Check Point Document
Security
7.4
Release Notes

30 December 2010
## Important Information

### Latest Documentation
The latest version of this document is at:
http://supportcontent.checkpoint.com/documentation_download?ID=11804

For additional technical information, visit the Check Point Support Center (http://supportcenter.checkpoint.com).

### Revision History

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<tr>
<td>9 December 2010</td>
<td>Initial version</td>
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### Feedback
Check Point is engaged in a continuous effort to improve its documentation.

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Product

Check Point Document Security (previously known as Liquid Machines Document Control) software encrypts and persistently controls access and usage rights to sensitive regardless of location or how it is used.

What’s New

- This version rebrands the Liquid Machines Document Control Client as the Check Point Document Security Client. No functional changes have been made to the operation of the client in this release. Note that some references to Liquid Machines continue to exist in the product; see Known Limitations – Other for details.

System Requirements

Hardware
- Pentium IV
- 512 MB RAM
- 250 MB disk space for single user systems. On terminal server installations 3MB should be allocated for each additional user.

Operating Systems
One of the following:
- Windows 2000 Workstation SP4
- Windows XP SP2, SP3 (x86 or x64 editions)
- Windows Vista (x86 or x64 editions), SP0-SP2
- Windows 7 (x86 or x64 editions), SP0
- Windows Server 2003 (x86 or x64 editions), (for Citrix or terminal services installations), SP1, SP2
- Windows Server 2003 R2 (x86 or x64 editions), (for Citrix or terminal services installations), SP1, SP2
- Windows Server 2008 (x86 or x64 editions), (for Citrix or terminal services installations), SP1, SP2
- Windows Server 2008 R2 (x64 edition), (for Citrix or terminal services installations), SP0.

To use Microsoft RMS as a security service, you must make sure the Microsoft RMS Client is installed. Microsoft Windows Vista, Windows 7, Windows Server 2008, and Windows Server 2008 R2 operating systems will install with the RMS Client V2. For all other supported operating systems, the RMS Client V1 SP2 must be explicitly installed.

Software
The Check Point Document Security supports the following applications:
Adobe
- Adobe Acrobat, version 7, US-English Language Editions only.
- Adobe Acrobat 8, and 9 (Standard and Professional editions). All language editions are supported.
- Adobe Reader, version 7, US-English Language Editions only.
- Adobe Reader 8 and 9. All language editions are supported.
Microsoft

- Microsoft Notepad 5 or 6 for Windows XP, Vista, 7, Server 2003, Server 2003 R2, Server 2008, and Server 2008 R2. All language editions are supported. Only 32-bit versions of Notepad are supported; 64-bit Notepad is not supported. On 64-bit operating systems, a 32-bit version of Notepad may be found at C:\WINDOWS\SysWOW64\notepad.exe.
- Microsoft Visio 2002 or 2003, US-English Language only

From the following suites of Office Applications

- **Microsoft Office 2007**
  - Standard Edition
  - Basic Edition
  - Small Business Edition
  - Professional Edition
  - Professional Plus Edition
  - Enterprise Edition
  - Ultimate Edition

- **Microsoft Office 2003**
  - Standard Edition
  - Small Business Edition
  - Professional Edition

- **Microsoft Office XP**
  - Standard Edition
  - Professional Edition
  - Professional Special Edition
  - Professional with FrontPage Edition
  - Developer Edition
  - Premium Edition

*Note: Use of Word as the editor in Outlook is supported; however, the Document Security functionality is not available to Word when it is acting as an Outlook editor.*
Resolved Issues

This release does not contain resolutions to previous issues
Known Limitations

These issues are known to exist in the current product version.
Use the ID number to track Resolved Issues that fix a Known Limitation, and to discuss troubleshooting with Technical Support.

