TestKing Download instructions

There are 6 separate steps:

Step 0: Log into your member zone
Step 1: Download the product
Step 2: Unzip the product
Step 3: Retrieve and submit the input string
Step 4: Wait for the authorization string
Step 5: Unlock the product with authorization string

These steps are explained in detail below.

If you run into problems then check:

Step 6: Unlocking problems.
Step 7: Printing problems.

Step 0: Log into your member zone

1. Go to our site at www.testking.com

2. Click on Member Zone.

> **Note:** If you see **Login** instead of **Member zone** you have to login first. You do this by providing your login and your password.

Step 1: Download the product

1. To download the Q&A PDFs click on the appropriate Download link.
For example **Download page for Microsoft 070-215 Q&A with explanations.**.
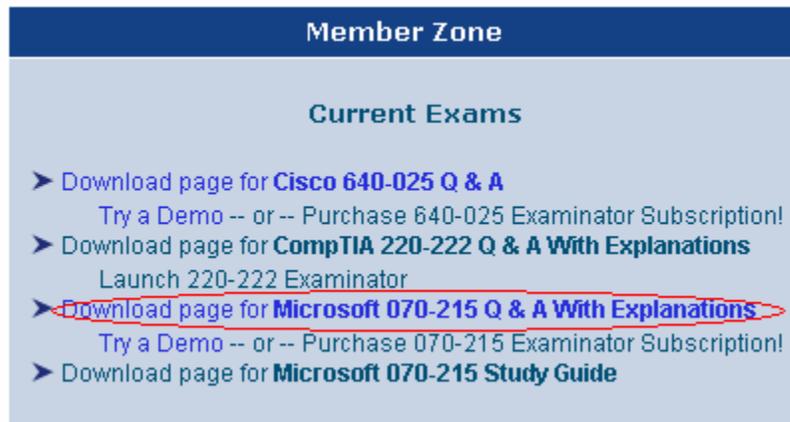
On the download page you will see a download link.
For example:

**CLICK HERE** to download the product (last updated on 3/10/03)

2. Click on the download link. The following dialog box is displayed:
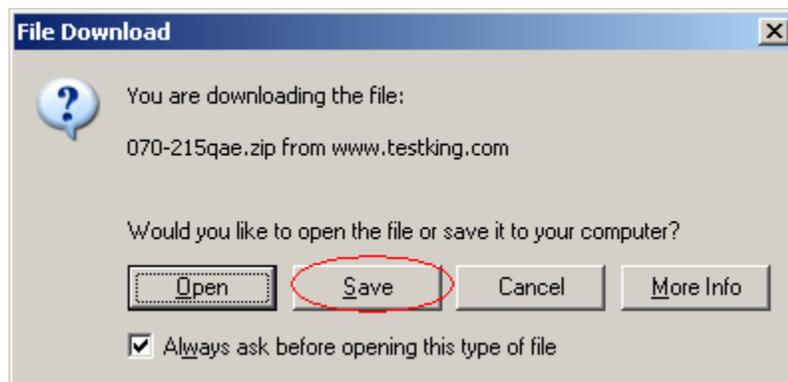
3. Click the **Save** button.

