

# Adobe Acrobat 9.0 Troubleshooting

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## Virtual keyboard keeps popping up on Acrobat 11.0.06

**On Windows 7 and later touch devices, the virtual keyboard constantly appears during PDF editing operations even when a physical keyboard is attached.**

After you update Acrobat to 11.0.06, on Windows 7 and later touch devices, the virtual keyboard constantly appears during PDF editing operations even when a physical keyboard is attached.

Acrobat did not support the virtual keyboard before version 11.0.06. The attached patch disables the virtual keyboard.

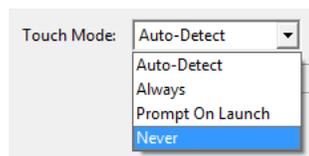
This issue was fixed with the 11.0.07 update.

### **Solution 1: Update to 11.0.07.**

Choose Help > Check for Updates to install the latest product version.

### **Solution 2: Disable Touch Mode in Acrobat.**

- 1 Choose Edit > Preferences > General.
- 2 In the Touch Mode drop down list, select Never.



## **Error "Warning 20225..." | PDF printer missing | Acrobat 8.0, Acrobat 3D | Windows**

## Issue

When you install Adobe Acrobat, one of the following issues occurs:

- The Acrobat installer returns the error message, "Warning 20225: Adobe Acrobat 8 Setup was unable to create a new item: Adobe PDF Converter. The Adobe PDF Printer may be unavailable. GetLastError: The specified module could not be found." When you click OK, the installer returns the error again and completes the installation, but the Adobe PDF printer doesn't appear in Printers And Faxes in the Windows Control Panel.
- The Adobe PDF printer doesn't appear in Printers And Faxes in the Windows Control Panel.
- PDFMaker returns the error message, "PDFMaker cannot locate the Adobe PDF Printer's printer driver. Please reinstall Adobe Acrobat 8.0" the first time you try to create a PDF.
- The Acrobat installer returns the error message, "Warning 20225. Adobe Acrobat 7.0.5 set up was unable to create a new item Adobe PDF Port & Printer. The Adobe Printer may be unavailable. GetLastError: The data area passed to a system call is too small."
- Acrobat returns the error message, "Unable to find 'Adobe PDF' resource files. Do you want to run the installer in repair mode?" Clicking Yes attempts to repair Acrobat, and generates the Warning 20225 error message again.

## Solution

Do one or more of the following:

**Note:** If you run Detect and Repair after you complete a solution, then you can determine what is causing the problem on your machine. You can complete these solutions in a series before you run Detect And Repair.

### **Solution 1: Use a supported installation.**

The following are unsupported installations, and the supported solutions:

- If you install Acrobat (Professional or Standard) on a 64-bit operating system, then you could see this error. Please update Acrobat to version 8.1 or later. You can update from within Acrobat via the Help pop-up menu, or download the updater from the following location:  
<http://www.adobe.com/support/downloads/product.jsp?product=1&platform=Windows>.
- If you install Acrobat to a shared network disk instead of a local hard disk, then the Adobe PDF printer is not installed. Install Acrobat on a local hard disk.
- If you install Acrobat to a directory with a path that contains extended ASCII or double-byte characters, then English installations display the error message. Install to a path that does not contain extended ASCII or double-byte characters.

### **Solution 2: Ensure that the Print Spooler process is running and set to Automatic, and then repair Acrobat.**

- 1** Select Start > Settings > Control Panel.
- 2** Double-click Administrative Tools and then double-click Services.
- 3** Locate the service Print Spooler.
- 4** If the Startup Type is not Automatic, then set it to Automatic:
  - a** Right-click the Print Spooler.
  - b** Choose Properties.
  - c** Choose the General tab.
  - d** Choose Automatic in the Startup Type menu.
  - e** Click OK.

- 5 If the Print Spooler service is not running, then start it.
  - a Right-click the Print Spooler line.
  - b Select Start from the menu.

- 6 Start Acrobat, and choose Help > Detect And Repair.

**Solution 3: Ensure that the Print Spooler process has no additional dependencies.**

Only the Remote Procedure Call dependency is required for Print Spooler to operate. Additional Services can attach to the process but interferes with restarting the service. If the Print Spooler process has additional dependencies, then see the steps below.

To remove all services listed under "This service depends on the following system components," do the following:

- 1 Choose Start > Settings > Control Panel.
- 2 Double-click Administrative Tools and then double-click Services.
- 3 Right-click Print Spooler and choose Properties.
- 4 Click the Dependencies tab.
- 5 Record services under "This service depends on the following system components" and click OK. **Important:** Remote Procedure Call is a system service. Do not remove it.
- 6 Temporarily remove associated programs for the listed services.
- 7 Contact the service vendor for removal information if removal of associated software does not remove the service.
- 8 Start Acrobat, and choose Help > Detect And Repair.

To disable all services listed under "The following system components depend on this service," do the following:

- 1 Choose Start > Settings > Control Panel.
- 2 Double-click Administrative Tools and then double-click Services.
- 3 Right-click Print Spooler and choose Properties.
- 4 Click the Dependencies tab.
- 5 Record services under "The following system components depend on this service" and click OK.
- 6 Locate services and disable them.
- 7 Contact the service vendor for removal information if you can't disable the associated service.
- 8 Start Acrobat, and choose Help > Detect And Repair.

**Solution 4: Reset the Path system variable, and then repair Acrobat.**

**Disclaimer:** Adobe provides the following information as a courtesy only.

- 1 Back up the Path system variable so you can restore it later if you want:
  - a Choose Start > Settings > Control Panel, and double-click System.
  - b Click the Advanced tab.
  - c Click Environment Variables.
  - d In the System Variables section, select Path, and then click Edit. (If the Path system variable isn't listed in the System Variables section, click New. Then, type **path** in the Variable Name box, and then proceed to step 3).
  - e In the Variable Value box, double-click the path, and then press Ctrl+C.
  - f Paste the path into a text editor (such as Notepad), and then save the file.

- 2 Clear the contents of the Variable Value box in the Edit System Variable dialog box.
- 3 Type the following text in the Variable Value box: `%systemroot%\system32;%systemroot%;%systemroot%\system32\wbem`
- 4 Click OK. Click OK again to close the Environment Variables dialog box.
- 5 Restart the computer.
- 6 After you restart the computer, verify that you've entered the Path system variable correctly:
  - a Choose Start > Run.
  - b Type **cmd** in the Open box, and then click OK.
  - c Type **path** and then press Enter. Windows displays the path you typed in step 3, but replaces "%systemroot%" with the path to the folder in which Windows is installed. For example:
    - C:\Winnt\system32;C:\WINNT;C:\WINNT\system32\wbem (Windows 2000)
    - C:\Windows\system32; C:\WINDOWS;C:\WINDOWS\system32\wbem (Windows XP)

**Note:** If Windows displays "%systemroot%" in the path, you've incorrectly entered the path statement in step 3. Repeat steps 1-5, making sure to enter the path statement exactly as noted in step 3.

- d Type **exit** and press Enter.
- 7 Start Acrobat, and choose Help > Detect And Repair.
- 8 If it's necessary to revert to the original path system variable, then restore it by pasting the path from the text file you created in step 1 into the Variable Value text box in the Edit System Variable dialog box. Then, restart your computer.

The Adobe Captivate demonstration below illustrates how to reset the Path system variable.. For more information about viewing this demo, see "Viewing Adobe Captivate Demos in Knowledgebase Documents" (TechNote [kb403894](#)).

#### **Solution 5: Restore the framedyn.dll file, and then repair Acrobat.**

- 1 Choose Start > Run.
- 2 In the Open text box, type `%systemroot%\system32\dlldatacache` and click OK.
- 3 In the Dllcache folder, right-click framedyn.dll and then choose Properties. Note the file size: The correct file size is 171 KB (174,592 bytes) for Windows XP SP1, 181 KB (185,856 bytes) for Windows XP SP2, and 165 KB (168,009 bytes) for Windows 2000 SP4.
  - If framedyn.dll is missing or is the incorrect file size, then do one of the following: copy it from `%systemroot%\ServicePackFiles\i386`, or reinstall it from the Windows XP installation CD or contact the computer manufacturer.
  - If framedyn.dll is the correct size, proceed to step 4.
- 4 Right-click framedyn.dll and then choose Copy.
- 5 Choose Start > Run.
- 6 In the Open box, type `%systemroot%\system32\wbem` and then click OK.
- 7 In the Wbem folder, choose Edit > Paste. If Windows prompts you to replace the existing file, click Yes.
- 8 Restart the computer.
- 9 Start Acrobat, and choose Help > Detect And Repair.
- 10 After Acrobat repairs the installation, restart the computer.

**Solution 6: Install current Windows service packs and other updates, and then repair Acrobat.**

Updates to the Windows operating system improve its performance and compatibility with applications. You can obtain Windows service packs and other updates from the Microsoft website at [www.windowsupdate.com](http://www.windowsupdate.com). For assistance installing service packs and other updates, contact Microsoft technical support. After you install the updates, start Acrobat, and choose Help > Detect And Repair.

If you've reinstalled an application or the Windows operating system after installing the latest Windows update, reinstall the update. Some applications install commonly used system files, overwriting the updated versions installed with the Windows update.

**Solution 7: Install Acrobat in a simplified mode.**

Device drivers and software that load automatically with Windows (for example, screen savers, virus protection utilities) can conflict with the Acrobat installer. To prevent conflict, reinstall Acrobat while Windows is in a simplified mode, which disables some nonstandard device drivers.

