AC plug to provide power.
2. Unplug devices from neighboring ports such as external DVD drives - some USB ports share power.
3. Try a different port. USB ports located in the back of your computer are usually fully-powered.

**19) Which versions of Java are compatible?**

PDF-5+/Web 2024 comes with Java: Azul Zulu OpenJDK 8 Build 345.