4. Select were you want to save the Q&A and click the **Save** button.
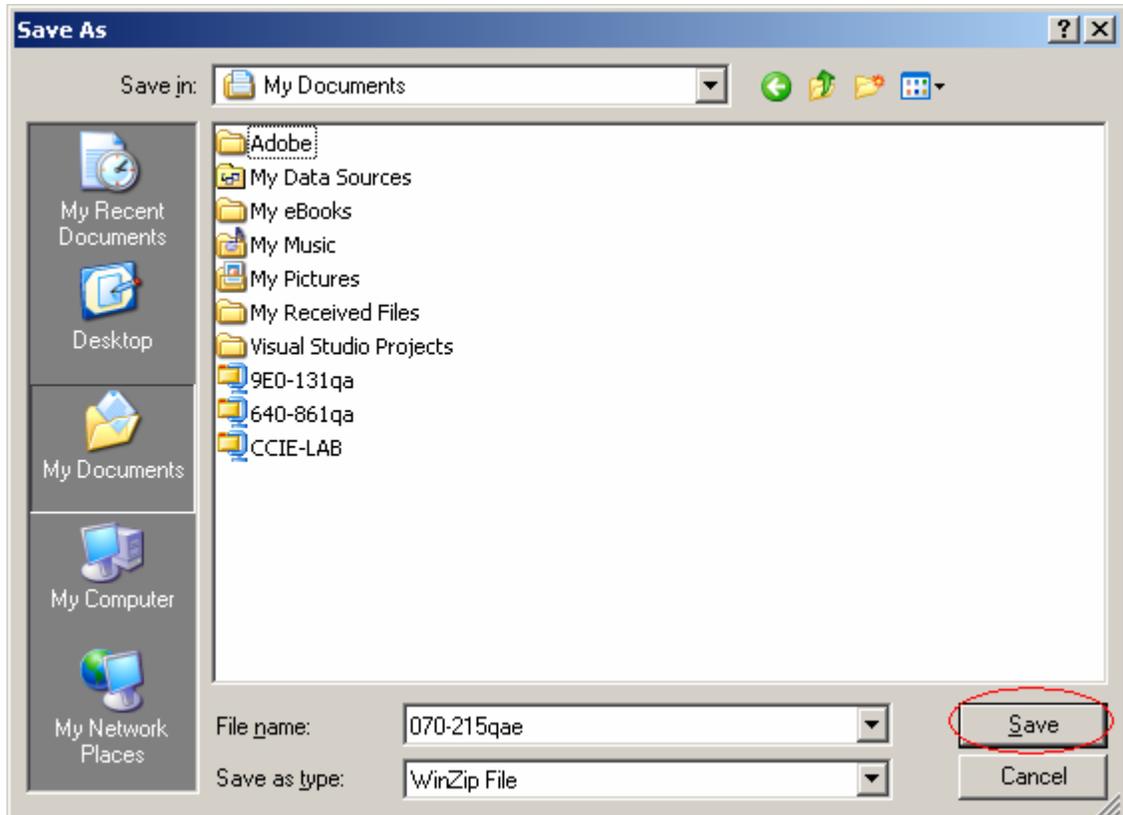
Download starts:
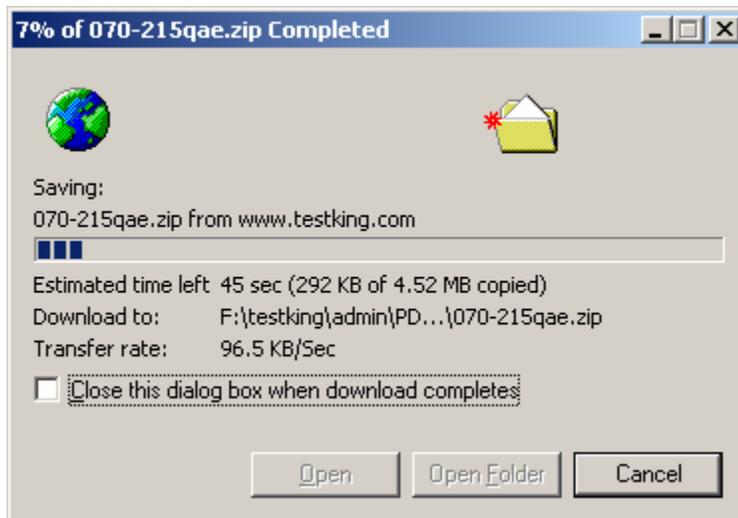
After a while the download completes.
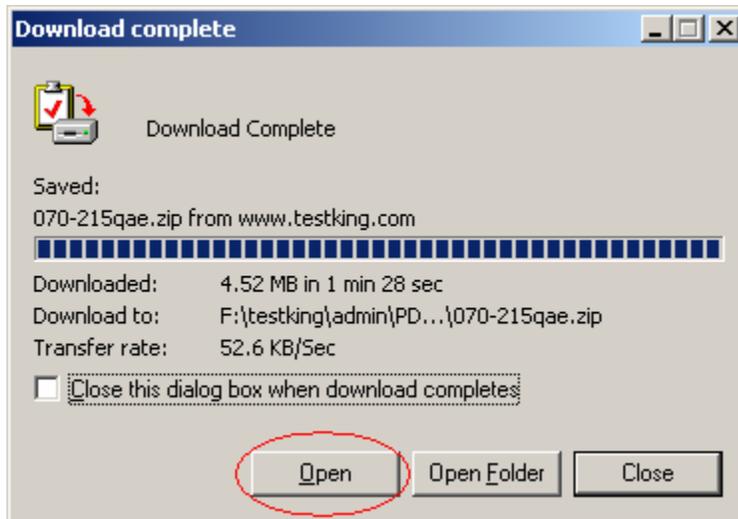
Step 2: Unzip the product