**To disable startup items and services and then repair Acrobat (Windows XP), do the following:**

- 1 Quit all applications.
- 2 Choose Start > Run, type **msconfig** in the Open text box, and click OK.
- 3 Click the Startup tab and the Services tab. Record all deselected items.
- 4 Click the General tab, and choose Selective startup.
- 5 Deselect Load Startup Items. Verify that Process System.ini File, Process WIN.INI File, and Load System Services are selected.
- 6 Click the Services Tab, and select Hide All Microsoft Services
- 7 Click Disable All.
- 8 Click OK, and restart Windows.
- 9 Right-click icons in the Notification Area (called the System Tray in earlier versions of Windows) to close or disable any startup items that are still active.**Note:** Upon restart, you are notified that the System Configuration Utility has changed the way that Windows starts up. Click OK, and when the System Configuration Utility appears, click Cancel.
- 10 Start Acrobat, and choose Help > Detect And Repair.
- 11 After Acrobat repairs the installation, restart the computer.

**To reenable startup items and services (Windows XP):**

- 1 Choose Start > Run, type **msconfig**, and click OK.
- 2 Choose Normal Startup on the General tab, click OK, and restart the computer.

**Note:** You will need to deselect any recorded deselected items after you select Normal Startup.

**To disabled startup items and processes and then repair Acrobat (Windows 2000):**

**Note:** Windows 2000 does not have the MSConfig utility for disabling start items. You can disable the items manually.

- 1 Quit all applications.
- 2 In Windows Explorer, move all icons and shortcuts from the following folders to another folder:
  - Documents and Settings/All Users/Start Menu/Programs/Startup
  - Documents and Settings/ [user profile] /Start Menu/Programs/Startup
- 3 Restart Windows.

- 4 Right-click the taskbar, and choose Task Manager from the pop-up menu.**Note:** The simplest method to shut down all remaining programs is to disable processes that are not required for the system to run. Without a strong understanding of the Windows 2000 architecture, you can typically reduce the number of processes down to 19. If the process is not in the required process list, disable the process following the steps below.
- 5 Click the Processes tab.
- 6 Select a process, click End Process, choose Yes.

**Important:** Do not disable the following required processes: CSRSS.EXE, explorer.exe, LSASS.EXE, mstask.exe, regsvcs.exe, SERVICES.EXE, SMSS.EXE, spoolsv.exe, svchost.exe, System, System Idle Process, TASKMGR.EXE, WINLOGON.EXE, WinMgmt.exe, wuauclt.exe

**Note:** Disable these processes every time you restart the computer.

**To re-enable the startup items and services (Windows 2000):**

Move the icons and shortcuts back to their respective Startup folders, and restart the computer.

**Solution 8: Remove installed printer drivers, and then repair Acrobat.**

The printer drivers associated with the printers listed in Printers And Faxes can cause conflicts with the installation of the Adobe PDF printer. Delete the printer to remove the associated drivers.

- 1 Choose Start > Settings > Printers (Windows 2000) or Start > Printers And Faxes (Windows XP).
- 2 Right-click each installed printer and choose Delete.
- 3 Choose File > Server Properties, and then click the Drivers tab.
- 4 In the Print Server Properties dialog box, select each print driver and click Remove. Select Yes for the resulting warning.
- 5 After you've removed all of the drivers, click OK (Windows XP) or Close (Windows 2000).
- 6 Start Acrobat, and choose Help > Detect And Repair.
- 7 After Acrobat repairs the installation, restart the computer.

**Solution 9: Temporarily remove Novell iPrint, and then install Acrobat.**

For instructions, see the documentation included with Novell iPrint. After you install Acrobat, you can reinstall Novell iPrint.

**Solution 10: Temporarily remove any applications other than Acrobat that can create PDF files, and then install Acrobat.**

For instructions, see the documentation included with the application. After you install Acrobat, you can reinstall the applications.

**Solution 11: Log in to a new user local account with administrator privileges, and then install Acrobat.**

For instructions on how to create a user account, see "Add a new user to the computer" in Windows Help.

**Solution 12: Copy framedyn.dll to another system location, and then repair Acrobat.**

**Important:** Remove framedyn.dll from the System32 folder after completing this solution.

- 1 Choose Start > Run.
- 2 In the Open text box, type %systemroot%\system32\wbem and click OK.
- 3 Select framedyn.dll in the wbem folder, then choose Edit > Copy.
- 4 Remove \wbem from the address bar and press Enter.

- 5 Choose Edit > Paste and verify that the framedyn.dll file is located in the System32 folder.
- 6 Restart the computer.
- 7 Start Acrobat, and choose Help > Detect And Repair.
- 8 Remove framedyn.dll from the System32 folder.
- 9 Restart Windows.

### **Solution 13: Remove third-party ports from the operating system, and then repair Acrobat.**

**Important:** This procedure involves editing the Windows registry. Adobe doesn't provide support for editing the registry, which contains critical system and application information. Make sure to back up the registry before editing it. For more information about the registry, see the Windows documentation or contact Microsoft. This procedure has been found to assist in resolving this issue, but it removes all third-party ports from the operating system. It may be necessary to restore these ports after installing the Adobe PDF printer. Adobe does not provide support for restoring third-party programs.

- 1 Visit the Microsoft website at <http://support.microsoft.com> and search for 810894.
- 2 Select the article "Error message: Spooler subsystem app has encountered a problem and needs to close"
- 3 Follow the instructions that Microsoft provides, but do not reinstall the printer software at this time.
- 4 Restart the computer after completing the instructions.
- 5 Start Acrobat, and choose Help > Detect And Repair.

### **Background information**

The operating system must be properly configured for Adobe Acrobat to install the Adobe PDF printer. During the installation process, Acrobat shuts down the Print Spooler service and adds the Adobe PDF printer using WMI. When Acrobat is unable to shut down and restart the Print Spooler service because of dependent items, Acrobat generates an error message. After shutting down the Print Spooler service, Acrobat installs the printer and accesses the framedyn.dll file, which should be found in the wbem System Folder. If there are any problems with this file or if it cannot be found, the "20225" error message is generated. Occasionally, adding this file to another System Folder enables the installer to locate the file.

The most common cause of this error is an altered system Path variable. Numerous programs change the path variable to load program-specific components, and these modifications can prevent the installation of the printer. Temporarily resetting the path variable back to the default system variable typically resolves these issues. Installing the latest services packs often replaces the framedyn.dll file with the most current version.

Acrobat is not supported on a 64-bit operating system. Acrobat 8 should be able to install the printer but not the Adobe PDF port on the 64-bit operating systems; although, the remainder of Acrobat functionality should remain intact. In addition, Acrobat is unable to install the printer if extended ASCII or double-byte characters are found in the paths. Third-party programs can interfere with the installation of the printer by attaching services to the Print Spooler service or installing print monitor software. Lexmark and Dell printers are known to install services such as lexbce.exe that can generate this error message.

This error can typically be resolved by completing all solutions in this document. If the issue is not resolved after completing all solutions in this document, then contact Adobe Technical Support.

### **Additional Information**

If a Lexmark or Dell printer is installed, the lexbce service is attached to the Print Spooler service.

## URLs in static text of LiveCycle Designer PDF files do not hyperlink properly (Acrobat 7, LiveCycle Designer 7)

### Issue

Adobe Acrobat 7 automatically creates a hyperlink for static text that contains a URL (for example, <http://...>, <mailto:...>). However, when these URLs appear in static text in an Adobe LiveCycle Designer PDF file, the hyperlinks behave unexpectedly.

### Detail

Hyperlinks may not be active as expected, or they may have destinations merged with other text.

### Solutions

Do one of the following solutions:

#### **Solution 1: Install Adobe LiveCycle Designer 8.0 as included with Adobe Acrobat Professional 8.0.**

To purchase an upgrade from Adobe, visit the Adobe Store at <http://store.adobe.com/store/>, click Acrobat Family and choose Acrobat 8.0.

To locate an authorized reseller, visit the Adobe website at [www.adobe.com/store/customerregistration/other\\_places.jhtml](http://www.adobe.com/store/customerregistration/other_places.jhtml).

#### **Solution 2: Place quotation marks around the URL text.**

#### **Solution 3: Add a script event (click) to your Button field.**

Add a script event to your Button field with the following (sample) JavaScript:

1. Click the Button object on the Standard tab in the Library palette, and drag it to the Draw box.
2. In the Script Editor, select Click from the Show menu, and select JavaScript for the Language.
3. Type the following syntax, but change "www.yahoo.com" to the appropriate URL:

```
xfa.host.gotoURL("http://www.yahoo.com",0);
```

**Note:** The JavaScript option only works if the PDF form is opened in a web browser.

4. Add the URL text in the Caption box in the Object palette.
5. Choose Custom from the Appearance box, and choose None for Background Fill Style.
6. Place the button on top of the URL in the static text.

## After updating to Acrobat 9.1 you cannot launch Acrobat

### Issue

After updating to Acrobat 9.1 you cannot launch Acrobat.

## Details

The user does not have sufficient permissions to the root of the drive on which Acrobat 9.1 is installed.

## Reason

During the Acrobat 9.1 updating process a temporary folder called '\_Acrotemp' is created on the root of the target drive. (For example C:\\_AcroTemp). The \_AcroTemp folder inherits the permissions set on the root of this drive.

From this temp folder the updated Acrobat files along with the inherited permissions of the root drive, are copied to the Acrobat folder in Program Files\Adobe. After the update has completed this temp folder is deleted from the system.

So if, for example, C:\ only allows Full Control to Administrators and nobody else, the updated files in C:\Program Files\Adobe\Acrobat 9.0\Acrobat, will also only have Full control for Administrators and no-one else. The result is that any user who is not an Administrator will not be able to launch Acrobat as the user will not have sufficient permissions to the updated Acrobat files.

## Solution

To workaroud this issue, create a permanent (hidden) '\_AcroTemp' folder on the root of the target drive and give it the appropriate permissions prior to updating to Acrobat 9.1. After creating this folder do not delete it as it may be required whenever Acrobat 9.1 self healing is invoked on the system.

