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2 MediaSeal – Encryption While You Work

2.1 MediaSeal Overview

MediaSeal® is an advanced security solution that has been specifically designed to protect sensitive information. Using a combination of sophisticated data encryption techniques and multi-layer access controls, MediaSeal® can protect sensitive content and provide comprehensive security auditing.

MediaSeal® keeps sensitive files encrypted whilst they are being used. It has been designed to fit smoothly into collaborative workflows with the minimum amount of effort.
3 MediaSeal Decryptor Client

3.1 Decryptor Client Overview

MediaSeal Decryptor is a client application that is used to decrypt content that has been protected using MediaSeal Technologies.

Access to MediaSeal protected content is determined by the person protecting the content and may include a combination of a password, iLok and Server Authentication.

Authorising access to protected content is undertaken by the MediaSeal Decryptor Client when you try to access a MediaSeal protected file. Depending upon the protection level of the file, the MediaSeal Decryptor Client may simply ask you to enter a password to access the file, however it may also automatically verify your access with a remote server and that you have the correct iLok License configured.

MediaSeal Decryptor client integrates seamlessly by allowing you to utilise your preferred applications to view and edit content whilst the content remains protected.

3.2 Password Only Content

MediaSeal Decryptor client application can be used to access content that has been encrypted with a password only.

If you are receiving content that does not require multi factor authentication and is password only. You can install the MediaSeal Decryptor client without the need for registering with MediaSeal and obtaining a MediaSeal licence.

However, where possible we would recommend registering with MediaSeal to obtain a MediaSeal licence as you may receive content in the future that requires a MediaSeal licence.
3.3 Licensing

MediaSeal Decryptor Client uses a MediaSeal Decryptor Client license when working with content restricted to multi factor authentication. The MediaSeal Decryptor Client license is managed using iLok technologies.

In such cases you will need:

You will need an iLok account.

As part of the MediaSeal registration process, you will be asked to enter your existing iLok account details or create a new iLok account.

A MediaSeal Decryptor license will be deposited to your iLok account during the MediaSeal registration process.

As part of the Decryptor Client configuration, you will be asked to enter your iLok account details. Once entered this will enable you to activate your license and allocate the license to a physical iLok or to a specific computer. Please see the Activate iLok Section on how to configure.

More information on iLok technologies and where to purchase a physical iLok can be found on the website:

iLok Website
https://www.ilok.com

3.4 Supported Applications

MediaSeal Decryptor Client uses a database of approved and compatible applications.
To open MediaSeal protected content with an application, the application must be an approved application, otherwise you will be unable to decrypt the content.

Each time you start MediaSeal Decryptor Client, it will contact MediaSeal Global Services http://gs.cloud.mediaseal.com to update the application compatibility database.

MediaSeal Decryptor Client is continually tested to ensure the latest applications are compatible with MediaSeal.

3.4.1 Application Compatibility Database

By default, MediaSeal Decryptor Client includes a default application compatibility database. You will be able to open files with the default MediaSeal approved applications.

If you are in an environment with no connection to MediaSeal Global Services http://gs.cloud.mediaseal.com, you will not be able to update the application compatibility database when new applications are tested and approved.

If you require an application to be approved for use with MediaSeal, please contact MediaSeal support

If you are in an offline environment and require the latest application compatibility database, please see the Updating Compatibility Database section for further information.
4 MediaSeal Secure Player

MediaSeal Secure Player is an application that is bundled as part of MediaSeal Decryptor Client. It provides viewing both encrypted and unencrypted Media content and supports a wide variety of Media formats. Content owners may also choose to encrypt content that is restricted to only be accessed within MediaSeal Secure Player and not via any other application.

For MediaSeal Secure Player keyboard shortcuts please refer to Appendix B.
5 MEDIASEAL SUPPORT

For MediaSeal Decryptor Client support, the latest information, tutorials and solutions, please visit the MediaSeal Support Portal. If you still require further information or assistance, please email the MediaSeal Support Team.

5.1.1 MediaSeal Support Portal

MediaSeal Support Portal

https://mediaseal.fortiumtech.com

5.1.2 MediaSeal Email Support

MediaSeal Support Email

mailto:support@mediaseal.com
6 Version Compatibility

To ensure compatibility, please ensure you are using the latest version.

MediaSeal products are regularly updated to include the latest security features and enhancements. On occasion, this requires changes that are incompatible with previous versions. For the latest version compatibility, please visit the MediaSeal Support Portal.

For the latest version compatibility, please visit the MediaSeal Support Portal.
7 System Requirements

7.1 Hardware Requirements

Most modern computers can run MediaSeal Decryptor Client.