Note: This steps requires that you the WinZip program installed on your system. You can download and install WinZip from www.download.com.

1. When the download is finished click the **Open** button.

   The WinZip program starts. If you have an evaluation version you must click the **I Agree** button.

2. Click the **Extract** button and select where you want to put the product, then click another **Extract** button.

Step 3: Retrieve and submit the input string

1. Enter the folder where you unzipped the product.
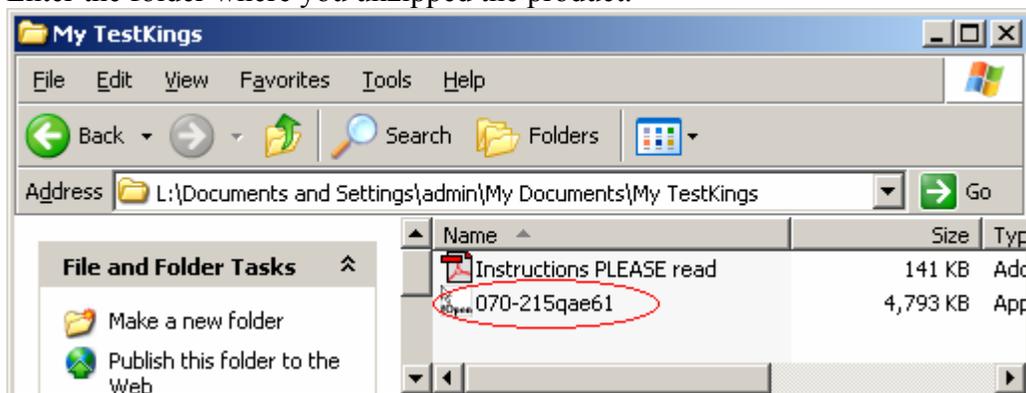
You will see the product file and an instructions file (which can be ignored since you have the instructions here).

2. Double-click on the Product file. Here it is named **070-215qae61**.
   Note: You should run the application on the computer where you want to use the product.

   The Product application opens:
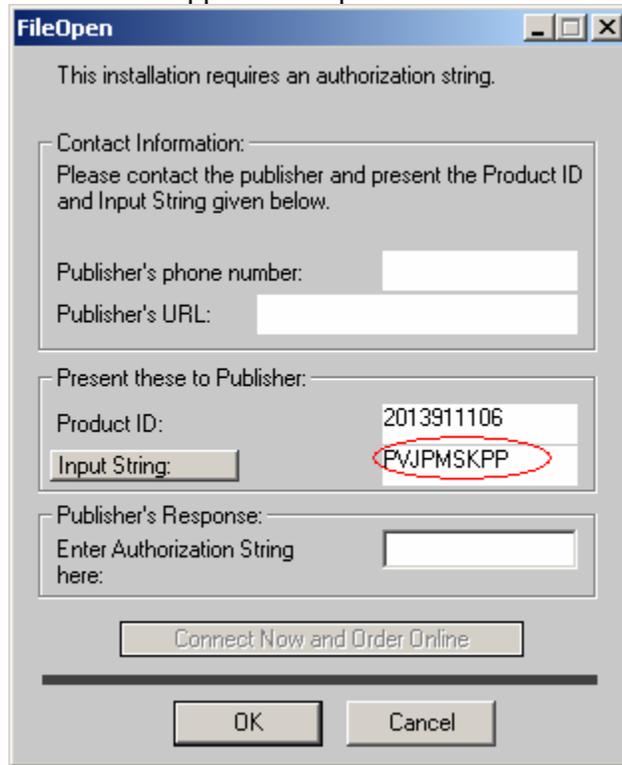
3. Copy the **Input String** (double-click in the string and use the keyboard shortcut CTRL+C).

