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## [Technical Support for USP-NF Online, USP-NF USB Flash Drive and Pharmacopeial Forum Online](#)

- [USP–NF Online](#)
- [USP–NF USB Flash Drive](#)
- [Pharmacopeial Forum Online](#)

### **Reporting Problems to USP Technical Support Staff**

The USP technical support team is available during standard business hours (EST) of 9:00 a.m. to 5:00 p.m.

Phone: 800-822-8772 ext. 8291 or 1-301-816-8291

FAX: 301-816-8301

Email: [support@usp.org](mailto:support@usp.org)

For specific questions about using Acrobat® Reader®, refer to the Adobe support site at <http://www.adobe.com/support>.

### **USP–NF Online**

#### **Technical Requirements**

##### **Web Browser:**

- Microsoft© Internet Explorer 11.0
- Google© Chrome

**Note:** You will need to disable pop-up blockers and enable scripting and style sheets while using this application. Check your browsers' help for guidance if needed.

#### **USP–NF Online Technical Frequently Asked Questions**

##### **Why do I need a username and password?**

Licensing for USP–NF Online requires user authentication.

##### **When I log off or leave the system idle, why do I need to login again?**

USP–NF Online requires user authentication. Unless you select the automatic login option you will need to login every time you attempt to access USP–NF Online. You will also need to reenter your username and password if you leave the session inactive for more than 30 minutes.

##### **Why am I logged out when I click the Refresh button?**

By clicking the Refresh button, you reset the browser session and the application must re-verify user

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authentication, so you are returned to the Login page, to login again. (The product refreshes each time you select a new option.) It is advised that you do not use the Refresh or Back buttons while logged in.

### **Is my username or password case-sensitive?**

Yes, your username and password are case-sensitive.

### **Can my username and/or password be emailed to me?**

In the event that you forget or lose your username or password you should contact USP Technical Support ([support@usp.org](mailto:support@usp.org)) or call (800) 227-8772 ext. 8291 to have your username or password (or a new password) emailed to you.

### **Do you support Mac operating systems?**

While most browsers perform normally on Mac OS, we do not officially support Mac.

### **Does USP–NF Online access my hard drive?**

USP–NF Online requires that cookies are enabled on your web browser. However, the application does not access your hard drive except to store and read these cookies.

### **How often is the USP–NF Online updated?**

The site is updated three times a year in November, February, and June.

### **How do I learn more about the USP–NF Online program?**

Additional information can be found from the resources listed below:

- The USP–NF Online Help provides information for you while you are using the USP–NF Online application. The Help is available on the USP–NF Online toolbar, after you login.
- Visit the Products section and browse to USP–NF, this will provide more information on the USP–NF publication and the online version.

### **Where can I find the Validation Protocol to test USP–NF Online?**

A USP–NF Online Validation Protocol can be found on the Login page of USP–NF Online at [www.uspnf.com](http://www.uspnf.com). The Validation Protocol is the test plan used to test the application.

### **Why do I get the 'exceeded' limit message?**

This error occurs if more concurrent login sessions are attempted than your license allows. For example, if you have one license and attempt to log on to USP–NF Online without logging out on another browser or if multiple people try to log on with the same username and password, this error message will display.

If you close the browser instead of clicking the Logout button in the USP toolbar, you may have to wait thirty minutes for the active session to time out. Any attempts to logon during the thirty minutes time frame will display "You have exceeded the login limit for this account" error message.

### **How do I change my font to be bigger?**

Use your Web browser's text size feature. NOTE: Some text (superscript/subscript) may display irregularly when font size is set higher than medium/100%.

Microsoft Internet Explorer

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- Open Internet Explorer.
  - Select View >> Text Size.
  - Change text size from Smallest to Largest. This will only change the text size of the document. The table of contents and the burgundy USP toolbar will not change.

### **Why are some symbols appearing incorrectly?**

Symbols should appear correctly for all users. If you are having trouble seeing some special characters, please contact Technical Support ([support@usp.org](mailto:support@usp.org)) and indicate the document containing the error and the symbol not displaying correctly.

