

Symantec Education Services – going paperless in the classroom

E-Books are controlled by Rights Management software and in order to view them a student needs to be granted a license. These licenses are specific to the individual and are tied to an email address.

In order for students to receive E-Books, Symantec must have the name and email address of each student in advance of the class date. These are used to deliver the E-Book direct to the student via email prior to the class starting. Please make sure at your registration that the e-mail address of the student is indicated correctly.

Once the student receives the email from Symantec Education E-Books, they will need to download the viewing software and individual license onto their computer (PC & Mac). Once the software and license are installed, the student should download the books they have been granted access to, and store them locally on their hard drive for later viewing. We recommend opening the books before arrival at the class in order to activate the license and avoid problems in the classroom.

Now that we are delivering the books electronically, students have to bring their laptops to the class. The laboratory exercises will still be held on the Fast Lane training infrastructure.

What you need to know about Symantec Education E-Books

What is an E-Book?

An E-Book file is proprietary encapsulation of a .pdf file, created through licensed software called LockLizard Safeguard. It carries a .pdc file extension (hereafter the terms "E-Book", "Secure PDF", and "PDC" should be considered synonymous). The content of an E-Book may be either a participant guide for a training course, a slide deck, or some other document that requires secure rights management.

Where do I get the E-Book (i.e. the PDC file)?

Students enrolled in classes requiring the use of E-Books will have email sent direct to them with instructions on how to obtain the E-Book and the reader software. The sender will be "Symantec Education E-Books", and the subject line will be "First name Last name, electronic books have been dispatched for your upcoming class"

How do I open a PDC?

The email the student receives explains how to install the viewer application, and how to register your license. After completing those two tasks, you will be able to open the PDC file.

Can I give my license to somebody else?

No, you should not share your E-Book license with anyone. The license is individual and linked to your email address. Your license will allow you to install on 2 PCs, for example, a work PC and a home PC.

Do I have to be connected to the Internet to read a PDC?

You must be connected when you initialize your license. And you may have to be connected the first time you open a given PDC file. In other situations, you generally will not have to have Internet connectivity. The email the student receives will explain any additional requirements, if needed.



Can I view the E-Book on other devices – iPad, Kindle, Android etc.

The reader software is available for Windows and Mac computers and iPad.

Can I print an E-Book?

Yes, but there will be a personalized watermark that prints diagonally across the page.

Can I print it to a virtual or multi-function printer?

No. For example, you cannot print to an Acrobat PDF driver or a fax-capable printer driver.

Can I copy text from the PDC?

No. If you are a partner training organization or localizer who needs to leverage content, you must go through channels to obtain un-encrypted source.

When I try to open the PDC, I get the error "Please close your screen capture application".

You will have to close any screen capture applications (or applications that have similar functionality) before opening E-Books. This is a measure against improper screen shot copying of content.

Is it difficult reading the E-Book and doing labs on the same machine?

Most students do not have any problems doing this, but there are a few options open to you. You could install a 2nd monitor and have the E-Book open on one and the labs on the other, or you could print out the required lab guide pages that you will need.

I installed E-Books on my laptop but forgot to bring it to class.

Your license allows you to install the E-Books on 2 PCs. Most people use this for work PC and home PC, but if you've only installed on one, then if the partner location allows it you can install the 2nd copy on the lab machine in the classroom.