7.1.1.1 Recommended Hardware Specification

Processor: Dual Core Intel / AMD processor (or Above)
Memory: 4 Gb RAM (or Above)
Storage: 1 Gb free space (or Above) + additional space as needed for content files

7.2 Supported Operating Systems

MediaSeal is supported on a wide range of operating systems and versions.

For the latest information on supported operating systems please visit the link below.

MediaSeal Supported Operating Systems
8 ADDITIONAL REQUIREMENTS

8.1 MediaSeal Account

You will need to register a MediaSeal Account to use the MediaSeal Decryptor Client for content protected with multi-factor authentication.

You should have received an email invite from noreply@mediaseal.com. Simply follow the instructions in the email and fill in the online form.

To obtain an invitation please contact your content owner.

8.2 MediaSeal Decryptor Client Software

MediaSeal Decryptor Client software can be obtained from the MediaSeal Registration Portal in the Downloads Section.

Download the software that corresponds with your Operating System (OS).
It is recommended that you check regularly for new updates, new versions provide new features, functionality and updated security.

MediaSeal Portal
https://gs.cloud.mediaseal.com/signin

8.3 Permissions to Install Software

You will need administrative permissions on your machine to be able to install the MediaSeal Decryptor Client Software. If you do not have permissions or are not sure, please contact your System Administrator for further assistance.

8.4 Secure Player Requirements

MediaSeal Secure Plater is supported on a wide range of operating systems and versions.

*Secure player on Window 7 requires a compatible GPU driver that supports Windows Display Driver Model (WDDM). In addition, a Windows Aero Theme needs to be enabled.
9 INSTALLATION

9.1 INSTALLATION ON WINDOWS

*MediaSeal Decryptor Client will require you to restart the machine after installation.*

*Please save and close any open files before proceeding.*

- Locate the Installer file that you downloaded from the MediaSeal Portal during registration.

If you did not download the software during registration, please sign-in to the MediaSeal Portal to download:

**MediaSeal Portal**

[https://gs.cloud.mediaseal.com/signin](https://gs.cloud.mediaseal.com/signin)

- Open or extract the contents of the compressed file to locate the installer files inside the compressed folder.
- Locate and launch *MediaSealDecryptorInstaller.exe* and follow the on-screen instructions.

Once installation is completed, you must restart your computer.

Please go to the **configuration section** for configuring MediaSeal Decryptor Client after restart.
9.2 Installation on MacOS

MediaSeal Decryptor Client will require you to restart the machine after installation.
Please save and close any open files before proceeding.

- Locate the Installer file that you downloaded from the MediaSeal Portal during registration.

If you did not download the software during registration, please sign-in to the MediaSeal Portal to download.

MediaSeal Portal
https://gs.cloud.mediaseal.com/signin

- Open or extract the contents of the compressed file to locate the installer files inside the compressed folder.
- Locate and launch MediaSealDecryptor.dmg and follow the on-screen instructions.
- Please review Installation Helper macOS for additional information on installation setup

9.3 Installation Helper macOS

As part of macOS additional security and safe guard measures, your system may require you to approve the MediaSeal software installation. MediaSeal provides an Installation Helper for this process.
• Click Guide Me
• Then enter your credentials
• Click Install Helper
• Click on the padlock to make changes and click allow

Once installation is completed, you must restart your computer.

Please go to the configuration section for configuring MediaSeal Decryptor Client after restart.
10 iLok Activation – Registered MediaSeal Accounts

10.1 Activate iLok License

On first reboot, MediaSeal Decryptor Client will request you to activate your iLok license.

If the window does not appear, please follow the instructions below.

- Click the Decryptor Client Tray icon
- Click Accounts
- Click Activate iLok license

You will be prompted to enter your iLok account credentials.

- Enter your User ID
Forgotten iLok Credentials?

If you have forgotten your iLok account credentials:

- Click Forgot Password or User ID?

This will take you to https://www.ilok.com/#!recover to recover your iLok credentials.
Once you have entered your iLok Credentials, a screen will display the license available to activate.

You will need to Select the MediaSeal Decryptor license

1. Click on MediaSeal Decryptor License
2. Click Next

Continue to **Activation Location Section**

**No MediaSeal Decryptor License?**

If you do not have a MediaSeal Decryptor license available:

The license may already be allocated. Please use iLok license Manager to de-allocate your MediaSeal Decryptor license back to your iLok account.

Alternatively, please log back into the MediaSeal Portal and ensure that you have entered your iLok account.