4. Go to the download page in your member zone.

5. Paste the input string (CTRL+V).

6. Click the **SUBMIT** button.

Step 4: Wait for the authorization string

Within a short period of time, most likely within one hour, the authorization string will e-mailed to you.

Note 1: Use an e-mail address that you check regularly.
Note 2: A local JUNK/SPAM mail filter on your side could prevent the authorization e-mails from reaching you. Resolution: reconfigure JUNK/SPAM mail filter or change e-mail address.
Note 3: To change login ID use the Change my email address or password link in your member zone.

Step 5: Unlock the product with authorization string

1. Run the application.
    Note: You must run the application on the same computer you run it previously.
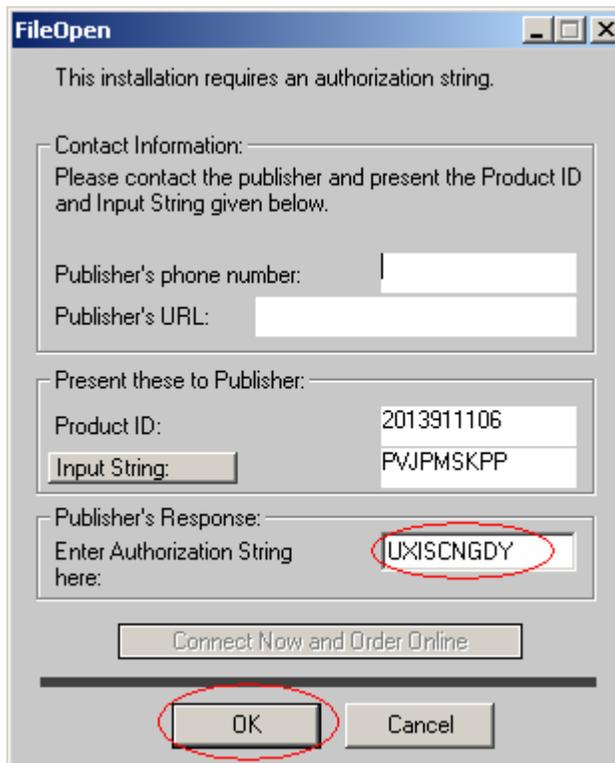
2. Paste the AUTHORIZATION string here and click the **OK** button.

    Note: The authorization string can only be used on the PC on which the Input String was produced.

    A PDF file will be created in the same folder as the product file.
    You will be able to open, view and print this PDF file.

Step 6: Unlocking problems

We have verified that your authorization string is correct.

Checklist for unlocking problems. Check each item carefully.

1. Is the ProductID in the authorization e-mail the same as the ProductID in your PC?
   See Cause #1 below. This is the most common problem.
   Resolution: Download product again.
   Note: If the ProductID still does not match, then alert us. We might have done some administrative mistake while updating the product.
2. Is the Input String in the authorization e-mail the same as the Input String in your PC?
   See Cause #2 below.
   Resolution: Submit the input string again.
3. Which version of Acrobat Reader are you using?
   Most customers are able to use Acrobat Reader 6.x. Some most use Acrobat Reader 5.1
   If you still have problems uninstall Acrobat Reader 6.x and install Acrobat Reader 5.1 instead.
   See Cause #3 below.
4. Are the Adobe Security Plugins installed?
   You might need to lower the security settings on your PC.
   You might need to download the Adobe Security plugins.
   See Cause #4 below.

If you still have unlocking problems send us the following information:
A) Which is your login ID (the e-mail address)?
B) What is the name of the product? (Such as 70-215 Q&A with explanations)?
C) What is the ProductID?
D) What is the Input String?
E) What is the Authorization String?
F) Which version of Acrobat Reader are you using?
G) What is the error message or the exact problem?

