

General

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How can I buy PDF Sign&Seal support from website

You can buy the PDF Sign&Seal support package from the website by following these steps:

1. Login to your [Ascertia account](#). For new user please [Sign-up](#).
2. Once you are logged into your Ascertia's account, please click on link 'View Online Purchases'
3. A row of PDF Sign&Seal will be shown to you under products section. Click the link "Click here to renew support" in Support Expiry Details column.
4. Shopping cart page will be opened
5. From this page you can purchase the PDF Sign&Seal support package

Why do I receive error message "Root element missing" when try to run application

Sometimes configuration files get corrupted by not closing application in standard way. This issue can be resolved by following the below given steps:

 Create backup of "AppSettings.xml"

1. Download [AppSettings.zip](#) file and extract it.
2. Please locate "AppSettings.xml" at %USERPROFILE%\AppData\Roaming\Ascertia\PDF Sign&Seal\Configurations
3. Replace "AppSettings.xml" it with downloaded file
4. Run PDF Sign&Seal

Why PDF Sign&Seal get minimize in tool bar after running and unable to maximize

PDF Sign&Seal display location is defined in application data. Sometime by changing the resolution setting its displayed location values change to unreal values. This issue can be resolved by performing the following steps

1. Locate folder %USERPROFILE%\AppData\Roaming\Ascertia\PDF Sign&Seal\Configurations
2. Open "AppSettings.xml" in Notepad
3. Change Width, height to "0" under DisplaySize
4. Change X, Y to "-4" under DisplayLocation
5. Save the settings
6. Run PDF Sign&Seal

Why I receive an error message "system.io.directorynotfound" running application for very first time

PDF Sign&Seal during its installation, stores user configurations in Application Data folder. It is observed that on certain machines two Application data folder one with the name 'Application Data' and the other '%appdata%' is present. In such a scenario, PDF Sign&Seal installation, copies the user configurations '%appdata%' instead of Application data folder. This problem can easily be solved by performing the following steps:

1. Click on Start
2. Click on Run
3. Locate [Operating System Drive]\Documents and Settings\[User]
4. Open "%appdata%" folder
5. Copy Ascertia folder in %appdata% folder
6. Go back to Application data folder and Paste it
7. Run PDF Sign&Seal

What is the difference between PDF Sign&Seal and PDF Signer Server

PDF Sign&Seal and PDF Signer Server are two different Ascertia products.

PDF Signer Server is marketing term given to ADSS Server when supplied with PDF signing and/or PDF signature verification modules. PDF Signer Server brings advanced digital signature and time-stamping capability to PDF documents and forms using a server-side solution. In this case the signature is created on the server. This can be done in an automated way or on demand through a web services interface. ADSS Server also allows client-side signatures to be applied to PDFs through the use of the ADSS Go>Sign applet. This is an ideal solution when the signing keys are held locally by the user (on smartcard, USB token or in software). Using the Go>Sign applet within a web-browser has a real benefit to external workflows since no signing software is required to exist on end user systems.

PDF Sign&Seal is a standalone desktop application that makes it easy to use digital signatures, time-stamp and strong encryption on business documents. It is expected to be used with an organization and it has been carefully designed for use by busy managers that have ease of use as a priority. Using PDF Sign&Seal anyone can easily create, sign or protect a business documents.

Both applications work without any need to purchase Adobe® licenses.

What are long-term signatures and why are these needed

Long-term signatures are advanced digital signatures which have time-stamp and signer certificate revocation status embedded within them. This information is added at the time of signing to prove the time of signing and the fact that the signer's certificate was valid at signing time. Such signatures are valuable because they give people unequivocal proof that the contents of a data file existed at a point-in-time and that the contents have not changed since that time, regardless of any later change of signing certificate status or expiry. The PDF specifications fully support such long-term signatures and signatures produced by PDF Sign&Seal are thus fully compatible with Adobe® Reader.

Do I need to have a complete certificate chain in order to trust the timestamp token

Yes, a complete certificate chain is required in order to trust the timestamp token as a path is built up to the Root CA of the timestamp token. The intermediate CAs in the TSA certificate chain may either be present within the verifier's Windows® certificate store or embedded directly within the time stamp token. The Root CA must exist within the Verifier's Windows certificate store.

If certificate path building fails then ensure that the intermediate certificate(s) are present in your Windows® certificate store (they may or may not be embedded within the timestamp token – depending on which TSA authority created the token). You can access your browser's certificate store from Internet Explorer > Internet Options > Tools > Content > Certificates > Intermediate Certification Authorities/Trusted Root Certification

Authorities.

Do I need to have a complete certificate chain in order to trust the signer certificate

Yes, a complete chain is required in order to trust the signer certificate, since as part of trust checking a path is built to the relevant Root CA. The intermediate CAs in the signer certificate chain may be present within the signature itself but the Root CA must be pre-installed within the verifier's Windows environment.

If certificate path building fails then ensure that the intermediate certificate(s) are present in your Windows® certificate store (they may or may not be embedded within the signature – depending on which application created the signature). You can access your browser's certificate store from Internet Explorer > Internet Options > Content > Certificates > Intermediate Certification Authorities/Trusted Root Certification Authorities.

Does PDF Sign&Seal support PDF/A compliant signatures

Yes PDF Sign&Seal supports PDF/A compliant signatures. Signature images used within signature appearances need to be non-transparent in order to be PDF/A compliant.