Considering this will most likely only affect those customers in a managed IT environment, please contact your local system administrator for assistance.

# Adobe Updater fails to overwrite Acrobat custom plug-in when you update Acrobat 8.0 to Acrobat 8.1 (Windows Vista)

## Issue

When you try to update Adobe Acrobat 8.0 to Acrobat 8.1 on Windows Vista the Adobe Updater fails to overwrite the Acrobat custom plug-in. A dialog window with "Replace" and "Change Destination" buttons pops up repeatedly.

## Solution

### Delete the AUMProduct.aup file and install the update.

If you are updating Adobe Acrobat, then delete the file located at: C:\Program Files\Adobe\Acrobat 8.0\Acrobat\AMT\AUMProduct.aup.

If you are updating Adobe Reader, then delete the file located at C:\Program Files\Adobe\Reader 8.0\Reader\AMT\AUMProduct.aup.

After you delete this file, install the Acrobat 8.1 update.

## Update release | Acrobat 7.0.7 Standard, Professional

### What's covered

Installation options

Improvements and bug fixes

### Installation options

On Windows:

A patch installer (one for all 15 languages) that takes you from Adobe Acrobat 7.0.5 Standard or Professional to Adobe Acrobat 7.0.7 Standard or Professional is available on the Adobe website at [www.adobe.com/support/downloads/detail.jsp?ftpID=3318](http://www.adobe.com/support/downloads/detail.jsp?ftpID=3318).

On Mac OS:

A patch installer (one for all 15 languages) that takes you from Adobe Acrobat 7.0.5 Standard or Professional to Adobe Acrobat 7.0.7 Standard or Professional is available on the Adobe website at one of the following locations:

-- For Acrobat Standard: [www.adobe.com/support/downloads/detail.jsp?ftpID=3319](http://www.adobe.com/support/downloads/detail.jsp?ftpID=3319)

-- For Acrobat Professional: [www.adobe.com/support/downloads/detail.jsp?ftpID=3320](http://www.adobe.com/support/downloads/detail.jsp?ftpID=3320)

### Improvements and bug fixes

-- Support for new 3D content: View, interact with, annotate, and measure 3D content embedded in PDF documents created with Adobe Acrobat 3D. Also, view and interact with the 3D model tree.

-- One-button PDF file creation: The one-button PDF creation tool in Autodesk AutoCAD has been updated to include support for AutoCAD 2006 (Acrobat Professional Windows only).

-- PDF/A specification: The Adobe PDF settings now support the final published ISO version of the PDF/A-1b standard. In addition, the Acrobat Preflight tool now supports validation against this final published ISO version (Acrobat Professional only).

-- Additional stability improvements.

See the table below for a list of the most important bugs fixed in the 7.0.7 update.

Bug Number	Description
1218887	BROWSER: Loading PDF files in a browser crashes the browser on exit if the Google toolbar is installed and visible.
1253239	REVIEW AND MARKUP: In the Comments list, a long black bar appears next to the comment.
1242453	MULTIMEDIA: Playback of Flash movies within Acrobat sticks at "Buffering" if Flash Player 8 is installed.
1248444	OUTLOOK PDFMAKER: In Office 2003, a security warning appears when you create PDF files using the Outlook PDFMaker.
1250905	IMAGE CONVERSION: TIFF files that could be converted to PDF using Acrobat 7.0.3 no longer can be converted in Acrobat 7.0.5.
1212724	ANNOTATIONS: Custom Stamps don't display in the order in which they were originally added.

## Additional Information

[332878](#) :Adobe Reader 7.0.7 update release information (Windows and Mac OS)

# Update errors | Windows

## Issue

You receive an error when you try to update Acrobat or Adobe Reader.

## Solutions

### Reader users

You can sometimes resolve one of the errors in the following table by reinstalling Adobe Reader.

- 1 Uninstall Reader from your computer.
  - **Windows 7:** Click Start and choose the Control Panel. Double-click Programs And Features icon. Select Adobe Reader, click Uninstall, and follow the prompts.
  - **Windows 8:** Go to the upper- or lower-right corner of the desktop and activate the Charm bar. In the Charm bar, click the Settings button. In the settings bar, select the Control Panel. In the Control Panel, select Programs. In the Programs window's Programs and Features section, select Uninstall a Program. Select Reader, click Uninstall, and follow the prompts
- 2 Go to the [Adobe Reader Downloads](#) page and click Download Now.
- 3 Allow the Download Manager sufficient time to download all necessary installation files. Then follow the prompts to install Reader.
- 4 If you still have difficulties, try using a different web browser

### Acrobat users

- 1 Uninstall Acrobat from your computer.
  - **Windows 8:** Go to the upper- or lower-right corner of the desktop and activate the Charm bar. In the Charm bar, select the Settings button. In the settings bar, select the Control Panel. In the Control Panel, select Programs. In the Programs window's Programs and Features section, select Uninstall a Program. Select Acrobat, click Uninstall, and follow the prompts
  - **Windows 7:** Click Start and choose the Control Panel. Double-click Programs And Features. Select Adobe Acrobat, click Uninstall, and follow the prompts.
- 2 Re install Acrobat using the downloaded setup or DVD.

### Administrators

For details on how to configure and troubleshoot the Updater, see the [Acrobat-Reader Updater Guide](#).

## Additional information

Like most Windows applications, Acrobat and Reader use Microsoft Windows Installer technology for installing updates. If the update fails, you can get one of the following Microsoft Installer errors. The list is not comprehensive. Adobe updates the list as it learns more solutions to common errors. If your error is not listed here, you can check [Windows Installer Error Messages](#) on the Microsoft site.

Error	Title	Solution
1067	Update failed. The process terminated unexpectedly.	Try downloading Reader directly from <a href="#">this page</a> .
1309	Error attempting to open the source file: C:\Windows\system32\Macromed\Flash\FlashPlayerTrust\AcrobatConnect.cfg.	See <a href="#">Error 1321 or 1309   Install   CS4, CS5   Windows</a>
1310	Error writing to file: C:\Config.Msi.... Verify that you have access to that directory.	See <a href="#">Error "1310: Error writing to file: C:\Config.Msi..."   CS4 products</a>
1311	Could not locate source file cabinet: [filename].	See <a href="#">Error 1311, 1335, or 2350 "Source file not found...data1.cab" when installing Adobe products   Windows</a>
1321	The Installer has insufficient privileges to modify this file: c:\Windows\system32\Macromed\Flash\FlashPlayerTrust\AcrobatConnect.cfg.	See <a href="http://kb2.adobe.com/cps/403/kb403915.html">http://kb2.adobe.com/cps/403/kb403915.html</a> .
1327	Invalid drive	See <a href="#">Error 1327   "Invalid Drive"   Install   CS4, CS5, Acrobat, Reader</a> Alternative solution: This error sometimes appears when a drive is mapped for the user and the installer is running in a system context. Change the access permissions on the network folder to "write" for everyone to the shared folder or drive.
1328	Error applying patch to [filename]. It's likely that something else updated the file, and the patch can't modify it. For more information, contact your patch vendor.	A file has changed or is missing. Uninstall and reinstall the program.
1335	The cabinet file '[filename]' required for this installation is corrupt and cannot be used. This error could indicate a network error, an error reading from the CD-ROM, or a problem with this package.	The source cabinet is corrupt. See <a href="http://msdn.microsoft.com/en-us/library/aa372835(VS.85).aspx">http://msdn.microsoft.com/en-us/library/aa372835(VS.85).aspx</a> .

1401, 1402, 1404, 1406	Could not [perform some action] for [key or value].	<p>These errors occur when the Windows installer cannot successfully modify the registry. Quick solutions:</p> <ul style="list-style-type: none"> <li>Repair the current program installation using Add/Remove Programs in the Control Panel.</li> <li>Log in as administrator and access the appropriate registry key: <b>(Acrobat)</b> HKLM\Software\Adobe\Acrobat (Reader) Reader&lt;version&gt; HKCU\Software\Adobe\Acrobat Reader\&lt;version&gt;</li> <li>Update the program again.</li> </ul> <p>See also:</p> <p><a href="#">Error 1402</a>   <a href="#">Error 1406</a>   <a href="#">Acrobat, Reader</a></p>
1500	Another installation is already in progress. Complete that install before proceeding with this installation.	See <a href="#">Error 1704 or 1500</a>   <a href="#">Install, remove</a>   <a href="#">CS4</a>   <a href="#">Windows</a>
1601	Out of disk space	Ensure that you have enough disk space on your primary disk and update again.
1603	A fatal error occurred during installation or #_AdobeError_#1603	Shut down Microsoft Office and all web browsers. Then, in Acrobat or Reader, choose Help > Check for Updates. See also <a href="#">Error 1603</a>   <a href="#">Install</a>   <a href="#">CS3, CS4 products</a>
1606	Could not access network location	<p>Try using the Microsoft Fix it wizard, available at <a href="http://support.microsoft.com/kb/886549">support.microsoft.com/kb/886549</a>. This wizard updates the Windows registry.</p> <p><b>Disclaimer:</b> Adobe does not support third-party software and provides this information as a courtesy only.</p> <p>If you cannot resolve the problem after using the Fix it wizard, see the solutions in <a href="#">Error 1606</a>   <a href="#">Install</a>   <a href="#">Acrobat 8, 9</a>   <a href="#">CS4</a></p>
1612, 1635	<p>The installation source for this product is not available. Verify that the source exists and that you can access it.</p> <p>This patch package could not be opened. Verify that the patch package exists and that you can access it. Or, contact the application vendor to verify that it is a valid Windows Installer patch package.</p>	<p>Try using the Microsoft Fix it wizard, available at <a href="http://support.microsoft.com/kb/971187">http://support.microsoft.com/kb/971187</a>. The wizard updates the Windows registry so that you can usually uninstall previous versions of the program, or install or update the current version successfully.</p> <p><b>Disclaimer:</b> Adobe does not support third-party software and provides this information as a courtesy only.</p>
1618	Another installation is already in progress. Complete that installation before proceeding with this install.	Another install is in progress and MSI is busy. Quit an installer or wait for the first one to finish.