Possible causes of unlocking problems

Cause #1 – ProductID mismatch

You see this if the authorization e-mail contains one ProductID, but another ProductID is displayed in the FileOpen Dialog box on your PC.

#1A: Old version downloaded, new authorization string

Resolution: Download the product again. Use the authorization string that we send you already.

Note: You are trying to unlock an older version. A newer version is available. You might have been caught up in the middle of an update.

#1B: New version downloaded, old authorization string

Resolution: Submit the input string again to get a new authorization.

Note: each new version requires a new authorization string.

Cause #2 – Input string mismatch.

You see this if the authorization e-mail contains one input string, but another input string is displayed in the FileOpen Dialog box on your PC.

Resolution: submit the input string displayed on your PC to get a new correct authorization string.

Note 1: it will not help to manually change the input string on your PC.

Note 2: there are four causes of this problem:

#2A You used one computer to produce the input string, but you are trying to unlock the product on another PC.

The authorization string can only be used on the PC on which the Input String was produced.

#2B Hardware change

If you change the< hardware on your PC, the input string changes as well.

#2C You use another Operating system on your PC.

Either you have multiple boot system, or you have reinstalled the Operating system.

#2DMistyped input string.

It is better to copy (CTRL-C) and paste (CTRL-V) the input string when you submit it. If you type it you can make mistakes. For example, you type "0" (zero), instead of "O". Numerals (0,1,2, ,9) are never used in the input string.

Cause #3 – Acrobat Reader 3.0, 4.0, 5.0, 6.0, or 6.1 is in use

To access the PDF file we recommend that you use Acrobat Reader 5.1 (Version 6.0 might also work, see note below.). Some customers have run into problems with Acrobat Reader 6.0. You can download Acrobat Reader 5.1 from: http://ardownload.adobe.com/pub/adobe/acrobatreader/win/5.x/5.1/AcroReader5 1_ENU.exe

To be safe first uninstall all current versions of Acrobat Reader, before installing Acrobat Reader 5.1.

Note on Acrobat Reader 6.0: Some customers using Acrobat Reader 6.0/6.1 has resolved the unlocking problem by manually installing the missing Adobe Security plugins, see Cause #4 below.

Note on registry: If you are unlucky it will not help to uninstall Acrobat Reader 6.0/6.1 followed by installation of Acrobat Reader 5.1. You might need to manually remove Acrobat Reader 6.0/6.1 from the registry as well. Only do this if you know what you are doing. Delete every KEY and DATA entry in the registry with the keyword of "Adobe". Then install Acrobat Reader 5.1.

Cause #4 – Missing Adobe Security plug-in.

Indication of this problem:
* You see an error message regarding missing FOPN_FLOCK.
This indicates that the Adobe Security plug-in is missing. A security Setting in your PC might prevent installation of 3rd party plug-ins.

* You see a "Can't access registry" message. This indicates that the local security policy of your computer prevent the Security Plugin from being installed.

* You see an error message. "FileOpen was unable to copy fOpen32.api to your Acrobat plug-ins directory."

Note 1: If you need to download the plugins yourself, then use the following URLs.
We can also send the plugins to you by e-mail. Just contact us by e-mail.

FileOpen Installer: www.resolver.com/webpub2/FileOpenInstaller.exe
foClientInstaller: www.resolver.com/client/foClientInstaller.exe
fopen32.api: www.dragondoor.com/pdf/services/fOpen32.api

Note 2: Your security setting might prevent you from installing the security plugins. You might need to lower the security on your PC so that it allows 3rd party plug-ins to be installed. You should allow installation of unsigned 3rd party drivers.
On Windows XP: Control Panel->System->Hardware->Driver Signing

Resolution:
How to resolve the problem. Try each step one by one. If the first does not work, try step 2, if step 2 does not work, then try step 3.
Step 1. Install the FileOpen Installer.
Step 2. Install the foClientInstaller.
Step 3. Put the plugin, fopen32.api, in the correct folder.
Put fopen32.api in the "C:\Program Files\Adobe\Acrobat 5.0\Reader\plug_ins" program folder.
Note to step 3: Some customers using Acrobat Reader 6.0 have resolved their problems by manually copying the fopen32.api file.