For support visit: mediaseal.fortiumtech.com
10.2 Activation Location

You can allocate your MediaSeal Decryptor Client license to either a physical iLok or a computer.

- Select Your Computer or Your iLok
- Click Next

10.2.1 Allocate License to Physical iLok

Allocating the MediaSeal Decryptor Client license to a physical iLok enables you to access protected content on multiple computers where MediaSeal Decryptor Client is installed.

10.2.2 Allocate License to Computer

Allocating the MediaSeal Decryptor Client license to a specific computer restricts accessing content to that specific computer. It should be used only if you do not have a physical iLok.

If you allocated license to computer – please see Login Machine License
11 iLok Activation – Unregistered MediaSeal Accounts

11.1 MediaSeal Account Registration (Unregistered User)

If you have received an iLok containing a MediaSeal licence as part of a bulk license transfer and do not have a MediaSeal account, when you plug in the iLok when Decryptor Client is running you will receive the following notification.

Each iLok MediaSeal license must be associated with a MediaSeal account. To register follow the instructions:

- Click the Decryptor Client Tray icon
- Click Accounts
- Click Register an account for iLok [NNNN]
- Complete the Register Account form

MediaSeal
One or more iLoks have not been registered, please click the "Accounts" menu if you wish to register them now.
When completed you will receive the message: “Your account was registered successfully.”

You can check you are registered with MediaSeal by checking your user Id from the Test dialog.

- Click the Decryptor Client Tray icon
- Click Test
- In Enumerating iLoks you will find your new user Id
12 Configuration

12.1 Manage Zone Endpoints

Zone Endpoints are the Studio Key Servers that the MediaSeal Decryptor Client communicates with. By default, MediaSeal Decryptor client is set to communicate with the Default Zone - MediaSeal Global Services [https://gs.cloud.mediaseal.com](https://gs.cloud.mediaseal.com) which acts as a proxy and redirects communication to the correct Studio Key Server automatically.

However, it may be required that you wish to configure connection directly to a Studio Key Server, in which case it is necessary to set a Zone Endpoint. You can configure multiple Zone Endpoints if connecting to multiple studios.

You can check a Zone Endpoint status by Ticking the checkbox of the Zone and clicking Check. Alternatively, you can click Check All to check all Zone Endpoints.

Add New Zone Endpoint

- Click the Decryptor Client Tray icon
- Click on Configuration Tab
- Click Manage zone endpoints
- Click New
- Enter Zone Name in Zone
- Enter EndpointAddress (*see note*)
• Tick *Local* (*see note*) if required.
• Click *Add*
• Click *Save*

**Zone Endpoint addresses can be either a hostname, fully qualified domain name or IP address.**

*See: https://mystudioserver:443*

**LOCAL**

Local should only be set when communicating directly with a studio server.

*Only 1 of the zones can be marked local. The Default Zone (MediaSeal Global Services) cannot be marked Local*

**EDIT ZONE**

To edit the Zone Endpoint:

• Click on the Zone to edit in the list, highlighting the Zone
• Click *Edit*
• Amend Zone details as required
• Click *Change*

**RESTORE DEFAULT ZONE**

To set the default Zone Endpoint:
Remove Zone

To Remove a Zone Endpoint:

- Tick the Zone Endpoint to be removed
- Click Remove Zone

Remove All Zone Endpoints

To remove all Zone Endpoints:

- Click Remove All

12.2 Setting Proxy Server

You can configure MediaSeal Decryptor Client to use a proxy server for communication with MediaSeal Global services or your custom Zone Endpoint Address.

To configure the MediaSeal Decryptor Client to use a proxy server:
• Click the Decryptor Client Tray icon
• Click Configuration
• Click Manage zone endpoints

In the dialog box shown enter your proxy server details. (If you do not know the proxy server details, please contact your System Administrator for assistance)

• Click Save

If you wish to run Decryptor Client as a Windows Service

• Click Apply to Service

12.3 Detection Mode

12.3.1 Detection Mode Overview
MediaSeal Decryptor Client automatically checks files that you access to see if they are MediaSeal protected files. If it detects you are trying to access a MediaSeal protected file, it will begin the authentication process to verify you have permission to access the content.

MediaSeal uses two methods to detect if the file is a MediaSeal protected file.

Fast-Detect Mode (recommended) and Compatibility Mode.

By default, it will use the Fast-Detect Mode. However, if you are opening an older generation MediaSeal protected file or experience issues with Decryptor Client prompting for password authentication when accessing MediaSeal protected files, you can change to Compatibility mode.
12.3.2 Changing Detection Mode

- Click the Decryptor Client Tray icon
- Click Configuration
- Click Detection mode

- Set the required Mode (Fast-Detect or Compatibility)
- Click Set Mode
12.3.3 Deactivate MediaSeal

You can deactivate MediaSeal. This will turn off detection of MediaSeal protected files.