1624	Error applying transforms. Verify that the specified transform paths are valid.	<p>This error indicates that your Acrobat/Reader installation was customized with the use of a Transforms (.MST) file. The .MST file could be missing from its original location or corrupted.</p> <p>This error could also occur when downloading and updating with the Adobe Application Manager. The error can be bypassed by downloading the update separately from installing it. That is, save the updater file locally (on your computer) and then run it in a separate step.</p> <p>To download and install the update, locate the latest update for Acrobat or Reader here:</p> <p><a href="#">Adobe Acrobat Updates for Windows</a></p> <p><a href="#">Adobe Reader full installers and updates for Windows</a></p> <p>After clicking <b>Proceed to Download</b> and then <b>Download Now</b>, click <b>Save</b> or <b>Save As</b> to save the file to your computer. After downloading, locate the patch file on your computer and double-click the file to run the update.</p> <p>For Windows, patch filenames have a .MSP extension and are named for each product and update, such as AcrobatUpd11009.msp, AcrobatUpd1014.msp, or AdbeRdrUpd11007.msp.</p>
1704	An installation of [product name] is currently suspended.	See <a href="#">Error 1704 or 1500   Install, remove   CS4   Windows</a>
1706	No valid source could be found for [product name].	One or more of the installer files that the Updater downloaded cannot be found. Sometimes, you can browse for the resource by using Add/Remove Programs in the Control Panel and trying to repair the application. When the dialog appears indicating that the resource is unavailable, browse the needed file. You can also get the MSI either from your Installation disc, or from <a href="http://www.adobe.com/downloads">www.adobe.com/downloads</a> (Reader only).
1714	The older version of [product name] cannot be removed. Contact your technical support group.	<p>Try using the Microsoft Fix it wizard, available at <a href="http://support.microsoft.com/kb/971187">http://support.microsoft.com/kb/971187</a>. The wizard updates the Windows registry so that you can usually uninstall previous versions of the program, or install or update the current version successfully.</p> <p><b>Disclaimer:</b> Adobe does not support third-party software and provides this information as a courtesy only.</p> <p>If you cannot uninstall, install, or update the program after using the Fix it wizard, see the solutions in <a href="#">Error 1714   Acrobat, Reader</a>.</p>
28000	installation of the Acrobat Licensing Module has failed.	<a href="#">Roll back the product.</a>

# "An unexpected error has occurred..." or PDFMaker quits silently when creating a PDF (Microsoft Office 2007 applications)

## Issue

When you create a PDF in a Microsoft Office 2007 application using the Acrobat > Create PDF option, PDFMaker quits silently and no PDF is created; or PDFMaker returns the error "An unexpected error has occurred. PDFMaker was unable to produce the Adobe PDF."

Alternatively, when you attempt to create a PDF from multiple Word files within Acrobat, you receive the error "Skipping file."

## Solution

Do one or more of the following solutions:

### **Solution 1: Verify that PDFMaker is properly installed in Microsoft Office 2007 applications.**

If you are attempting to create a PDF from within Acrobat using Microsoft Office documents, then make sure PDFMaker is properly installed in the Office application. Refer to "PDFMaker is unavailable in a Microsoft Office 2007 Application after installing Acrobat 8.1" (Technote [kb401734](#)) to enable PDFMaker.

### **Solution 2: Verify that Microsoft Office personalization entries are filled in.**

To enter Microsoft personalization information:

- 1 Start the Microsoft Office application.
- 2 Click the Office Button in the upper left corner of the application window.
- 3 Click the [application name] Options button.
- 4 In the Popular section, under Personalize your copy of Microsoft Office, enter your user name and initials.
- 5 Close the application.
- 6 Open your Office document and proceed with PDF creation.

### **Solution 3: Create a Quick and Simple PDF (Word 2007 only).**

To create a Quick and Simple PDF:

- 1 In Word 2007, click the Acrobat Tab
- 2 Click Preferences and select Quick and simple PDF, then click OK.
- 3 Click the Create PDF button.

**Note:** Instead of setting the option in Preferences, you can choose Quick and Simple from the Save As Adobe PDF dialog if you only want to use this setting for the current conversion.

## Can't scroll to last row of page thumbnails | Page Navigation Panel | Acrobat 9

### Issue

In Acrobat 9, the scroll bar reaches the bottom before you can view the last row of page thumbnails. This issue occurs only when you set your pages thumbnail panel to three or more columns.

### Solution

Either resize the pages navigation panel, or enlarge the page thumbnails so the pages navigation panel displays only two or fewer columns of thumbnails.

- To change the width of the navigation pane, drag its right border.
- To enlarge (or reduce) the page thumbnail size, click the icon in the upper-left corner of the pages navigation panel. Then, select Reduce or Enlarge Page Thumbnail Size from the context menu.

## Unable to edit properties of Text box or Callout comments.

### Issue

You cannot edit the properties of Text boxes, or Callout comments.

### Solution

To make further changes to an existing text box, or call out comment, turn on the properties toolbar so it is possible to change the properties of a Text box or Call out tool comment. To edit the text inside the comment double-click inside the comment in order to select and edit the text.

### Add a text box

- 1 Choose Tools > Comment & Markup > Text Box Tool.
- 2 Click in the PDF.
- 3 Choose View > Toolbars > Properties Bar, and set the color, alignment, and font attributes for the text.
- 4 Type the text. Text wraps automatically when it reaches the right edge of the box.
- 5 (Optional) To make further changes to the text box:
  - a Using the Select tool or the Text Box tool, click an edge of the text box to select it, and then drag a corner to resize it. Use the Properties toolbar to change the border and fill options.

- b** Double-click the text box to edit the text or change the text attributes. Drag across text to select it, and then select options from the Properties toolbar. View an [Adobe Captivate demonstration](#) of this information.
- 6** To delete the text box, select it, and then press Delete.

**Note:** You can also paste a block of text by selecting and copying the text in any application, selecting the Hand tool in Acrobat, and choosing Edit > Paste.

### Add a callout

- 1** Choose Tools > Comment & Markup > Callout tool.
- 2** Click once to set the location of the end point, and click again to set the location of the text box.
- 3** Choose View > Toolbars > Properties Bar, and select the color, alignment, and font attributes for the text.
- 4** Type the text. Text wraps automatically when it reaches the right edge of the box.
- 5** (Optional) To make further changes to the text box:
  - a** To resize the callout, select it and drag any of the handles that appear.
  - b** To move the text box, click inside the box and drag it.
  - c** To move the entire callout, click either the end-point line or an edge of the text box, and drag it.
  - d** To change the color, opacity, or line characteristics, use the Select tool to right-click the callout, choose Properties, and select the options you want.

The Adobe Captivate demonstration below illustrates how to edit the properties of a Text box or Callout comment. For more information about viewing this demo, see [Viewing Adobe Captivate Demos in Knowledgebase Documents](#) (TechNote [kb403894](#)).

## Unable to duplicate signature form fields in Acrobat (6.x-9.x on Windows and Macintosh)

### Issue

When you context-click on a signature form field and choose Duplicate, nothing happens.

### Detail

The Duplicate option may be greyed out.

### Reason

This is as designed. Signature fields cannot be copied.

### Additional Information

Although signature fields cannot be copied, the Duplicate menu item shows as available because the current selection might include fields other than signature fields and those fields can be duplicated.

If every page needs to be marked by, for example, an image of a signature, please use the custom stamp tool instead. Note: an image of a signature is not the same as a digital signature. For more information on digital signatures please visit <http://www.adobe.com/devnet/acrobat/security.html>

## Unable to access Acrobat's Tool properties toolbar (greyed out, or "no current selection")

### Issue

Unable to access Acrobat's Tool properties toolbar.

The Properties toolbar can become inaccessible (grayed out, or listing 'no current selection') when working with tools (such as the commenting tools) on 2 or more PDF documents. The active property toolbar only remains active on the PDF document where you started using a tool.

### Solution

#### Acrobat 9.x:

Only work on one document at a time when you require access to the properties of a tool.

- 1 Close and save the open PDF files and close Acrobat.
- 2 Re-open the target PDF on which you want to use a tool and require to access the properties of a tool.

#### Acrobat 8.x:

Turn off the document preference "show each document in its own window"

#### Windows:

- 1 Go to edit>preferences drop-down menu
- 2 Select the 'Documents' preferences
- 3 Untick Show Each Document In Its Own Window

#### Mac

- 1 Go to Acrobat>preferences drop-down menu
- 2 Select the 'Documents' preferences
- 3 Untick Show Each Document In Its Own Window

Due to the nature of this issue it is not possible to address this issue in the current release.

## Additional information

The Properties toolbar provides easy access to the properties for many tools and objects such as links, comments, form fields, media clips, and bookmarks. For example, if you select the Note tool, the Properties toolbar displays the current default properties for that tool. If you select a note in the document, the Properties toolbar displays properties for that note.

You can use the Properties toolbar to change many of the settings that appear there. A few items only provide information and cannot be edited.

Like all toolbars, the Properties toolbar can float or be docked in the toolbar area. The Properties toolbar is different in that it doesn't contain tools and can't be customized to hide options.

Choose View > Toolbars > Properties Bar.

Select the object or tool that you want to review.

Change properties for the selected item, as desired.

If you want to change object properties other than those listed in the Properties toolbar, right-click the object, and choose Properties.

# Type 1 fonts print incorrectly to SHARP AR-M455N PCL6 printers | Acrobat 8.x, 9.x

## Issue

Some Type 1 fonts in PDF files print as garbage from Adobe Acrobat 8.x or 9.x to SHARP AR-M455N PCL5/6 printers.

