



# Enterprise Rights Management: Document Protection

Intel Information Technology

Job aid

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<b>Description</b>	<p>Enterprise Rights Management (ERM) is used at Intel to protect classified content.</p> <p>Intel will protect classified content with an ERM policy prior to sending the content via email or posting it to a SharePoint site.</p>
<b>Who should use this job aid</b>	<p>This job aid is for Intel partners who will receive content that is protected with ERM.</p> <p>You must have signed a non-disclosure agreement (NDA) with Intel before you can receive any classified documents from Intel.</p>
<b>What is required in order to view a document protected by Intel's ERM</b>	<p>In order to view content that is protected by Intel's Enterprise Rights Management you will need to install the Intel ERM Package and be authorized to view the content.</p> <p><b>Instructions to Download and Install the ERM Package:</b></p> <ol style="list-style-type: none"><li>1. Click this link: <a href="#">Download ERM</a></li><li>2. Click <b>Save</b> and save the file to your computer.</li><li>3. Navigate to the location where you saved the file.</li><li>4. Right-click on the file name and select <b>Run</b>.</li></ol> <p><b>Steps to check the ERM Package installation was successful:</b></p> <ol style="list-style-type: none"><li>1. Go to Start--&gt; All Programs --&gt; Intel --&gt; Security --&gt; ERM</li><li>2. You should see ERM PDF Viewer. For additional details click here: <a href="#">ERM Package Install - Validation</a></li></ol>

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## Receiving Documents Protected by Enterprise Rights Management


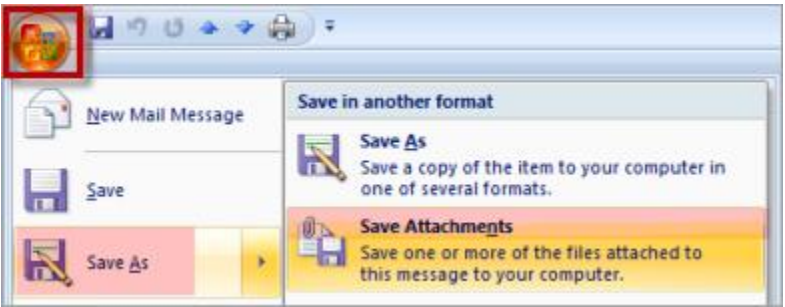

Two of the possible ways that you may receive content from Intel that is protected with ERM are:

1. Via e-mail
2. On a SharePoint site used for your project

Note that you must have installed the Intel ERM package in order to view a protected ERM document. You also need to be included on the ERM policy that protects the document in order to have permission to open and view the document.

If you are unable to open a protected document, please contact your Business Account Manager.

## Accessing ERM documents from email

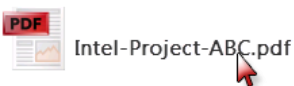
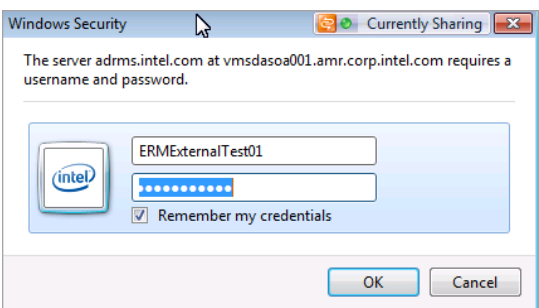
Step	Action	
1	<p>You may receive an ERM-protected document as a PDF attachment to an email.</p> <p>Open the email message which includes the attached protected document.</p>	
2	<p>Save the attachment to your computer.</p>	<div data-bbox="215 1045 711 1402"> <p><b>Office 2007</b></p> <ol style="list-style-type: none"> <li>1. Click the Office button. </li> <li>2. Select <b>Save As &gt; Save Attachments</b>.</li> <li>3. Or right-click on the attachment in the email and select <b>Save-As</b>.</li> </ol> </div> <div data-bbox="735 1056 1515 1360">  </div> <div data-bbox="215 1413 711 1822"> <p><b>Office 2003</b></p> <p>Select <b>File &gt; Save Attachments</b></p> </div> <div data-bbox="735 1423 1076 1812">  </div>

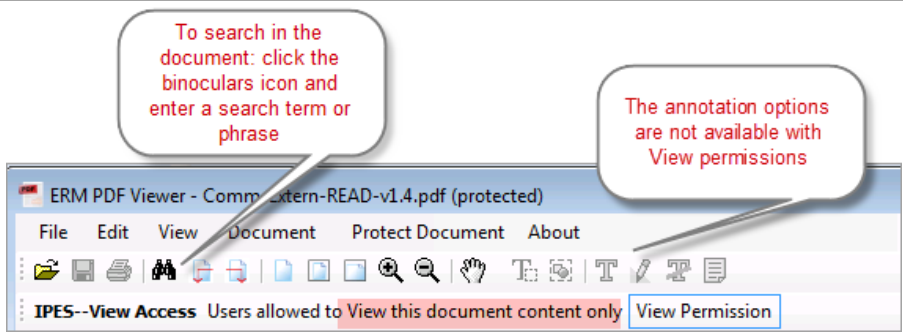
3	See <a href="#">Reading an ERM-Protected PDF document</a> (below) for the steps to authenticate in order to view the ERM-protected document.