Third-party Software

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<tr>
<td>Esc 546</td>
<td>The Check Point Document Security client is not compatible with the Host Intrusion Prevention System (Host IPS) feature of McAfee Host Intrusion Prevention. Installing Host Intrusion Prevention and enabling Host IPS on a machine where the client is enabled may cause applications to hang or crash.</td>
</tr>
</tbody>
</table>
| N/A   | While documents protected by the IntraLinks IRM Client for Office are in use, documents protected by the Check Point Document Security client may not be openable, and the Policy Droplet may not appear.  
**Workaround:** Before working with the Check Point Document Security client, make sure no documents protected by the IntraLinks IRM Client for Office are open within Microsoft Office. It may be necessary to restart Office applications after working with IntraLinks protected documents in order to resume using the Check Point Document Security client in the given application. |
| 13825 | The Blinkx Pico search plugin is not compatible with the Check Point Document Security Client and may cause Microsoft Office applications to crash.                                                                   |

RMS

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<tr>
<td>11275</td>
<td>The description of RMS policy templates displayed in the droplet during policy selection, before the policy has been applied, always indicates that a server connection is required, even if it is not.</td>
</tr>
<tr>
<td>13556</td>
<td>If two RMS servers are configured, one a Liquid Machines RMS server and one a standalone RMS server, with the same certification URL but different licensing URLs, the standalone RMS server will not appear in the droplet.</td>
</tr>
</tbody>
</table>
| 13562 | Opening a file may fail, and error message indicating that a “policy signature corruption occurred” may appear when opening an RMS-protected document, although the policy signature is not corrupt.  
**Workaround:** Make sure that the computer is online and able to connect to the RMS certification server while opening the document. If the problem still persists, delete the user’s DRM cache located in C:\Documents and Settings\<name of user>\Local Settings\Application Data\Microsoft\DRM on Windows 2000, XP, 2003, and 2003 R2, or C:\Users\<name of user>\AppData\Local\Microsoft\DRM on Windows Vista, 7, 2008, and 2008 R2. |
| 13958 | Email attachments that are protected an LMKS or RMS Advanced Enforcement policy will not be able to be opened if they are also protected by an RMS policy template applied by an Exchange 2010 Transport Protection Rule.  
**Workaround:** If both protections are applied, the user will see a file containing the text “This file is protected by Check Point…”.  
**Workaround:** Do not use Exchange Transport Protection Rules to apply RMS policy templates to messages with LMKS or RMS Advanced Enforcement protected attachments. To protect the email with an RMS template, initiate protection from within Outlook 2003 or 2007 rather than via Exchange. Alternatively, protect the attachments with an RMS IRM Compatible policy, ad hoc policy, or RMS template rather than an LMKS or RMS Advanced Enforcement policy. |
On-Demand Mode

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| 12633| Protected Microsoft Word (.doc) files created in Acrobat 8 or 9 are not readable without the Check Point Document Security Client and do not display an error indicating that they are protected by Check Point.  
**Workaround:** open the file in Microsoft Word using the Check Point Document Security and save the document. If the file was protected with an IRM-compatible policy it will now be readable by an IRM-enabled application. |

Adobe Acrobat and Reader (including PDF conversion from other applications)