## Solutions

### **Solution 1: Update the Sharp Printer driver.**

Visit the [Sharp website](#) to get the most recent PCL 5e or PCL 6 driver for the SHARP AR-M455N printer.

### **Solution 2: Print as an image from Acrobat.**

- 1 In Acrobat, choose File > Print.
- 2 Click Advanced, then select the checkbox for 'Print as Image'.
- 3 Click OK and, and then click OK again to start the print job.

## Troubleshoot scanning problems | Mac OS

Use these tasks to help you resolve problems that occur when you scan into Acrobat on Mac OS.

### 1. Install the latest version of Acrobat.

The latest version of Acrobat can be more compatible with the operating system and hardware drivers. Before you install an update or upgrade, make sure that the system meets the minimum requirements. You can download the updates from the Adobe website at [www.adobe.com/downloads/updates](http://www.adobe.com/downloads/updates).

### 2. Install or reinstall the latest version of the scanner driver.

An out-of-date version of the scanner driver or a damaged driver file can cause scanning issues in Acrobat. Download the latest version of the driver for your specific scanner model from the scanner manufacturer's website. Then install or reinstall that version of the driver.

If TWAIN file is missing for any scanner, Acrobat doesn't populate the name of the scanner in the scanner list. However, if a TWAIN file is damaged, you can get an error.

**Note:** On Intel-based Macintosh computers, Acrobat 8 and 9 only supports Universal Binary TWAIN drivers. To determine whether your installed scanner driver is a Universal Binary driver or a PowerPC driver, do the following:

- 1 In Finder, navigate to /Library/Image Capture/TWAIN Data Sources.
- 2 Select the scanner driver.
- 3 Choose File > Get Info.
- 4 In the General section of the Get Info window, look at the information beside Kind. You see either PowerPC or Universal after the word Package. If there is no TWAIN source, Acrobat can't scan directly using the scanner.

### 3. Test the scanner with Image Capture or the software that was bundled with the scanner.

Verify that the scanner works by scanning with Image Capture. Image Capture is a standard Mac OS X application installed by default in the Applications folder. You can also try scanning with the software that was bundled with the scanner.

If the problem recurs in a different application, then contact the scanner manufacturer for support.

Image Capture uses Image Capture protocol, while Acrobat on MAC uses TWAIN protocol by default. There are scenarios where things work with Image Capture, but not with Acrobat. Don't compare Image Capture and Acrobat TWAIN behavior. Acrobat has ICA support on MAC 10.7 for now with Acrobat XI only. You can switch to Image Capture protocol in Acrobat and compare results of Image Capture scanning with Image Capture application.

### 4. Scan with the scanner set to a different color mode.

Scanning into Acrobat in some color modes can cause problems when using certain scanners. For instructions on changing the color mode, see your scanner's user's manual.

### 5. Scan while logged in with the root user account.

The root user, or superuser, is a special user account in Mac OS X that is used for specific administration or monitoring tasks. By default, the root user account is not enabled. Log in, open Acrobat and try to scan.

Always log out of the account and disable it when you have finished using it.

### 6. Scan while logged in to newly created administrator user account.

A damaged file or incorrect permissions in your current user account can be the cause of your scanning problem. Create a user account, log in to it, open Acrobat and try again to scan.

For instructions, see [Install or run an Adobe application from within a new user account \(Mac OS X\)](#).

### 7. Use other software to scan.

If the solutions above don't work, then use Image Capture or the software that was bundled with your scanner and scan to a TIFF file. Then use Acrobat to convert the TIFF file to PDF.

## Troubleshoot scanner issues

### Error message while scanning

- 1 Change Data Transfer Method under Scanner Options from Memory Mode to Native Mode. Memory mode uses the same data transfer method as previous versions of Acrobat and scans directly to the computers memory. Native mode scans directly to file and is considered to be more compatible with a wider variety of scanners.
- 2 Change User Interface under Scanner Options from Hide Scanner's Native Interface to Show Scanner's Native Interface. Show Scanner's Native Interface uses the same scanning method previous versions of Acrobat. It lets the scanner's driver operate the scanner. Hide Scanner's Native Interface attempts to use the twain driver directly. It can eliminate error messages, especially when you are scanning multiple pieces of paper. If none of these solutions work, then it's sometimes necessary to use a workaround. See solution 8 under General troubleshooting tasks, or contact your scanner manufacturer for an updated driver.

### General troubleshooting tasks

Perform the following tasks to determine if issues with the scanner, certain system settings, or driver issues cause the problem.

#### 1. Verify that the scanner works by scanning in another application.

Verify that the scanner works properly by scanning into another application (for example, Microsoft Word) using the same settings that failed with Acrobat.

**Note:** Photoshop and Photoshop Elements don't always provide good results to test against. Scanner manufacturers develop software specifically for these products to reduce the likelihood of problems.

If the problems recur when you scan into another application, then contact the scanner manufacturer.

#### 2. Scan using Windows Image Acquisition (WIA) instead of TWAIN (Windows XP only).

Acrobat supports Windows Image Acquisition (WIA) drivers. If your scanner supports both drivers, then select the WIA driver from the Device menu in the Create PDF From Scanner dialog box. Scan the document.

#### 3. Install the latest scanner driver.

If a TWAIN file is missing or damaged, then Acrobat returns an error message when you try to scan using the TWAIN interface. Reinstalling the scanner driver replaces the TWAIN file.

Contact the scanner manufacturer to obtain the latest driver. To reinstall the driver, delete all files and folders that begin with Twain (for example, "Twain\_32.dll") in the Windows or Winnt folder. Then, restart Windows, and then install the latest scanner driver according to the manufacturer's instructions.

#### **4. Restart your computer with startup items disabled.**

Some applications can cause system errors or freezes when running concurrently with Adobe Acrobat. Before starting Acrobat, disable other applications, including startup items (items that start automatically with Windows).

To disable startup items in Windows XP, do the following:

- 1 Quit all applications.
- 2 Choose Start > Run. Type **msconfig** in the Open box and then click OK.
- 3 In the System Configuration Utility dialog box, click the Startup tab, and then select Disable All.
- 4 Click OK, and then restart Windows.

To reenabale the startup items, do the following:

- 1 Choose Start > Run. Type **msconfig** in the Open box, and then click OK.
- 2 In the System Configuration Utility dialog box, click the Startup tab, and then select Enable All.
- 3 Click OK, and then restart Windows.

#### **5. Rescan the image using a different color mode.**

Scanning into Acrobat in some color modes can cause problems when using certain scanners. For instructions on scanning into Acrobat using a different color mode, see the documentation included with the scanner.

#### **6. Specify the image size in the preview panel of the scanner software.**

If the scanned image is clipped or has the wrong dimensions, then specify the image size in the preview panel for the scanner software. For instructions on specifying the image size, see the documentation included with the scanner.

#### **7. Log in with a new account.**

If you've successfully scanned into Acrobat before, then your user account could be corrupted, causing problems when you scan. Create a user account with administrative privileges, and then log in to Windows using the new account.

#### **8. Scan the image into another application as a TIFFfile, and then convert the TIFF file to a PDF file.**

To convert a TIFF file to PDF, do one of the following:

- Drag the TIFF file onto the Acrobat icon.
- In Acrobat, choose File > Create PDF > From File, select the TIFF file, and then click Open.
- In the scanner software, print the TIFF file to the Adobe PDF Printer.

### **Correcting page size when scanning**

Some scanners don't report "supported sizes" to Acrobat when Hide Scanner's Native Interface is selected in Scanner Options inside Acrobat 8. Switch the User Interface option to Show Scanner's Native Interface and select the page size from scanner application.

### **Negative image while scanning**

If the image comes out negative (example, white paper becomes black), then select Invert Black and White Images in the Scanner Options. Attempt to make the PDF again.

# Troubleshoot Safari plug-in | Acrobat X, Reader X

## System requirements

Acrobat X and Adobe Reader X support viewing PDF files inside the Safari browser on Mac OS X. Acrobat X and Reader X do not support any other browser, such as Firefox or Opera. For more information about system requirements, click these links for your product: [Acrobat X Pro](#), [Acrobat X Standard](#), [Adobe Reader X](#).

Adobe PDFViewer for Mac OS X requires the following system requirements:

- Safari 4 for Mac OS X 10.5.8 and Mac OS X 10.6.4
- Safari 5 for Mac OS 10.6.4
- Acrobat and Reader via AdobePDFViewer Safari plug-in are 32/64-bit (64-bit available in Safari 10.6)

**Note:** If you don't have Acrobat or Reader, or haven't installed the PDFViewer plug-in, then Safari shows PDF files using the Mac OS X native PDF support. Support for many Adobe PDF workflows (such as the Collaboration feature or many Forms and Security features) is unavailable.

## Configuring Acrobat to display PDF files in Safari

The AdobePDFViewer plug-in is used to display PDF files in Safari using Acrobat and Reader. This plug-in is installed as part of the Acrobat X or Reader X installation. The location of this plug-in is:

```
/Library/Internet Plug-ins/AdobePDFViewer.plugin
```

## Known issues

### Reader's Preferences > Internet > Display PDF in Browser is always dimmed

- To disable Safari integration, delete the AdobePDFViewer.plugin from /Library/Internet Plug-ins
- To reenale Safari integration, rerun the installer over the current installation. Start the Acrobat/Reader X installer from the original media, and then follow the onscreen prompts to complete the installation.

### Uninstalling an older version of Acrobat or Reader after Acrobat X or Reader X has been installed removes the AdobePDFViewer plug-in

If Acrobat X or Reader X is installed alongside an older version of Acrobat or Reader, removing the older version removes the AdobePDFViewer plug-in.