## Reading an ERM-Protected PDF Document

ERM-protected documents are in PDF\* format. When you installed the ERM package, you installed the ERM PDF Viewer which is used to open and read your ERM-protected PDF documents.

To read unprotected PDF files, you can continue to use you Adobe Reader or whatever application you currently use. See [Reading an Unprotected PDF Document](#), below.

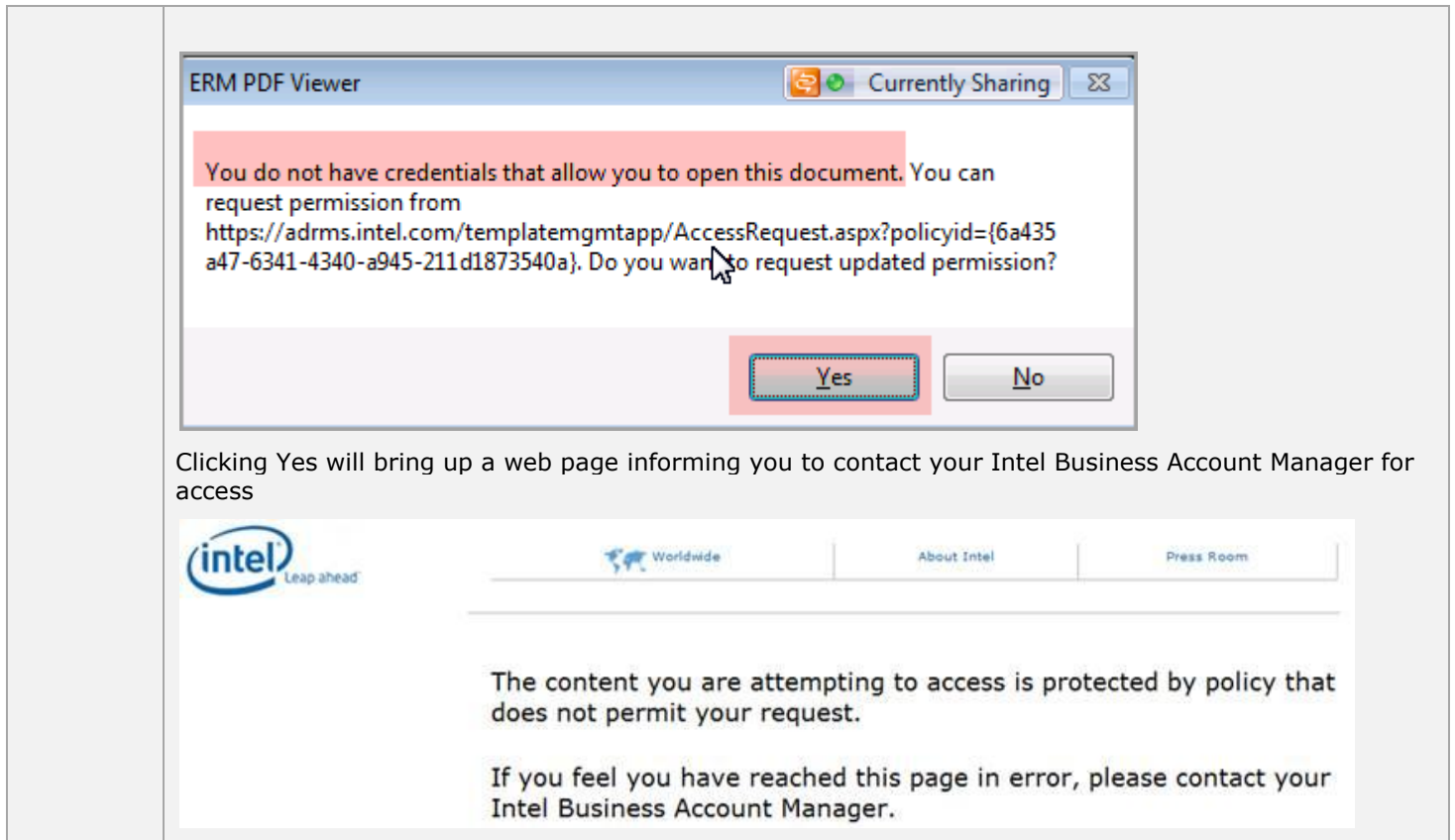
Step	Action	Expected Results
1	<p>After saving the PDF attachment to your computer, click on the filename.</p>  <p><i>Important:</i></p> <p><i>You must be connected to the Internet the first time you open a protected document.</i></p> <p>See <a href="#">Offline Access</a> (below) for working with an ERM document when <b>not</b> connected to the Internet.</p>	You will see a login prompt.
2	<p>Enter your Intel-provided user name and password in the login prompt. You have to be connected to the Internet so that your credentials can be validated.</p> 	<p>If you have been granted permission to the file, AND you are connected to the Internet, the file will open.</p> <p><i>See step 4 for what happens if you don't have access.</i></p>
3	<p>ERM-protected files always open in the <b>ERM PDF Viewer</b>. Note that you will have <b>View</b> permissions to the document so the annotation tools will not be available.</p> <p>Use the binoculars icon to search the document.</p>	



Note the following options for navigating and viewing the document.