Which platforms is PDF Sign&Seal available on

PDF Sign&Seal is designed to work on Microsoft® (32-bit and 64-bit) operating systems including:

1. Windows XP Professional with SP2 and above
2. Windows 7
3. Windows 8
4. Windows 10

PDF Sign&Seal requires the Microsoft .Net Framework 4.7 and onwards which should be pre-installed on your machine.

It is also possible to consider implementing the core functionality of PDF Sign&Seal on the following operating systems as part of a project: Linux, Solaris and Other UNIX based operating systems.

Does PDF Sign&Seal support digest authentication over an HTTP proxy

Yes, PDF Sign&Seal support digest authentication over an HTTP proxy, this can be configured from PDF Sign&Seal Preferences > Connection pane.

Specifically which types of PDF signature are supported

PDF Sign&Seal supports the following types of signatures:

- Basic digital signatures (visible or invisible)
- Timestamp digital signatures (visible or invisible)
- Long-term digital signatures (visible or invisible)
- Plus certified digital signature versions of the above

What are Adobe® CDS signatures and are these supported

Adobe® Certified Document Services (CDS) is the first digital signing solution that allows authors to create PDF files that automatically certify to the recipient that the author's identity has been verified by a trusted organization and that the document has not been altered in any way. With CDS signatures, trust is built automatically with no additional software download or configuration is required by the recipient of a certified document to validate its authenticity. PDF Sign&Seal supports such CDS certificates and signatures. In fact PDF Sign&Seal is tightly integrated with CDS certificates so that the user doesn't need to make any special configurations. PDF Sign&Seal detects CDS certificates and automatically creates long-term signatures when signing. The appropriate timestamp and certificate status information is obtained automatically.

Which cryptographic algorithms are supported by PDF Sign&Seal

PDF Sign&Seal supports SHA1 and SHA2 for hashing and RSA for signature algorithms. For PDF encryption it uses AES (128-Bit) and RC4 (128-Bit) algorithms. Both X.509 v1 and v3 digital certificates are supported. CRL (v1 and v2) and OCSP (RFC 2560) based certificate validation is also supported.

Which type of PDF files are supported in PDF Sign&Seal

PDF Sign&Seal support PDF acroform files of version v1.3+ (i.e. form PDF files, portraits, landscapes, etc). Versions below this are supported but Reader does not handle visible signatures properly for these old versions, hence interoperability is affected.

Is there a limitation on PDF document sizes

There is no limitation on the PDF document size that can be accepted provided there is sufficient memory available. Typically if the system RAM is 1024MB, PDF Sign&Seal is capable of handling PDF documents of up to 10 MB.

Which certificate revocation checking mechanism(s) are supported in PDF Sign&Seal

PDF Sign&Seal supports the following revocation checking mechanism(s) in this order:

1. OCSP using locally configured hardware addresses of OCSP responders
2. OCSP using the target certificate's AIA extension
3. CRL using the local cache
4. CRL using the target certificate's CDP extension

Does PDF Sign&Seal support Tablet PCs

Yes, PDF Sign&Seal supports Tablet PCs. While designing a signature appearance it is possible to create your own dynamic hand-signature image using Tablet PC ink support. Also it is possible to write directly on an opened PDF document using Tablet PC ink.

What are the key features of PDF Sign&Seal

PDF Sign&Seal is an inexpensive solution to digital sign PDF documents using flexible signature appearances. You can bulk process (sign, seal or sign&seal) many documents in one click. In addition to this, PDF Sign&Seal allows users to stamp, watermark, attach files, add sticky notes and fill forms very cost effectively.

How can I request a new feature that I want added to PDF Sign&Seal

You can email your suggestion or feedback regarding the PDF Sign&Seal to support@ascertia.com. Alternatively you can fill in an online form at: <http://www.ascertia.com/products/pdf-sign-seal>

How do I access PDF Sign&Seal support services

If you have any technical queries regarding PDF Sign&Seal then email details of the question or issue to support@ascertia.com or submit a support ticket to technical support from the support page on our website <https://www.ascertia.com/fusion/index.php?/Tickets/Submit/RenderForm/15/> Remember to include the product logs, any screenshots and steps you performed to produce the issue.

Can I request translation of PDF Sign&Seal GUI into other languages

PDF Sign&Seal is a multi-lingual product and new languages can be requested by emailing the details to support@ascertia.com.

Does PDF Sign&Seal support attachments, watermarks and stamping

Yes, PDF Sign&Seal support attachments, watermarks and stamps.

Can I view multiple documents in one go

Yes, PDF Sign&Seal allows you to view multiple documents. The process is simple, select all the desired documents, right click and choose

"Open PDF Sign&Seal" option or open multiple documents from within the main application. Each document is shown in its own tab within the PDF Sign&Seal application.

Do Adobe® products verify signatures produced by PDF Sign&Seal

Yes Adobe® Acrobat® and Adobe Acrobat Reader products verify digital signatures produced by PDF Sign&Seal.

How much does the file size increase when signing, and what is this dependent upon?

The size of the signed file increases (i.e. in comparison of the original unsigned file) depending upon the size of the images placed within the signature appearance. For long-term signatures additional space is used to add the timestamp and the certificate chain validation information.