To reenale Safari integration, rerun the installer over the current installation. Start the Acrobat/Reader X installer from the original media, and then follow the onscreen prompts to complete the installation.

### Older versions of the AdobePDFViewer plugin can overwrite newer versions of the plug-in

Having multiple versions of Acrobat or Reader installed on the same system can cause plug-in conflicts. For example, suppose you have both Acrobat 9 and Acrobat X on your system and Acrobat 9 gets updated. In this case, the Acrobat 9 version of the AdobePDFViewer plug-in can overwrite the Acrobat X version of the plug-in. To correct the issue, follow these steps:

- 1 Remove the previous version of Acrobat or Reader.

- 2 Reinstall Acrobat X or Reader X from the original media.

## Troubleshoot Adobe Reader installation | Windows

**Macintosh users:** If you are trying to install on the Mac OS, see [Troubleshoot Adobe Reader installation | Mac OS](#).

If you had trouble downloading or installing Adobe Reader, follow the troubleshooting steps below. For instructions on installing Reader, see [Install Adobe Reader XI | Windows](#).

### Known issues

Adobe has identified some issues with the current Reader download center. The engineering team is working to address them. Here are temporary workarounds for these known issues.

#### Authenticating proxy servers

Issue: The Adobe Reader installer can have trouble working behind some proxy server environments.

Workaround: Download the Adobe Reader installer directly by clicking this link: [get.adobe.com/reader/direct](http://get.adobe.com/reader/direct).

#### Antivirus software

Issue: Antivirus software from vendors like Comodo, Jiangmin, and Rising incorrectly identify the Adobe Reader installer as malware. False reports from these vendors include “TrojWare.Win32.Trojan.Agent.Gen,” “Trojan/JmGeneric.bcy,” and “Suspicious.” Users also report “Failed to Initialize” errors and the installer getting quarantined.

Workaround: Antivirus software vendors and service providers are addressing this issue so that the Adobe Reader installer is recognized as legitimate. Ensure that your antivirus signatures are up-to-date.

### System requirements

Make sure that your system meets the [minimum system requirements](#).

**Note:** Microsoft Windows 7 requires Adobe Reader 9.2 or later.

### Troubleshoot download problems

If one of the following errors occurs when you try to connect to or download from the Adobe website, work through the tasks below.

- Nothing happens.
- A file stops downloading prematurely.
- Any of the following errors occur: "The server returned extended information." "Connection failure has interrupted the download. Check your Internet settings and click retry." "Cannot connect to server, server cannot be found."

#### 1. Try to download Adobe Reader again.

Try to [download Adobe Reader](#) again by clicking the Download button.

## 2. Make sure that your Internet connection is stable.

An unstable Internet connection can prevent you from downloading from other websites. Try downloading a file from another website, such as [www.microsoft.com](http://www.microsoft.com), [www.apple.com](http://www.apple.com), or [www.mozilla.com](http://www.mozilla.com). If the problem persists, contact your network administrator, help desk resource, or Internet service provider (ISP). See [Resolve an unstable Internet connection to the Adobe website or FTP site](#) for details.

After you establish a stable Internet connection, try to download the file again. If the original attempt to download the file was interrupted, restart the download process within the web browser you were using.

## 3. Download when there is less activity on the Internet.

A high volume of activity can interfere with an Internet connection. For best results, try to download files when there is less activity (for example, late in the evening, early in the morning, or on weekends).

## 4. Download Adobe Reader from a different link.

Try downloading the Adobe Reader installer directly by clicking this link: [get.adobe.com/reader/direct](http://get.adobe.com/reader/direct).

## 5. Update the video card driver (Windows only).

Video card manufacturers frequently update their software drivers. If you haven't recently updated the video card driver, contact the video card manufacturer for an updated driver, or download one from the manufacturer's website. (To determine the manufacturer of a video card, view the card's properties in Device Manager.)

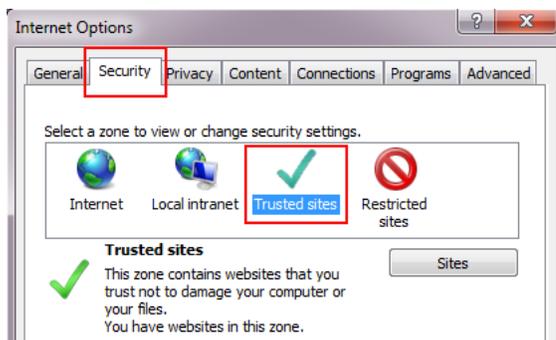
## 6. Install Adobe Reader to individual workstations.

You cannot install Adobe Reader onto a network drive and share it on multiple workstations. Instead, install Adobe Reader onto each workstation or in each user's folder.

## 7. (Internet Explorer only) Verify security and ActiveX settings.

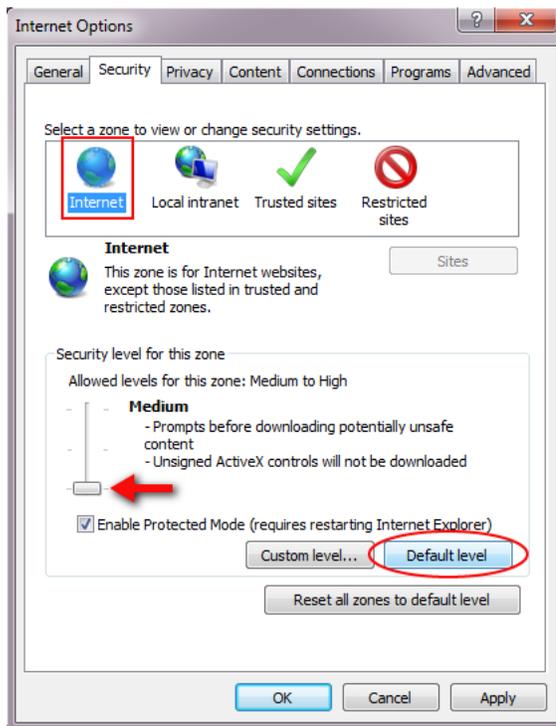
Make sure that the Internet Explorer security default level is set to Medium. This level allows viewing ActiveX controls. To set browser security to Medium, follow these steps:

- 1 Open Internet Explorer, and choose Tools > Internet Options.
- 2 Click the Security tab, then select Trusted Sites for the zone.



- 3 Click the Default Level button. (If the Default Level button is dimmed, continue to the next step).
- 4 Move the slider until the security level is Medium, then click Apply.

- 5 Select the Internet zone.
- 6 Click the Default Level button, move the slider until the security level is Medium, then click OK.



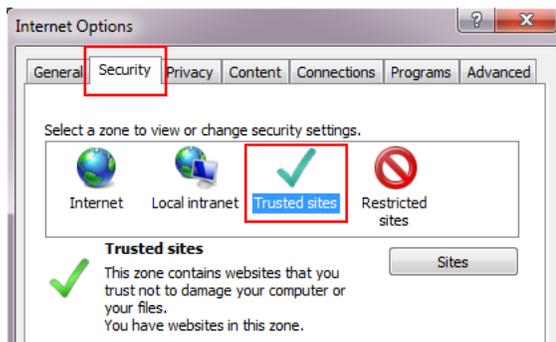
- 7 Try to [download Adobe Reader](#) again.

## 8. Make sure that JavaScript is enabled.

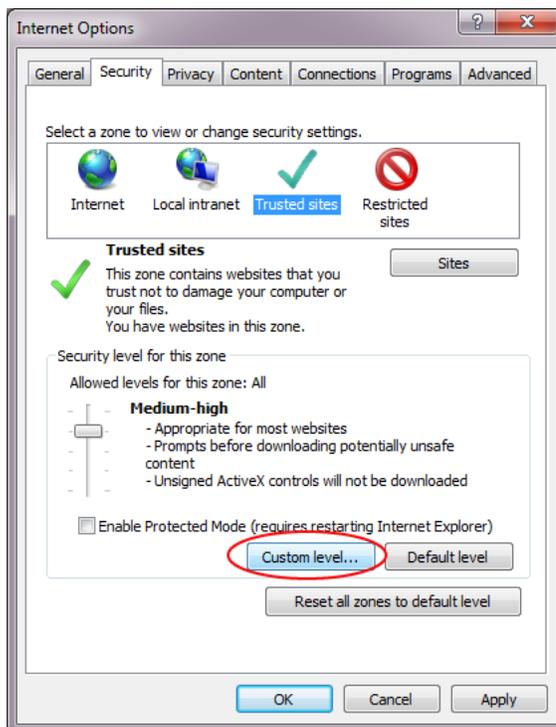
To enable JavaScript, follow the steps below specific to your browser. See the browser documentation for more information.

### Internet Explorer

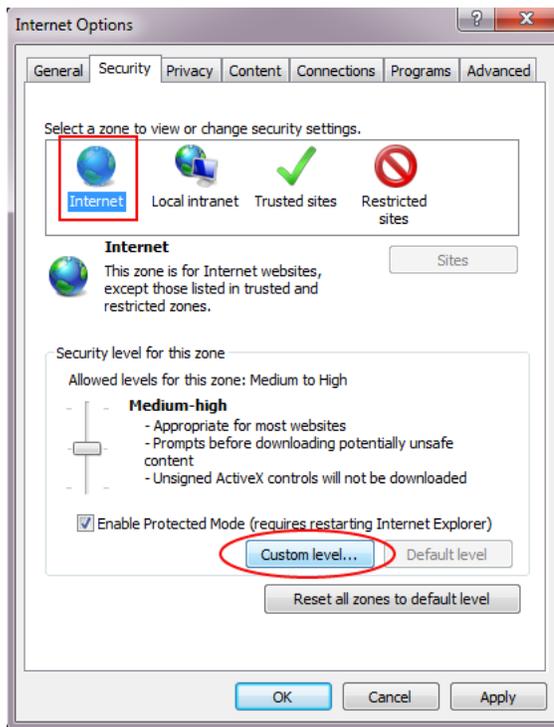
- 1 Open Internet Explorer.
- 2 Choose Tools > Internet Options.
- 3 Click the Security tab, then select Trusted Sites for the zone.