Cause #5 - Unzipped into the temporary directory

Do not unzip the exam file into the temporary folder. It can cause problems. Instead unzip it into a regular folder such as My Documents.
Resolution: UnZip the file you downloaded. If necessary download it again. Make sure to save the unzipped application, named 070-210qae80.exe for example, in a regular folder (such as My Documents). Use the authorization string to produce a new PDF file.

Cause #6 – Some other local problem with the PC

If all attempts to unlock the product on a PC fails then you can try the following two ideas:

* uninstall all versions of Acrobat Reader, then reinstall Acrobat Reader 5.1.

* unlock the product on a 2nd PC. You would have to submit a new input string to get an authorization string for the 2nd PC.

Step 7: Printing problems
There are no restrictions on printing the PDFs.

Try the checklist below.

If it still does not work. Contact us again.
Include the following information:
What is the exact error message or behavior?
Which printer are you using?

Which product is this?

General print troubleshooting:
#1
Print some pages at a time. Such as first print page 1-90, then page 91-180, etc.
Note: Even selecting to print all pages might help. For example by selecting print pages 1-272.

#2
Check default print setting in the Control Panel. You must change the default printer setting from Windows. If you open the PDF, you cannot change the printer setting. This behavior have made some of our customers believe that we have disabled printing.

#3
Try to reboot print server or your PC.

#4
Use Acrobat Reader not Adobe Acrobat.

#5
Use Acrobat Reader Version 5.1.
Do not use Acrobat Reader Version 3.0, 4.0, 5.0.
You might be able to use Acrobat Reader 6.0/6.1. See #6 below.
Step 1:
Uninstall all current version of Acrobat Reader.
Step 2:
Download and install Acrobat Reader 5.1 from the following address:
http://ardownload.adobe.com/pub/adobe/acrobatreader/win/5.x/5.1/AcroReader51_ENU.exe

Note: If you are unlucky it will not help to uninstall Acrobat Reader 6.0/6.1 followed by installation of Acrobat Reader 5.1. You might need to manually remove Acrobat Reader 6.0/6.1 from the registry as well. Only do this if you know what you are doing. Delete every KEY and DATA entry in the registry with the keyword of "Adobe". Then install Acrobat Reader 5.1.

#6 Acrobat Reader 6.0/6.1
Some customers have reported issues with Acrobat Reader 6.0.
Solution 1:
Uninstall Acrobat Reader 6.0 (and all other versions) and install Acrobat Reader 5.1 instead.
Solution 2 (some customers have had success with the following method):
Manually put the fopen32.api file in the "C:\Program Files\Adobe\Acrobat 5.0\Reader\plug_ins" program folder.
We include this file as an attachment.

#7 Update print driver

#8 Use a 2nd PC to print the PDF.
You would need to unlock product in 2nd computer. You would have to submit a new input and use a new authorization string on the 2nd PC.

#9 Right-click on the Acrobat icon and select print without opening the PDF.

#10 Use a 2nd printer.

#11 Use a 2nd Operating System on 1st PC.

#12 Uninstall any 3rd party PDF related software.
Some 3rd party PDF related software can cause problem. Especially software used to "crack" PDFs.

#13 Install Adobe Security plugins (they might not have been installed).
You might see an error message regarding missing FOPN_FLOCK.
You might have to install the FileOpen installer. We include it in the attached file.
If this does not work, you can install the foClientInstaller as well, though it is seldom necessary to do so.
Rarely, you must manually put the plugin, fopen32.api, in the correct folder.
Put fopen32.api in the "C:\Program Files\Adobe\Acrobat 5.0\Reader\plug_ins" program folder.'

#14 PREORDER items only have one page. Only one page will be printed.

#15
Symptom: Some characters are not displayed correctly. They are substituted by other characters.
Cause: missing fonts on your system.
Ideas:
A) install the missing fonts
B) Use a 2nd PC to print these pages.

#16
Use a local printer, not a network printer.

#17
Extract the executable from the ZIP file again. And use the authorization string to produce a new PDF.