<p>Click the <b>bookmark icon</b> in the left-side pane to display the bookmarks. Click any bookmark to navigate to that place in the document.</p>	
<p>Use the magnifying glass icons or the options on the <b>View menu</b> to zoom in or out.</p>	
<p>Use the Page Navigation options on the <b>Document menu</b>.</p>	

4 If you attempt to open a document to which you have not been granted permissions, a message will be displayed. This message may appear behind any items that are open on your desktop.



The image shows two screenshots. The top screenshot is a dialog box titled "ERM PDF Viewer" with a "Currently Sharing" button. The text inside reads: "You do not have credentials that allow you to open this document. You can request permission from <https://adrms.intel.com/templatemgmtapp/AccessRequest.aspx?policyid={6a435a47-6341-4340-a945-211d1873540a}>. Do you want to request updated permission?" There are "Yes" and "No" buttons at the bottom. The "Yes" button is highlighted with a red box. The bottom screenshot is an Intel error page. It features the Intel logo and navigation links for "Worldwide", "About Intel", and "Press Room". The main text states: "The content you are attempting to access is protected by policy that does not permit your request. If you feel you have reached this page in error, please contact your Intel Business Account Manager."

Clicking Yes will bring up a web page informing you to contact your Intel Business Account Manager for access

## Accessing an ERM Document when Offline

### Offline Access

The first time that you access an ERM-protected document, you need to be connected to the Internet so that your permission to the document can be validated.

After that, you can access the document when you are offline until the offline lease period has expired.

If you are not online when the system needs to confirm your credentials, you will see the following prompt reminding you to connect to the Internet in order to provide your login ID and password to validate your permission to the document.

### Microsoft Office Word



This service is temporarily unavailable. Ensure that you have connectivity to this server. This error could be caused because you are working offline, your proxy settings are preventing your connection, or you are experiencing intermittent network issues.

OK

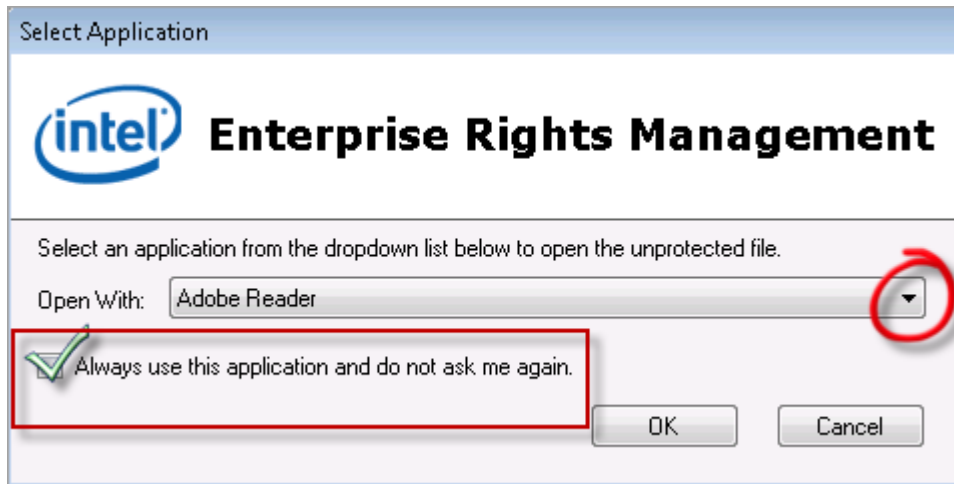
## Reading an Unprotected PDF Document

### Selecting the PDF Reader

After installing the ERM package, the first time you open an unprotected PDF file, you may see the prompt below.

You can select Adobe Reader and click "Always use this application and do not ask me again."

This will ensure that your unprotected PDF files will open in Adobe Reader and your ERM-protected files will continue to open automatically using the ERM PDF Viewer.



## Steps to check successful install of ERM Package

### ERM Package validation

After installing the ERM package, please check the following to validate the installation was successful

1. Go to Start--> All Programs --> Intel --> Security --> ERM
2. Select ERM PDF Viewer.
3. The ERM PDF Viewer should open successfully. This is the viewer that will be used to view your protected PDF files from Intel.

