

1 Installing PDFlib FontReporter

PDFlib FontReporter works with the following Acrobat versions (it doesn't work with Adobe Reader):

- ▶ Windows: Acrobat 8/9/X/XI/DC 32-bit
- ▶ Windows: Acrobat DC 64-bit
- ▶ macOS: Acrobat DC

Since Acrobat DC is available in 32-bit and 64-bit versions two different installers are available. It is important to use the appropriate installer which matches the installed Acrobat version.

Installing FontReporter on Windows. To install PDFlib FontReporter in Acrobat, the plugin files must be placed in a subdirectory of the Acrobat plugin folder. This is done automatically by the plugin installer, but can also be done manually. A typical location of the plugin folder looks as follows:

The plugin folder for Acrobat 32-bit on 64-bit Windows typically looks as follows:

```
C:\Program Files (x86)\Adobe\Acrobat DC\Acrobat\plug_ins\PDFlib Block Plugin
```

The plugin folder for Acrobat 64-bit typically looks as follows:

```
C:\Program Files\Adobe\Acrobat DC\Acrobat\plug_ins\PDFlib Block Plugin
```

Installing FontReporter on macOS. Proceed as follows to install the plugin for all users:

- ▶ Double-click the disk image to mount it. A folder with the plugin files will be visible.
- ▶ Copy the plugin folder to the following path in the system's *Library* folder (create the *Plug-Ins* folder if it doesn't yet exist):

```
/Library/Application Support/Adobe/Acrobat/XXX/Plug-ins
```

Alternatively you can install the plugin only for a single user as follows:

- ▶ Click the desktop to make sure you're in the Finder, hold down the *Option* key, and choose *Go, Library* to open the user's *Library* folder.
- ▶ Copy the plugin folder to the following path in the user's *Library* folder (create the *Plug-Ins* folder if it doesn't yet exist):

```
/Users/<username>/Library/Application Support/Adobe/Acrobat/XXX/Plug-ins
```

Multi-lingual interface. PDFlib FontReporter supports multiple languages in the user interface. Depending on the application language of Acrobat, FontReporter chooses its interface language automatically. Currently English and German interfaces are available. If Acrobat runs in any other language mode, FontReporter uses the English interface.

Sandbox Protection for Acrobat DC on Windows. Acrobat DC 2020 introduced a new security model called *Sandbox Protections* which can be activated via *Preferences, Security (Enhanced), Protected Mode* and *Protected View*. If it is enabled various operations are restricted and a yellow bar with a security message appears at the top of the document window. More information about Sandbox Protections can be found at:

helpx.adobe.com/acrobat/using/whats-new/2020-august.html

www.adobe.com/devnet-docs/acrobatetk/tools/AppSec/sandboxprotections.html

If Sandboxing is enabled it affects PDFlib FontReporter. Protected View by default grants access to Acrobat's *AppData* directory, the temp directory and several other directories, but not to arbitrary user directories. The FontReporter Plugin can only read from and write to directories which are included in the default directory list of Protected View or which have been configured (whitelisted) in a policy file at the following location (for 32-bit and 64-bit versions of Acrobat):

```
C:\Program Files (x86)\Adobe\Acrobat DC\Acrobat\PDFlibFontReporterCustomPolicies.txt  
C:\Program Files\Adobe\Acrobat DC\Acrobat\PDFlibFontReporterCustomPolicies.txt
```

By default the policy file grants access to the following directories, but more directory names can be added by the Administrator:

```
; Protected Path Section  
FILES_ALLOW_ANY = C:\Users\\*.*  
FILES_ALLOW_ANY = C:\Users\Public\*.*
```

If Protected Mode or Protected View is enabled and directories are used which are not whitelisted, FontReporter may not work.

Troubleshooting. If PDFlib FontReporter doesn't seem to work check the following: Make sure that in *Edit, Preferences, [General...], General* the box *Use only certified plug-ins* is unchecked. The plugin is not loaded if Acrobat runs in Certified Mode.