*Please note:* Accessing any MediaSeal protected file whilst MediaSeal is deactivate, will not prompt for the password and you will not be able to access the content.

To Deactivate MediaSeal:

- Click *Deactivate*

12.3.4 Activate MediaSeal:

You can re-activate MediaSeal if it has been previously been deactivated.

Activating MediaSeal will turn on detection of MediaSeal protected files.

*Please note:* Accessing any MediaSeal protected file whilst MediaSeal is deactivate, will not prompt for the password and you will not be able to access the content.

To re-activate MediaSeal:

- Click *Activate*
13.1 Configuration Testing

You can test that your MediaSeal Decryptor Client is configured correctly by using the in-built test function.

- Click the Decryptor Client Tray icon
- Click Test

The following Tests are conducted

Enumerating iLoks

This checks to ensure that you have a valid iLok containing a MediaSeal Decryptor License.

If the test displays Found 0 iLoks

Please see the Troubleshooting Section for further information
ATTEMPTING SERVER PING

This test is to verify that you can connection to MediaSeal Global Services at gs.cloud.mediaseal.com (required for Encrypted Files which require Server Authentication)

If the test displays **Server: gs.cloud.mediaseal.com, No reply**

You may need to configure the proxy server, please see the Configuration Section *[Setting Proxy Server]*, alternatively contact your System Administrator for further assistance.

If you are in an environment where you do not have external access to gs.cloud.mediaseal.com and are not using external server authentication this message is normal

APPLICATION DATA

Verifies that the application combability database is installed and when it was last updated.

APPLICATION VERSION

Displays the current version of MediaSeal Decryptor Client

You can also send this information to the MediaSeal Support Team to assist with diagnosing issues.

To send this information to the MediaSeal Support Team:

- **Click Send to Support**
13.2 File Verification

MediaSeal Decryptor Client can verify files are valid MediaSeal protected files.

To verify a file is a valid MediaSeal Protected File

- Click the Decryptor Client Tray icon
- Click Verification
- Click Browse File or Browse Folder
- Select the file/s you wish to verify
- Click Verify

It is often useful to verify files after receiving them from an external source. In addition, when troubleshooting opening a file, you can verify that the file is a valid MediaSeal protected file.
13.3 Using MediaSeal Test Files

As part of the MediaSeal Decryptor Client setup process you may have received a MediaSeal Test File.

The test file uses Multi Factor authentication to validate that Decryptor is configured correctly.

- A password (you will have received from support@mediaseal.com)
- The iLok associated with your MediaSeal account (with the license allocated to your physical iLok or specific computer)

To open the test file, you will need the following:

- A computer with MediaSeal Decryptor Client installed
- Your physical iLok allocated with your MediaSeal license, alternatively a machine-based license which has been allocated to the computer with your MediaSeal license.
- The Test File (link to download the test file you received from support@mediaseal.com)
- The password for the test file.
- An approved MediaSeal application installed on your computer (VLC or QuickTime are recommended for testing)
- The codecs installed to decode H264 MPEG 4 AVC encoded media (usually available by default with VLC and QuickTime)

Before opening the file please ensure:

- MediaSeal Decryptor Client is running
- You have plugged in your physical iLok or you have a Machine License installed.

Open the file in your MediaSeal approved application, you will be prompted to enter a password.

If you are not able to view the content, please see check the Troubleshooting Section.
14 Close Open Assets

It is important for the security of protected content to be able to de-authenticate any open MediaSeal protected files at any given time.

Closing Open Assets ensures that the file is closed and that all authorisations are reset. When re-opening MediaSeal protected content, you need to re-authenticate before opening for viewing or editing.

To close open assets:

- Close the file within the application you are using
- Click the Decryptor Client Tray icon
- Click Close open assets
- Click Yes to close open assets
15 File History and Audit

15.1 View MediaSeal Protected File History

You can view the recent history of MediaSeal protected files that you have attempted to access by completing the following:

- Click the Decryptor Client Tray icon
- Click File History

This information may be helpful in identifying the cause of why you are unable to access a file or for keeping track of files that have been opened.
15.2 Export User Audit

Export user audit data allows for exporting MediaSeal Decryptor client audit data to a file. The file contains encrypted audit data detailing access to restricted content. The audit data can then be transmitted to the content owner who can import the audit data into their central database.

To Export user audit data, please complete the following.

