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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

Adobe Acrobat Reader Search Fails to Launch

Technology

ASTRO® 25

Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

Symptoms

When attempting to launch the Adobe Acrobat Reader search function, the Adobe Acrobat Reader application displays the error "This operation is not permitted as the document is not trusted." The user will be unable to successfully search the Motorola Solutions system documentation. Search is launched by clicking on the .pdf file which can be found in the "Search" folder of the System Documentation medium, or in the "Search" folder where you installed the ASTRO documentation set.

Models / System Releases / Kits / Datecodes Affected

A2022.x (CLN9063A / CLN9064A)

This error will be seen on ASTRO system Windows computers where the Motorola recommended hardening settings (either "Full" or "Transparent") have been applied and the user attempts to launch the Adobe Acrobat Reader indexed search capability by double clicking on a .pdf Adobe Acrobat index file.

When To Apply

Information only _X_

Test To Perform

N/A

Workaround/Recovery

Certain security settings are made in the registry of Windows computers when the Motorola Solutions software installation scripts are run. The settings ensure that the Windows computers are hardened to prevent cybersecurity threats. The setting recommendations called STIGS (Security Technical Implementation Guides) are provided by DISA (Defense Information Systems Agency). DISA is part of the Department of Defense (DoD). Compliance with STIGs is required by all DOD and many non-DOD customers. Unfortunately, the required STIG settings are incompatible with the Adobe Acrobat indexed search capability.

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To successfully search the ASTRO documentation set, three options are available:

OPTION 1:

This option will utilize the non-indexed “advanced search” capability of Adobe Acrobat Reader. This will give the same results as the indexed search, but the time to complete a search will be minutes instead of seconds.

1. Launch Adobe Acrobat Reader.
2. Select “Advanced Search” under the “Edit” menu.
3. Select the “All PDF Documents in” radio button.
4. Click on “My Documents” and navigate to the location C:\Program Files (x86)\Motorola\ASTRO_202X_DOCUMENTATION\pdf.
5. Enter your search terms and click on “Search.”

Note that subsequent launches of Acrobat Reader will remember the location of the pdf documents set in a previous search session.

OPTION 2:

Install the Motorola Solutions documentation set on a service laptop or other Windows PC that is not part of the ASTRO system and where the ASTRO recommended hardening settings have not been applied. The indexed search capability will then work normally.

OPTION 3:

Confer with your organization’s security and privacy risk management experts and seek approval for softening the DOD and MSI recommended default security settings. After approval is granted, make the following changes to the registry on each Windows PC where the Astro documentation will be installed:

1. Open regedit.exe from the windows command line.
2. Navigate to HKLM\SOFTWARE\Policies\Adobe\Acrobat\Acrobat Reader\DC\FeatureLockDown
3. Change the value of registry keys **bDisableTrustedFolders** and **iProtectedView** to 0
4. Close and relaunch Adobe Acrobat Reader.

After implementing either OPTION 2 or OPTION 3, the Adobe Acrobat Reader indexed search capability can be used successfully.

Resolution And Repair Procedure

N/A

Time To Implement/System Impact

Estimated time to implement - per machine - 10 Minutes

Low - not time consuming, no loss of functionalities

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Software Parts Required

Name / SW version / System Release	Details / Part Number
N/A	N/A

Hardware Parts Required

Name	Part Number
N/A	N/A

Additional Information

N/A

Reference The Following Documents/Processes For Installation Procedures

N/A

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended, or authorized.

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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