### **How can I keep the header and footer formatting from changing when I print?**

You need to make sure the following information is saved in your browser. The following formulas are instructions to the browser to insert file name, title, num pages, etc in the header/footer during printing.

- Open Microsoft Internet Explorer.
- Select File >> Page Setup.
- Make sure the following string &w&bPage &p of &P is in the "Header" field.
- Make sure the following string &u&b&d is in the "Footer" field.
- Please set all margins to "0.5" for optimal printing.

### **Can I print text or graphics?**

Yes, click the print icon in the window. Print the document. Depending on your browser you can also print selected text and graphics: Select the text or graphic you want to print. Right click and select "Print."

### **Can I save text or graphics in Word?**

Yes, to save text, select the text you want. Right click and select "Copy." Open Word and paste the text. To save a graphic, select the graphic you want. Right click and select "Save Picture As" and save it to your hard drive. Open Word and import the image.

### **When I select "Print Preview" from the browser File menu, only the page that is displayed prints, is that normal?**

Yes, be sure to click the cursor on the section of the frame you want to print. On the Print Preview screen, select Only the Selected Frame from the As Laid out on Screen drop-down menu. This will print the entire document information. It is recommended that you print using the printer icon at the top of the displayed document rather than the browser's print function.

## **USP–NF USB Flash Drive**

### **USP-NF USB Flash Drive Format Subscription Information**

Flash Drive format includes the main edition and two Supplements. Each new edition or Supplement integrates content from all previous editions to date. Subscribers receive all Flash Drives with a subscription. The Flash Drive format provides the same quality content found in print.

### **USP 41-NF 36 and Supplements**

### **Technical Requirements**

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## System Requirements:

- One free USB 2.0 slot.
- Close any screen capture program (e.g., SnagIT, Adobe Photoshop) currently open.

## Operating Systems:

- Windows only – XP and above

## USP–NF USB Flash Drive Frequently Asked Questions

### What is a .PDC file?

A PDC file is a protected PDF created using Safeguard PDF Security – it is a PDF file that has been protected with encryption and DRM copy controls.

### What is a Safeguard Viewer?

Safeguard Viewer, also known as a Secure PDF Viewer, is a standalone application that controls what you can do with protected PDF files. These document controls are set by USP and cannot be altered by you.

### Why do I receive an error message when attempting to open more than three volumes at a time?

A maximum of three (3) Secure PDF Viewer windows are allowed to be open at a time. Depending on the amount of RAM available on your computer it may limit the number of Secure PDF Viewers you are able to open at one time. Closing unused applications on your computer may increase the amount of available memory for opening the maximum of three (3) Viewers.

### Do I have to be connected to the Internet in order to view secure PDF documents?

There is no internet connection required to view the secure PDF documents.

### How do I print from the document display frame?

Click the printer icon above the document. In the Print dialog box, click Print. You may select a range of pages to print.

### Can I copy and paste text to save in a different format?

No. The secure PDC file does not allow users to copy and paste, or save the document to a different file type (ie. PDF or Word).

### How often is the *USP–NF* updated?

The *USP–NF* is updated three times a year in November, February, and June.

### Where can I learn more about the *USP–NF* product?

You can find out more about *USP–NF* and other USP products on the [Products](#) page of our website.

## Editions Prior to USP 41-NF 36

## Technical Requirements

### System Requirements:

- 256 MB RAM or more
- 350 MB free disk space
- One free USB 2.0 slot

### Operating Systems and Web Browser:

Flash Drive	Win 7/IE 8	Win 7/IE 9	Win 7/IE 10	Win 7/IE 11	Win 7/Ch rome
USP40-NF35				?	?
USP40-NF35 S1				?	?
USP40-NF35 S2				?	?
USP39-NF34	?	?	?	?	?
USP39-NF34 S1	?	?	?	?	?
USP39-NF34 S2	?	?	?	?	?

**Note:** You will need to disable pop-up blockers and enable scripting and style sheets while using this application. Check your browsers' help for guidance if needed.

### USP-NF USB Flash Drive Format Subscription Information

Flash Drive format includes the main edition and two Supplements. Each new edition or Supplement integrates content from all previous editions to date. Subscribers receive all Flash Drives with a subscription. The Flash Drive format provides the same quality content found in print, along with viewable chemical structures for more than 700 impurities; extensive search capabilities; a glossary of frequently asked questions; and quick search, bookmarking, printing, and copy/paste functions.