*Please note you must select an empty folder*

- Click the Decryptor Client Tray icon
- Click on Export user audit
- Select the directory you would like to save the user audit information.
- Click on Choose

The exported file contains audit information about MediaSeal protected file activity.

This file is encrypted to prevent tampering.
16 Agent Mode

Agent Mode enables the MediaSeal Decryptor Client to be configured with a pre-cached password, which removes the need to enter a password each time a MediaSeal protected file is opened.

This is achieved by generating a daemon password token using the command line and then adding the daemon password token into the start-up parameter for the Decryptor Client.

The next time the machine is restarted or the Decryptor Client re-loaded, the new pre-cached password will be applied.

Please Note: You cannot use Agent Mode if working on multiple files encoded with different passwords.

16.1 Generate Password Token

You will need administrative access to your system to be able to generate a password token.

16.1.1 Generate Agent Password Token (MacOS)

- Click the Decryptor Client Tray icon
- Open Terminal application
- Change directory to the Decryptor application path. Type `cd /Applications/MediaSeal/DecryptorTray.app/Contents/MacOS`
16.1.2 Generate Agent Password Token (Windows)

- Close the MediaSeal Decryptor Client
- Run Command Prompt (Run as Administrator)
- Change to installation directory for Decryptor Client. Type `cd “Program Files (x86)\MediaSeal\Decryptor”`
- Generate agent password token:

**Option 1: Output To Console**

- Type `DecryptorTray.exe -c MySecurePassword` and hit Enter, then copy the password token that is generated

**Option 2: Output To Window**

- Type `DecryptorTray.exe -c MySecurePassword` and hit Enter, then copy the password token that is generated
16.2 Manually Start MediaSeal Decryptor Client in Agent Mode

16.2.1 Manually Start Decryptor Client in Agent Mode (Windows)

Navigate to the Decryptor Installation Directory and launch the Decryptor Client with the command line switch:

- Go to the Command Prompt
- Type `DecryptorTray -d XynBt96ZPlxM9xDwZ3+XoQ==` (using your password token)

This will start the MediaSeal Decryptor Client in agent mode with a pre-cached password.

You can test this by opening a protected file with the corresponding password you chose. You should be able to view the content without MediaSeal Decryptor Client prompting you for a password.

16.2.2 Manually Start Decryptor Client in Agent Mode (MacOS)

Navigate to the Decryptor Installation Directory and launch the Decryptor Client with the command line switch:

- Go to the Terminal Application
- Type `./DecryptorTray -d XynBt96ZPlxM9xDwZ3+XoQ==` (using your password token)

This will start the MediaSeal Decryptor Client in agent mode with a pre-cached password.

You can test this by opening a protected file with the corresponding password you chose. You should be able to view the content without MediaSeal Decryptor Client prompting you for a password.
16.3 Configure the Decryptor Client with Agent Mode

16.3.1 Configure Agent Mode – (Windows)

MediaSeal Decryptor Client can be configured in Agent Mode by modifying the shortcuts used by Windows to start MediaSeal Decryptor Client at start-up.

To modify the shortcut:

- **Open File Explorer (explorer.exe)**
- **Navigate to the Startup directory e.g. C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup**
- **Right Click on the Decryptor Tray shortcut**
- **Click Properties**
- **Click on the Shortcut tab**
- **Locate the Target input box**
- **Append the string \-d [Password Token] (e.g. -d XynBt96ZPIxM9xDwZ3+XoQ==)**
- **Click Apply, then Click OK**

The settings will not take effect until you restart.
16.3.2 Configure Agent Mode – (MacOS)

MediaSeal Decryptor Client can be configured in Agent Mode by modifying the `com.MediaSeal.EVSDecryptorTray.plist` to start MediaSeal Decryptor Client in Agent Mode.

To modify the plist:

- **Open Terminal application**
- **Type** `sudo vi /Library/LaunchAgents/com.MediaSeal.EVSDecryptorTray.plist` and hit Enter
- **Enter your credentials**
  - Enter insert mode by pressing `I`,
  - Append `<string>-d</string>`
  - Append `<string>[PasswordToken]</string>`
  - Save the file by pressing `Escape` then typing `:wq` and hit Enter

The settings will not take effect until you restart.
17 Command Line Switches

The MediaSeal Decryptor Client Command line switches offer the ability to customise the MediaSeal Decryptor Client using the command line. In addition, they provide the ability to undertake more advanced tasks that are not offered as part of the MediaSeal Decryptor Client graphical user interface.