- 4 Click the Custom Level button.



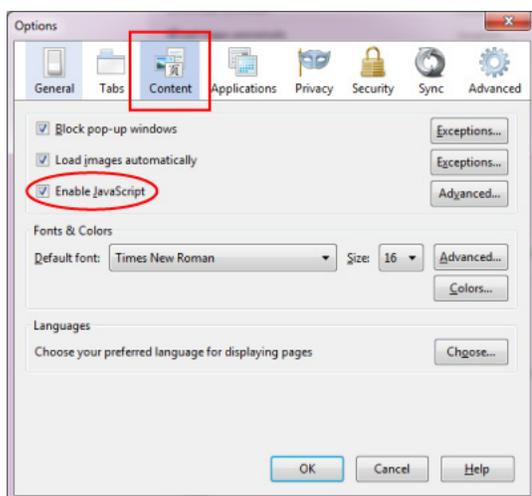
- 5 Scroll down to the Scripting section.
- 6 Set Active Scripting to Enable, and click OK.
- 7 Enable scripting for the Internet zone as well: Select the Internet zone, click the Custom Level button, then set Active Scripting to Enable.



- 8 Go to the [Reader download](#) page, and try downloading Reader again.  
For step-by-step instructions, see [Install Adobe Reader XI | Windows](#).

## Mozilla Firefox

- 1 Open Firefox, and choose Tools > Options.
- 2 In the Options dialog box, click the Content tab.
- 3 Make sure Enable JavaScript is selected, then click OK.

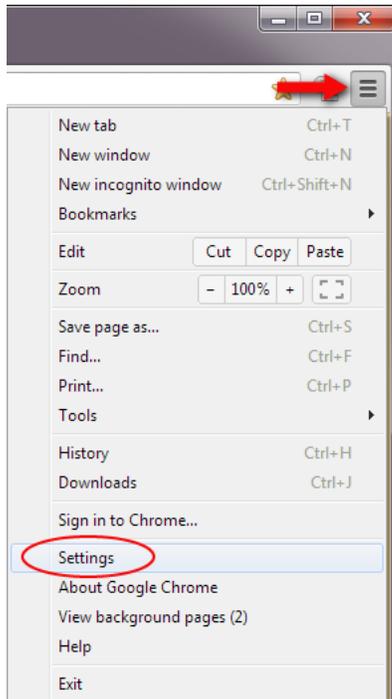


- 4 Go to the [Reader download](#) page, and try downloading Reader again.

For step-by-step instructions, see [Install Adobe Reader XI | Windows](#) .

## Google Chrome

- 1 Open Chrome, and choose Settings from the options menu.



- 2 Scroll to the bottom of the Chrome Settings dialog box, and click Show Advanced Settings.

### Search

Set which search engine is used when searching from the [omnibox](#).

Enable Instant for faster searching (omnibox input may be [logged](#))

### Users

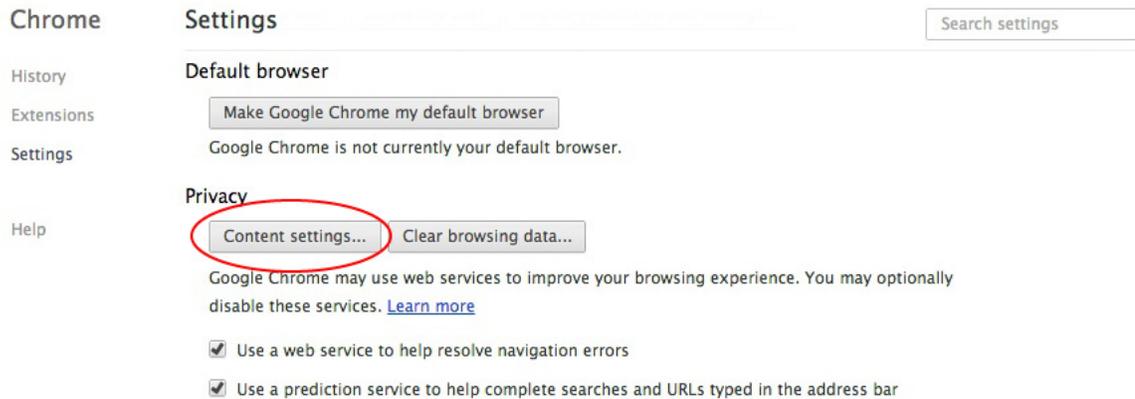
You are currently the only Google Chrome user.

### Default browser

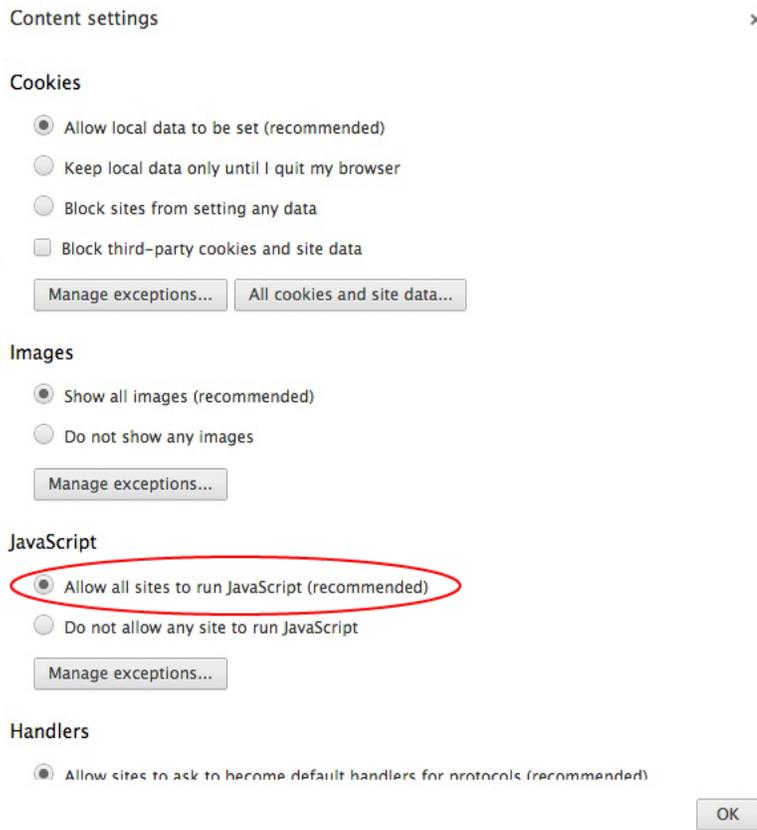
Google Chrome is not currently your default browser.

[Show advanced settings...](#)

- 3 Under Privacy, click Content Settings.



- 4 Make sure Allow All Sites to Run JavaScript is selected, then click OK.



- 5 Go to the [Reader download](#) page, and try downloading Reader again.  
For step-by-step instructions, see [Install Adobe Reader XI | Windows](#).

## Getting a specific error?

If you get a specific error code or message when you download or install Reader, enter it in the knowledgebase search tool above.

The following documents can help you resolve some common problems during and after installation:

- [Error 1402 | Error 1406 | Acrobat, Reader \(329137\)](#)
- [Problems uninstalling Adobe Reader \(kb400769\)](#)
- [Error 1327 | "Invalid Drive" | Install | CS4, CS5, Acrobat, Reader \(kb404946\)](#)
- [Error: "The Adobe Acrobat/Reader that is running cannot be used to view PDF files in a web browser" \(kb405461\)](#)
- [Errors and freezes | Adobe Reader | Windows \(333626\)](#)
- [Errors and freezes | Adobe Reader | Mac OS](#)

## Still need help?

Visit the forums. See if other users are experiencing similar download and installation problems by visiting the [Reader user-to-user forum](#), or the [Deployment & Installation forum](#) on AcrobatUsers.com. Try posting your problem on the forums for interactive troubleshooting. When posting on forums, include your operating system and your product's version number.

### More Help topics

[Install Adobe Reader X | Windows](#)

[Install Adobe Reader X | Mac OS](#)

[Can't view PDF on the web](#)

## Troubleshoot Adobe Reader installation | Windows

**Macintosh users:** If you are trying to install on the Mac OS, see [Troubleshoot Adobe Reader installation | Mac OS](#).

If you had trouble downloading or installing Adobe Reader, follow the troubleshooting steps below. For instructions on installing Reader, see [Install Adobe Reader XI | Windows](#).

### Known issues

Adobe has identified some issues with the current Reader download center. The engineering team is working to address them. Here are temporary workarounds for these known issues.

#### Authenticating Proxy Servers

Issue: The Adobe Reader installer can have trouble working behind some proxy server environments.

Workaround: Download the Adobe Reader installer directly by clicking this link: <http://get.adobe.com/reader/direct>.

## Antivirus software

Issue: Antivirus software from vendors like Comodo, Jiangmin, and Rising incorrectly identify the Adobe Reader installer as malware. False reports from these vendors include “TrojWare.Win32.Trojan.Agent.Gen,” “Trojan/JmGeneric.bcy,” and “Suspicious.” Users also report “Failed to Initialize” errors and the installer getting quarantined.

Workaround: Antivirus software vendors and service providers are addressing this issue so that the Adobe Reader installer is recognized as legitimate. Ensure that your antivirus signatures are up-to-date.

## System requirements

Make sure that your system meets the [minimum system requirements](#).

**Note:** Microsoft Windows 7 requires Adobe Reader 9.2 or later.

## Troubleshoot download problems

If one of the following errors occurs when you try to connect to or download from the Adobe website, work through the tasks below.