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| N/A  | When using a web browser other than 32-bit Internet Explorer, or when Internet Explorer’s “Protected Mode” (available in Windows Vista and later operating systems) is enabled for the current zone, protected documents cannot be displayed in the browser window using Acrobat 9 or Reader 9. If the “Display PDF in Browser” option is enabled in the Adobe application preferences and the user attempts to open a protected PDF file from the browser, the browser window will display a message indicating that the file is protected by Check Point and cannot be opened.  
**Workaround:** When working with protected PDFs in the browser on a machine with Acrobat or Reader 9, make sure to use the 32-bit version of Internet Explorer and to disable protected mode for the zone in which the PDF is located. Protected mode can be disabled by launching Internet Explorer and selecting Tools | Options | Security, selecting the appropriate zone, and unchecking the box marked “Enable Protected Mode”. Alternatively, save the PDF to disk and open it outside the browser, or disable the “Display PDF in Browser” option in the Adobe application preferences (under Edit | Preferences | Internet). |
<p>| 12656| Converting a protected document to PDF from the explorer will result in creation of a 0k PDF file rather than showing an operation denied message if the user does not have write access to the document. (Users must have write access to the document in order to create a PDF) |</p>
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<tr>
<td>12997</td>
<td>On 64-bit Operating Systems, protected Microsoft Office files cannot be converted to PDF from Windows Explorer (right-click). Attempting to convert from the Explorer may result in a hang or crash. <strong>Workaround:</strong> Convert to PDF from the Office application.</td>
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<tr>
<td>12998</td>
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<tr>
<td>12701</td>
<td>In Adobe Acrobat, the Bates Numbering feature is not supported for protected content.</td>
</tr>
<tr>
<td>12717</td>
<td>Adobe Acrobat may crash while comparing documents if a portfolio containing protected data is open during the comparison.</td>
</tr>
<tr>
<td>12727</td>
<td>Opening a file from Acrobat Organizer that is protected with a policy from a policy service that has not been added will fail with an “Access Denied” error. <strong>Workaround:</strong> use the Check Point Document Security console to add the policy service before opening the file.</td>
</tr>
<tr>
<td>12504</td>
<td>The <em>Revert</em> operation in Acrobat does not revert policy changes. <strong>Workaround:</strong> Revert the policy using the Policy Droplet.</td>
</tr>
<tr>
<td>12583</td>
<td>The <em>Append to PDF</em> operation in Outlook will overwrite existing content in a protected PDF file. <strong>Workaround:</strong> Create a new PDF from the email then use the insert pages feature within Adobe Acrobat to append it to the original PDF.</td>
</tr>
<tr>
<td>12827</td>
<td>Acrobat will fail when trying to create a PDF file from a protected JPG or TXT file that is being opened via WebDAV (URL specified location). <strong>Workaround:</strong> specify the file location via UNC or copy the file locally before opening in Acrobat.</td>
</tr>
<tr>
<td>12840</td>
<td>When navigating among documents in a PDF package, the PDF package will display the package policy in the droplet rather than the policy of the selected file if the file is not PDF or the user does not have access to the file.</td>
</tr>
<tr>
<td>12844</td>
<td>When navigating among documents in a PDF portfolio, the PDF portfolio will display the portfolio policy in the droplet rather than the policy of the selected file if the file is not readable in Acrobat’s viewing pane (no access or unsupported file type).</td>
</tr>
<tr>
<td>12874</td>
<td>Attempting to convert to PDF a protected Visio document that the user does not have permission to convert (for example, because the user does not have write permissions, or is using an unsupported version of Adobe Acrobat) shows the Visio conversion process dialog instead of displaying an error dialog denying the operation. <strong>Workaround:</strong> press cancel on the Visio conversion progress dialog</td>
</tr>
<tr>
<td>12997</td>
<td>Converting a protected PowerPoint file to PDF from Explorer when PowerPoint is closed may result in a PDF file that contains the &quot;This file is protected by Check Point… &quot; text. <strong>Workaround:</strong> open the file in PowerPoint before converting it to PDF.</td>
</tr>
<tr>
<td>12998</td>
<td>Word may terminate abnormally when an attempt is made to convert a Word file to PDF without the proper rights to do so.</td>
</tr>
<tr>
<td>13053</td>
<td>Printing multiple Excel files at once from Explorer to PDF results in only the first file being distilled. <strong>Workaround:</strong> Print each Excel file to PDF individually.</td>
</tr>
<tr>
<td>13785</td>
<td>Some PDF files containing embedded Flash objects may take a long time to open in Adobe Acrobat or Reader 9.</td>
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**Microsoft Word, Excel, PowerPoint, and Visio**