You must have administrative permissions to run Decryptor from the Command Line

You can display the help by passing the command line switch --help or -h to the Decryptor Client

- Type DecryptorTray --help
<table>
<thead>
<tr>
<th>Options:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>-?, -h, --help</td>
<td>Displays this help.</td>
</tr>
<tr>
<td>-d, --daemon &lt;password&gt;</td>
<td>Starts in daemon mode.</td>
</tr>
<tr>
<td>-s, --service &lt;password&gt;</td>
<td>Starts in service mode.</td>
</tr>
<tr>
<td>-l, --level &lt;info&gt;</td>
<td>Logging level.</td>
</tr>
<tr>
<td>-e, --encode &lt;password&gt;</td>
<td>Encode password.</td>
</tr>
<tr>
<td>-c, --encodetoconsole &lt;password&gt;</td>
<td>Encode password to console.</td>
</tr>
<tr>
<td>-a, --appender &lt;debug mask&gt;</td>
<td>Console appender.</td>
</tr>
<tr>
<td>-x, --export &lt;exported database file&gt;</td>
<td>Export encrypted database.</td>
</tr>
<tr>
<td>-u, --exportaudit &lt;exported database file&gt;</td>
<td>Export encrypted audit database.</td>
</tr>
<tr>
<td>-m, --maximumthreads &lt;total threads&gt;</td>
<td>Maximum threads allowed for parallel decryption. Must be greater than 0 and no more than 64.</td>
</tr>
<tr>
<td>-t, --thresholdsize &lt;size&gt;</td>
<td>Minimum size of the data before parallel decryption is triggered. Must be greater than 0 and a multiple of 512 bytes.</td>
</tr>
<tr>
<td>-b, --blocksize &lt;size&gt;</td>
<td>Minimum data that each thread will use. Must be greater than 0 and be a multiple of 512 bytes.</td>
</tr>
<tr>
<td>--appendTestILok</td>
<td>Append iLok test id.</td>
</tr>
<tr>
<td>--detectionMode &lt;mode&gt;</td>
<td>EVS files detection mode [normal,fast, disabled]</td>
</tr>
<tr>
<td>--enable-webdriver</td>
<td>Enable QtWebDriver for Selenium testing</td>
</tr>
</tbody>
</table>
18 Uninstall

To uninstall MediaSeal Decryptor Client, please use the following guides applicable to your operating system.

18.1 Uninstall (Windows)

Uninstalling MediaSeal Decryptor Client will require a restart.

Please save and close any open files before proceeding.

To uninstall Decryptor Client on Windows 10, first close the Decryptor Client and then go to Windows Settings, Click Apps, Click on MediaSeal Decryptor and click Uninstall (A reboot will be required)

For older versions of Windows, go to control panel and add / remove programs. Click on MediaSeal Decryptor and click uninstall.
18.2 Uninstall (MacOS)

*Please note that moving the application to the Trash will not completely remove all components that were installed with the MediaSeal Decryptor Client. Please use the uninstall program included with the installation media.

The MediaSeal Decryptor Client installation media contains a program to uninstall.

*If you don’t have the original installation media, please sign-in to the MediaSeal Portal to download:

- Locate the original installation files and click on MediaSealDecryptor.dmg
- Click on Uninstall.
19 Troubleshooting

19.1 Basic Troubleshooting

Before checking for alternative solutions. Please perform these basic checks:

Activate iLok License
Make sure you have activated your MediaSeal Decryptor Client License after installation.

iLok Licence
Make sure your physical iLok is plugged in to the computer. Alternatively, ensure that your machine licence is installed. Make sure you are using the correct iLok.

Testing MediaSeal Decryptor Configuration
If using Server authentication for a file, ensure you are connected to gs.cloud.mediaseal.com or your custom Zone Endpoint.

Verify with the content owner that they have given permission for you to access the content.
Make sure you are entering the correct password. Verify the password with the content owner.

(Beware of copying and pasting passwords as they may include additional hidden characters)
19.2 Automatic Updating the Application Compatibility Database

19.2.1 Updating Compatibility Database

The application compatibility database cannot be updated manually.

If possible, enable connection to MediaSeal Global Service [https://gs.cloud.mediaseal.com](https://gs.cloud.mediaseal.com) to download the latest compatibility database. Alternatively, please contact support for an updated MediaSeal Decryptor Client or download the latest version from the MediaSeal Support Portal.

19.3 Advanced Troubleshooting

For advanced troubleshooting, the latest information and tutorials, please visit the MediaSeal Support Portal. If you still require further assistance, please email the MediaSeal Support Team [mailto:support@mediaseal.com](mailto:support@mediaseal.com)
APPENDIX A

20.1 MediaSeal Decryptor Client Message Alerts

20.1.1 Authentication process timed out.

**Issue**
You receive the message "Authentication process timed out."

**Cause**
You attempted to access a MediaSeal protected file and you have not authenticated the file in the allowed time.

