

OTP DVD Customer Service Procedure

1. Nothing happens when inserting the disc to the computer. The Autorun feature on your computer may be turned off. Follow these instructions to manually start the disc:
 - a. Click start -> Computer
 - b. Locate the drive letter of the drive in which your disc is inserted
 - c. Right click the driver letter and then select 'Explore'
 - d. Locate and double click the file "Runme.exe"

2. Administrator rights issues. Running protected discs under restricted accounts. OTP protected discs require local administrator rights for the first run. Once an OTP protected disc was successfully ran on a computer any OTP protected disc run on the specific computer even under restricted accounts.
 - a. Login using an account with local administrator privileges
 - b. Make sure you login to the computer with a local administrator, not a domain administrator or a domain user. A domain administrator is not necessarily also a local administrator.
 - c. Insert / connect the medium containing the protected content to the local computer and wait for the content to launch. If it doesn't launch automatically, browse the medium and manually run the OTP Launcher application (typically named Runme or Runme.exe)
 - d. Restart the computer
 - e. You can now login using any account and use the protected content.

3. OTP Driver fails to install – manual installation
In case you are certain that you are logged in using a local administrator account and the software still returns a message requiring you to login as administrator you may try installing the OTP driver manually:
 - a. Click Start->Run
 - b. Type command: %temp%
 - c. Press Enter
 - d. Locate the file tccp.inf
 - e. Right click and select install
 - f. Start the disc

4. Protected files do not open, or open scrambled

Protected files are encoded and cannot be opened unless the OTP software (runme.exe) is running in the background. The rume.exe is configured to run automatically when the disc is inserted. There are 2 possible causes that prevent protected files from opening correctly:

[Runme.exe doesn't run automatically, or Autorun settings turned off](#)

[Refer to section 1 for instruction on manually running runme.exe](#)

Runme.exe fails to run

A software conflict or other error may prevent the runme.exe from running or functioning properly. An error message will not necessarily appear. Please do the following:

- a. Send an email to OTP support (support@otpubs.com) with a detailed description of the behavior you experience (e.g. inserted disc, Splash screen appears, tried to open file <filename>, got an error message xxxxxx, ect.)
- b. Attach to the email the OTP log files. To get the log files please do the following:
 - I. Click Start->Run

- II. Type command: %temp%
 - III. Press Enter
 - IV. Locate the files “tccp.log” and “tccp2.log” and attach to the email
5. Disc is unreadable or appears to be blank
Your disc may be defective. Please contact your vendor for a replacement disc.
6. Blue Screen or other crash during disc startup or use of protected files
Blue screens and crashes may be caused by various reasons. In most cases it is caused by hardware failures, incompatible drivers or software conflicts which are not related to OTP copy protection products. To determine if the crash is caused by OTP and get a remedy please do the following:
- a. Send an email to OTP support (support@otpubs.com) with a detailed description of the crash – at what stage you encounter the crash and the steps that lead to the crash (e.g. inserted a disc, splash screen appeared, got crash message xxxxx)
 - b. Attach to the email the OTP log files. To get the log files please do the following:
 - I. Click Start->Run
 - II. Type command: %temp%
 - III. Press Enter
 - IV. Locate the files “tccp.log” and “tccp2.log” and attach to the email

OTP will examine the log files and determine if the crash was caused by OTP software. If yes, additional information may be required by OTP support team in order to find a remedy. In case the problem is caused by OTP software OTP support team will guide you to the resolution.

7. Disc is unreadable or appears to be blank
Your disc may be defective. Please contact your vendor for a replacement disc.
8. Unsupported document or corrupt file.
Please ensure that you have Adobe Acrobat Reader or Adobe Acrobat installed on your computer AND that Acrobat is associated with that file type. To check this right click on any PDF file, select properties and check that Adobe Acrobat Document is showing next to type of file. Under that you will be able to select what software is used to open that file. We recommend that you select Adobe Acrobat or Adobe Acrobat Reader.
9. OTP Product Triggers False Alarms in Anti-Virus and/or Anti-Spyware.
Most Anti-Virus software nowadays utilize heuristic technologies that are supposed to make “educated guesses” on potential threats even if a concrete one is not detected. Heuristic technologies can enhance security but often trigger false alarms. False alarms usually go away in less than a month following a virus definition update from your anti-virus software company.

To eliminate the possibility of a real threat you may use the “Virus Total” service (<http://www.virustotal.com/>). Virus Total scans files with dozens of anti-virus software and therefore returns much more reliable results than just scanning with a single anti-virus. Go to the Virus Total website and upload the suspected file for scanning. Most uninfected files may trigger false alarms in a few anti-virus software. Infected files will trigger alarms in dozens if not all anti-virus software scanned by Virus Total.

The current workaround for this issue is disabling the Anti-virus or disabling its heuristic features prior to using your OTP product.