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<tr>
<td>10638</td>
<td>The Excel camera feature fails when used on protected documents.</td>
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<tr>
<td>10899</td>
<td>When a user has a document open in Word and does not have policy rights to edit the document, error messages indicating that the save failed may be displayed on the autorecovery save interval. <strong>Workaround:</strong> Use Office settings to disable autosave for the affected document.</td>
</tr>
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<td>Description</td>
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</table>
| 11156  | When a protected document is sent for review using the *send for review* feature in Word or Excel, the *reply with changes* feature will be disabled for the recipient.  
**Workaround:** Send the initial email or the reviewed copy as an email attachment.       |
| 11182  | Embedding Excel spreadsheets into an Excel spreadsheet will fail in Excel 2003 or 2007.                                                                                                                      |
| 11251,  
11249,  
14438 | Documents that are protected by a password in Microsoft Office and also protected with a security policy may not be openable in the following cases:  
- Documents that are protected by the Check Point Document Security client with an IRM compatible RMS policy and are also password-protected in Office cannot be opened without the client  
- Documents that are protected by Office with IRM, without the client, and are also password-protected in Office cannot be opened with the client  
- Documents in the Office 2007 file format that are protected by a policy and that are also password-protected in Office cannot be opened with the client in Office 2003 or Office XP  
**Workaround:** Encrypting a document with an RMS or Document Security policy makes Office password protection unnecessary. Avoid protecting documents with both a password and a policy. |
| 12586  | Inserting a PDF document into a Microsoft Office document using *Insert Object/Create New* will fail.                                                                                                     
**Workaround:** use *Insert Object/Create From File*.                                       |
| 12579  | Dragging and dropping a protected PDF document to which the user does not have read access into a Microsoft Office document may cause the Microsoft application to crash.                                             |
| 13424  | Protected Excel worksheets cannot be imported into Crystal Xcelsius. Import may cause Crystal Xcelsius to crash.                                                                                               |
| 13625  | Attempting to print a PowerPoint file whose policy does not allow the user to print it from Explorer via right-click-> print will cause PowerPoint to hang.                                                      |
| 13783  | Protected files in OpenDocument Format (such as .odt, .odp, or .ods files) opened via the file open dialog from a SharePoint or other WebDAV share in Microsoft Office 2007 SP2 appear corrupted upon opening.  
**Workaround:** Copy the file to a local location before opening it.                         |
| 14907  | Accessing a SharePoint location in Microsoft Office via the file open dialog may fail when Internet Explorer 7 is installed.                                                                                
**Workaround:** Open the file from the SharePoint web interface rather than the file open dialog, or upgrade to Internet Explorer 8.                    |
| 11092  | When you copy/paste graphics from PowerPoint to Visio, only the text is copied, not the objects.                                                                                                           
**Workaround:** Use Drag and Drop to copy/paste both text and objects.                         |
| 13685  | In Visio, saving a file on top of another file with the same name on a SharePoint or WebDAV fileshare sometimes fails with error 126: Could not save file.  
**Workaround:** Save the file with a different name.                                          |

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<tr>
<td>10008</td>
<td>If you have the Proxy set to Auto Discover, then it may take 40-50 seconds to add a local server.</td>
</tr>
</tbody>
</table>
| 11261  | Uninstallation of the client may fail if the client was installed to a path containing non-ASCII characters.                                                                                                 
**Workaround:** Avoid installing the client to custom paths containing non-ASCII characters. |
| 11367  | Installation of the client may fail if the computer has not been restarted since the last Windows Update was applied.                                                                                  
**Workaround:** Restart the computer after installing Windows Updates.                           |
| 12579  | Making multiple attempts to embed a file for which the user does not have the read policy permission into another application may cause the second application to hang or crash. |

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*Known Limitations*   
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| 12688, 12483, 12562, 12804, 12706, 12383 | In some cases, duplicate audit records may be recorded:  
- The Document Save operation is recorded twice in the audit logs when a new document is created and saved via the Extract Pages operation in Acrobat.  
- Using Acrobat 8 to open a PDF may cause the Open action to be audited twice.  
- Print operations may generate duplicate audit records.  
- A duplicate merge audit record is created when PDFs are merged using drag and drop from the Acrobat Pages Sidebar.  
- Searching attachments in Acrobat or Reader versions 8 and 9 may create multiple Print and Open audit records. |
| 12982    | If a document open operation fails because the user does not have rights to read the document, a second dialog indicating that the user cannot open the file may appear behind the application window.  
**Workaround:** Click on the application window to display the dialog. |
| 14133    | Command line tools (such as LMViewPolicy.exe and LMAssignPolicy.exe) may experience performance delays when used on Windows 7 or Windows Server 2008 R2 if the computer is unable to contact the domain Active Directory server. |
| NA       | Some references to the Liquid Machines Document Control client still exist within the Check Point Document Security client product and documentation. Specifically, when installing or uninstalling the client, you may be notified that the publisher of the software is Liquid Machines.  
In addition, references to Liquid Machines in the Administration Guide have not been replaced with references to Check Point. Detailed technical instructions in the Administration Guide that refer to Liquid Machines are still valid and do not need to be modified—for example, registry key locations mentioned in the Administration Guide that contain Liquid Machines in the path are still correct; the system administrator should not replace references to Liquid Machines with references to Check Point. |