**Solution**
Re-open the file and authenticate immediately.

20.1.2 Authentication cancelled by user.

**Issue**
You receive the message "Authentication cancelled by user."

**Cause**
You cancelled an authentication request to gain access to encrypted content.
20.1.3 Could not connect to the server to complete the file authentication.

**Issue**

You receive the message "Could not connect to the server to complete the file authentication."

**Cause**

The Decryptor Client cannot connect to [https://gs.cloud.mediaseal.com](https://gs.cloud.mediaseal.com) or your custom Zone Endpoint Address to authenticate access to the Encrypted content.

**Solution**

Make sure you have connectivity to your Zone Endpoint Address. The default Endpoint Address is [https://gs.cloud.mediaseal.com](https://gs.cloud.mediaseal.com).

You may need to configure Decryptor Client proxy settings, alternatively contact your System Administrator for further assistance.

20.1.4 Authentication requires an iLok, and no iLoks were found.

**Issue**

You receive the message "Authentication requires an iLok, and no iLoks were found."

**Cause**

MediaSeal Decryptor Client cannot find an iLok, either a physical iLok is not plugged in to the computer, or the Machine iLok license is not installed.
SOLUTION

Insert your physical iLok into the computer, alternatively install Machine licence.

20.1.5 Your account is disabled.

ISSUE

You receive the message “Your account is disabled”

CAUSE

Your account has been disabled on the content owner’s authentication server. This may happen if the content owner disables your account or you have too many incorrect authentication attempts.

SOLUTION

Please contact the content owner to enable your account.

20.1.6 Your iLok is not permitted to view this content.

ISSUE

You receive the message “Your iLok is not permitted to view this content”

CAUSE

You inserted an incorrect physical iLok, or the incorrect Machine iLok license is installed.

SOLUTION
Insert the correct physical iLok or use the correct Machine iLok license.

20.1.7 The file access time is closed

**Issue**

You receive the message “The file access time is closed”

**Cause**

The time limit on accessing the file has expired. The file was protected with an access end date that has now passed.

**Solution**

Please contact the content owner, they will need to recreate the protected content.

20.1.8 The server does not know about that file

**Issue**

You receive the message “The server does not know about that file”

**Cause**

You are trying to open a file that required server authentication, and MediaSeal Decryptor Client cannot authenticate the file with the server.

**Solution**

Please check that you are connected to the correct Zone Endpoint. You can check connectivity to MediaSeal Global Services [https://gs.cloud.mediaseal.com](https://gs.cloud.mediaseal.com) or your custom Zone by **Configuration Testing**
If you are connected to the correct Zone Endpoint and you still receive the message, the authentication server may be offline. Please contact the content owner to verify the server status.

20.1.9 Password is Incorrect

**Issue**

You receive the message “Password is Incorrect”

**Cause**

You have entered the incorrect password

**Solution**

Please verify the password you are using is the correct password for the file you are trying to access. In addition, please verify the password with the content owner.

(Beware of copying and pasting passwords as they may include additional hidden characters)

Re-enter the correct password.

20.1.10 The file authorization type is not supported

**Issue**

You receive the message “The file authorization type is not supported”

**Cause**
You are trying to access content with a non-compatible version of the MediaSeal Decryptor Client.

**SOLUTION**

Check MediaSeal Decryptor Client version compatibility.

Please contact your content owner to provide content compatible with you MediaSeal Decryptor Client version.

Alternately, install a compatible version of the MediaSeal Decryptor Client software.

20.1.11  **Unknown reason**

**ISSUE**

You receive the message “Unknown reason”

**CAUSE**

When authenticating access to content, the MediaSeal Decryptor Client validates each aspect of your authentication credentials. MediaSeal Decryptor Client will display this message when no authentication errors are found.

**SOLUTION**

Please ensure you have installed the latest version of MediaSeal Decryptor Client then change the detection mode.
21.1 MEDIASeAL SECURE PLAYER INTERACTIVE CONTROLS

21.1.1 Keyboard Control

LEFT and RIGHT
Seek backward/forward 5 seconds. Shift+arrow does a 1 second exact seek (see --hr-seek).

UP and DOWN
Seek forward/backward 1 minute. Shift+arrow does a 5 second exact seek (see --hr-seek).

Ctrl+LEFT and Ctrl+RIGHT
Seek to the previous/next subtitle. Subject to some restrictions and might not always work; see sub-seek command.