### USP–NF USB Flash Drive Frequently Asked Questions

#### When entering my License Key into the fields, I have room left over, is that normal?

There are four groups of six characters each. Use the "tab" key to navigate to each group. (The Key is case-sensitive and must be typed in uppercase.)

#### Do I need to change the port number displayed during installation?

The port number you see during installation is the default port the flash drive uses to communicate with itself at run-time. It is not recommended that you reset the port unless you know you have other software running that uses the same port.

#### What do I do if my firewall software is blocking Internet access to the application?

If you are using firewall software that blocks Internet access to applications, you must allow access for jre\bin\javaw.exe in the installation folder you select. This program serves the USP–NF USB Flash Drive content, but does not pose a threat to your system or respond to any requests from other machines. For more information about allowing applications to access the Internet, refer to your firewall software's documentation.

#### Why does the application open as a link in my browser?

This occurs for some Windows XP users who have installed Service Pack (SP) 2. SP2 includes changes to Internet Explorer that cause it to consider the USP–NF USB Flash Drive application as suspicious. Simply click the link to proceed to the application.

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### **Why is the application slow the first time I perform a search?**

The USP–NF USB Flash Drive may appear to take longer the first time you search or load some pages. This occurs as the pages are loaded into memory during their first execution. After this, the pages respond very quickly because they are already loaded and running.

### **Why does a DOS Window sometimes display with the title "javac"?**

You might see this window on slower systems when the application is used for the first time. It will flash briefly and then disappear the first time you access some pages like the Table of Contents or Advanced Search page. You can ignore this window if it does display. Do not close it. It will close on its own.

### **Does the USP–NF USB Flash Drive come in a Macintosh version?**

There is no Macintosh version of the flash drive product. Macintosh users can access USP–NF by purchasing the online version.

### **Do I need Internet access to run the application?**

No. The USP–NF USB Flash Drive is built on Internet technology, but you do not need a connection to the Internet to run it. The application communicates only with itself and your browser. It will not answer to requests from other machines and does not send information outside your machine. However, there are several links on the application toolbar which link to external USP Web sites. You will need Internet access to open these links.

### **How do I set the header and footer formatting for printing?**

You need to make sure the following information is saved in Microsoft Internet Explorer. The following formulas are instructions to the browser to insert file name, title, num pages, etc, in the header/footer during printing.

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- Select File >> Page Setup.
- Make sure the following string &w&bPage &p of &P is in the "Header" field.
- Make sure the following string &u&b&d is in the "Footer" field.
- Please set all margins to "0.5" for optimal printing.

### **How do I print text or graphics?**

Click the printer icon in the window. Print the document. Depending on your browser you can also print selected text and graphics. Select the text or graphic you want to print. Right-click and select "Print." Note: If using Adobe X Pro to view PDF files in the USP–NF, you may experience problems when attempting to print these files. To avoid this issue, we recommend that you use an alternate version of the Adobe Reader.

### **How do I print from the document display frame?**

Click the printer icon above the document. In the Print dialog box, click Print.

### **Why does the PDF print out as a line of strange characters?**

The print PDF function does not work in Adobe Acrobat® Reader® version X. Other versions of Acrobat® Reader® work correctly.

### **Can I save text or graphics in Word?**

To save text, select (highlight) the text you want. Right-click and select "Copy." Open Word and paste the text. To save a graphic, select (highlight) the graphic you want. Right-click and select "Save

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Picture As" or "Copy" and save it to your hard drive. Open Word and import the image.

### **How often is the USP–NF updated?**

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### **Can I print text or graphics?**

Yes, click the print icon in the window. Print the document. Depending on your browser you can also print selected text and graphics: Select the text or graphic you want to print. Right click and select "Print."

### **Where can I learn more about the USP–NF product?**

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## **Pharmacopeial Forum Online**

### **Technical Requirements**

#### **Web Browser:**

- Microsoft© Internet Explorer 11.0
- Google© Chrome