Ctrl+Shift+Left and Ctrl+Shift+Right
Adjust subtitle delay so that the next or previous subtitle is displayed now. This is especially useful to sync subtitles to audio.

[ and ]
Decrease/increase current playback speed by 10%.

{ and }
Halve/double current playback speed.

BACKSPACE
Reset playback speed to normal.

**Shift+BACKSPACE**

Undo the last seek. This works only if the playlist entry was not changed. Hitting it a second time will go back to the original position. See revert-seek command for details.

**Shift+Ctrl+BACKSPACE**

Mark the current position. This will then be used by Shift+BACKSPACE as revert position (once you seek back, the marker will be reset). You can use this to seek around in the file and then return to the exact position where you left off.

< and >

Go backward/forward in the playlist.

**ENTER**

Go forward in the playlist.

**p / SPACE**

Pause (pressing again unpauses).

.|.

Step forward. Pressing once will pause, every consecutive press will play one frame and then go into pause mode again.

.|.

Step backward. Pressing once will pause, every consecutive press will play one frame in reverse and then go into pause mode again.

**q**

Stop playing and quit.
Like q, but store the current playback position. Playing the same file later will resume at the old playback position if possible.

/ and *
Decrease/increase volume.

9 and 0
Decrease/increase volume.

b
Balance audio to left

n
Balance audio to right

?
Reset audio balance

m
Mute sound.

–
Cycle through the available video tracks.

#
Cycle through the available audio tracks.

f
Toggle fullscreen (see also --fs).

ESC
Exit fullscreen mode.

T
Toggle stay-on-top (see also --ontop).

w and W
Decrease/increase pan-and-scan range. The e key does the same as W currently, but use is discouraged.

o (also P)
Show progression bar, elapsed time and total duration on the OSD.

O
Toggle OSD states between normal and playback time/duration.

v
Toggle subtitle visibility.

j and J
Cycle through the available subtitles.

z and Z
Adjust subtitle delay by +/- 0.1 seconds. The x key does the same as Z currently, but use is discouraged.

I
Set/clear A-B loop points. See ab-loop command for details.
L
Toggle infinite looping.

Ctrl + and Ctrl -
Adjust audio delay (A/V sync) by +/- 0.1 seconds.

u
Switch between applying no style overrides to SSA/ASS subtitles and overriding them almost completely with the normal subtitle style. See --sub-ass-override for more info.

V
Toggle subtitle VSFilter aspect compatibility mode. See --sub-ass-vsfilter-aspect-compat for more info.

r and R
Move subtitles up/down. The t key does the same as R currently, but use is discouraged.

PGUP and PGDWN
Seek to the beginning of the previous/next chapter. In most cases, "previous" will go to the beginning of the current chapter; see --chapter-seek-threshold.

Shift+PGUP and Shift+PGDWN
Seek backward or forward by 10 minutes. (This used to be mapped to PGUP/PGDWN without Shift.)

d
Activate/deactivate deinterlacer.

A
Cycle aspect ratio override.
Ctrl h
Toggle hardware video decoding on/off.

Alt+LEFT, Alt+RIGHT, Alt+UP, Alt+DOWN
Move the video rectangle (panning).

Alt + and Alt -
Combining Alt with the + or - keys changes video zoom.

Alt+BACKSPACE
Reset the pan/zoom settings.

F8
Show the playlist and the current position in it (useful only if a UI window is used, broken on the terminal).

F9
Show the list of audio and subtitle streams (useful only if a UI window is used, broken on the terminal).

i and I
Show/toggle an overlay displaying statistics about the currently playing file such as codec, framerate, number of dropped frames and so on. See STATS for more information.

(The following keys are valid only when using a video output that supports the corresponding adjustment.)

1 and 2
Adjust contrast.

3 and 4
Adjust brightness.
5 and 6
Adjust gamma.

7 and 8
Adjust saturation.

**Alt+0 (and command+0 on OSX)**
Resize video window to half its original size.

**Alt+1 (and command+1 on OSX)**
Resize video window to its original size.

**Alt+2 (and command+2 on OSX)**
Resize video window to double its original size.

**command + f (OSX only)**
Toggle fullscreen (see also --fs).

(The following keys are valid if you have a keyboard with multimedia keys.)

**PAUSE**
Pause.

**STOP**
Stop playing and quit.

**PREVIOUS and NEXT**
Seek backward/forward 1 minute.
21.1.2 Mouse Control

**button 3 and button 4**  
Seek backward/forward 1 minute.

**button 5 and button 6**  
Decrease/increase volume.