- Nothing happens.
- A file stops downloading prematurely.
- Any of the following errors occur: "The server returned extended information." "Connection failure has interrupted the download. Check your Internet settings and click retry." "Cannot connect to server, server cannot be found."

### 1. Try to download Adobe Reader again.

Try to [download Adobe Reader](#) again by clicking the Download button.

### 2. Make sure that your Internet connection is stable.

An unstable Internet connection can prevent you from downloading from other websites. Try downloading a file from another website, such as [www.microsoft.com](http://www.microsoft.com), [www.apple.com](http://www.apple.com), or [www.mozilla.com](http://www.mozilla.com). If the problem persists, contact your network administrator, help desk resource, or Internet service provider (ISP). See [Resolve an unstable Internet connection to the Adobe website or FTP site](#) for details.

After you establish a stable Internet connection, try to download the file again. If the original attempt to download the file was interrupted, restart the download process within the web browser you were using.

### 3. Download when there is less activity on the Internet.

A high volume of activity can interfere with an Internet connection. For best results, try to download files when there is less activity (for example, late in the evening, early in the morning, or on weekends).

### 4. Download Adobe Reader from a different link.

Try downloading the Adobe Reader installer directly by clicking this link: [get.adobe.com/reader/direct](http://get.adobe.com/reader/direct).

### 5. Update the video card driver (Windows only).

Video card manufacturers frequently update their software drivers. If you haven't recently updated the video card driver, contact the video card manufacturer for an updated driver, or download one from the manufacturer's website. (To determine the manufacturer of a video card, view the card's properties in Device Manager.)

## 6. Install Adobe Reader to individual workstations.

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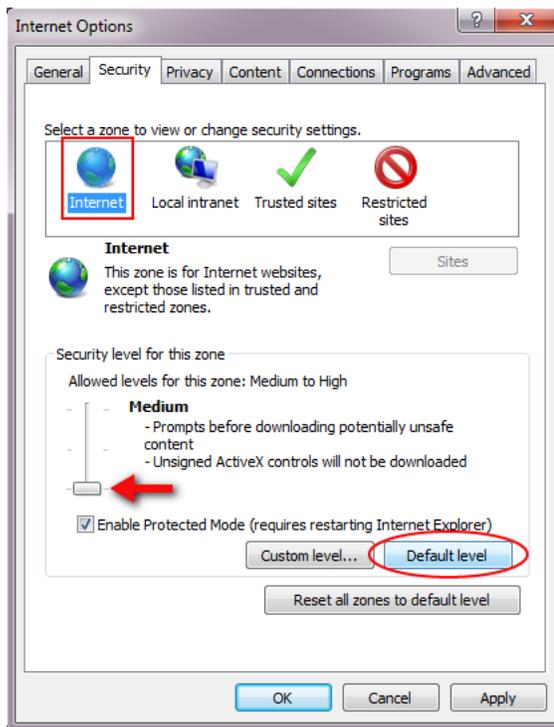
## 7. (Internet Explorer only) Verify security and ActiveX settings.

Make sure that the Internet Explorer security default level is set to Medium. This level allows viewing ActiveX controls. To set browser security to Medium, follow these steps:

- 1 Open Internet Explorer, and choose Tools > Internet Options.
- 2 Click the Security tab, then select Trusted Sites for the zone.



- 3 Click the Default Level button. (If the Default Level button is dimmed, continue to the next step).
- 4 Move the slider until the security level is Medium, then click Apply.
- 5 Select the Internet zone.
- 6 Click the Default Level button, move the slider until the security level is Medium, then click OK.



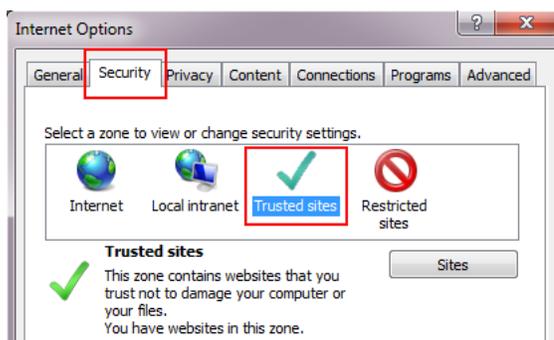
7 Try to [download Adobe Reader](#) again.

### 8. Make sure that JavaScript is enabled.

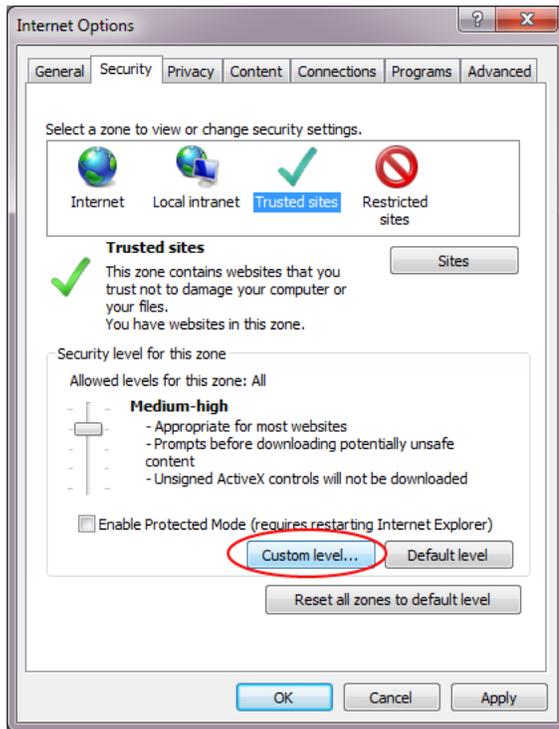
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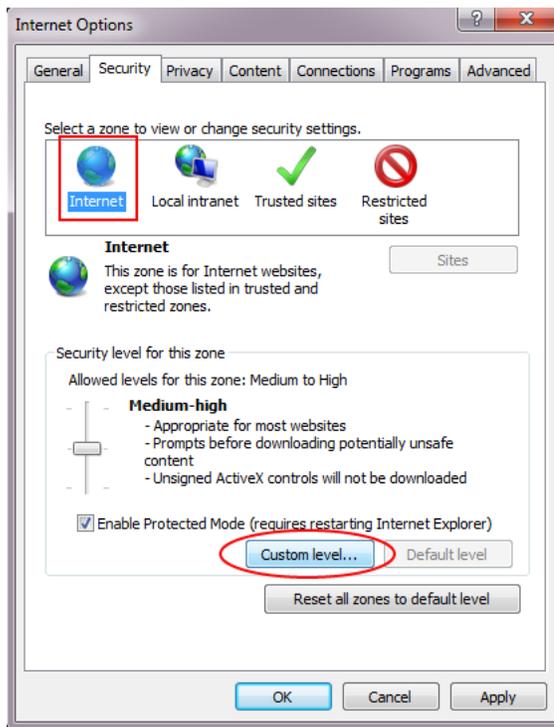
- 1 Open Internet Explorer.
- 2 Choose Tools > Internet Options.
- 3 Click the Security tab, then select Trusted Sites for the zone.



4 Click the Custom Level button.



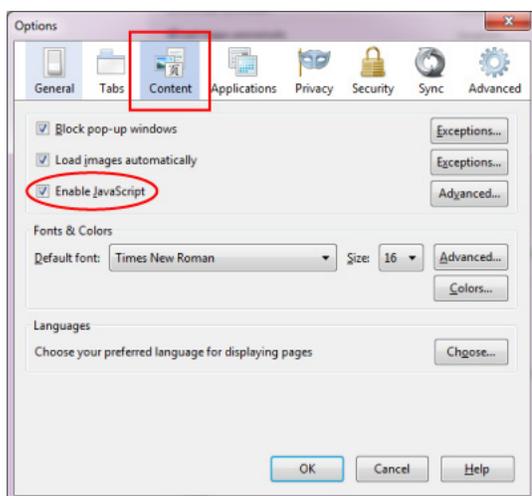
- 5 Scroll down to the Scripting section.
- 6 Set Active Scripting to Enable, and click OK.
  
- 7 Enable scripting for the Internet zone as well: Select the Internet zone, click the Custom Level button, then set Active Scripting to Enable.



- 8 Go to the [Reader download](#) page, and try downloading Reader again.  
For step-by-step instructions, see [Install Adobe Reader XI | Windows](#).

## Mozilla Firefox

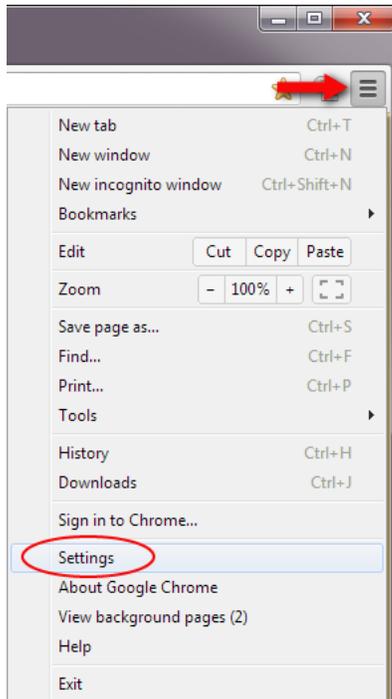
- 1 Open Firefox, and choose Tools > Options.
- 2 In the Options dialog box, click the Content tab.
- 3 Make sure Enable JavaScript is selected, then click OK.



- 4 Go to the [Reader download](#) page, and try downloading Reader again.  
For step-by-step instructions, see [Install Adobe Reader XI | Windows](#).

## Google Chrome

- 1 Open Chrome, and choose Settings from the options menu.



- 2 Scroll to the bottom of the Chrome Settings dialog box, and click Show Advanced Settings.

### Search

Set which search engine is used when searching from the [omnibox](#).

Enable Instant for faster searching (omnibox input may be [logged](#))

### Users

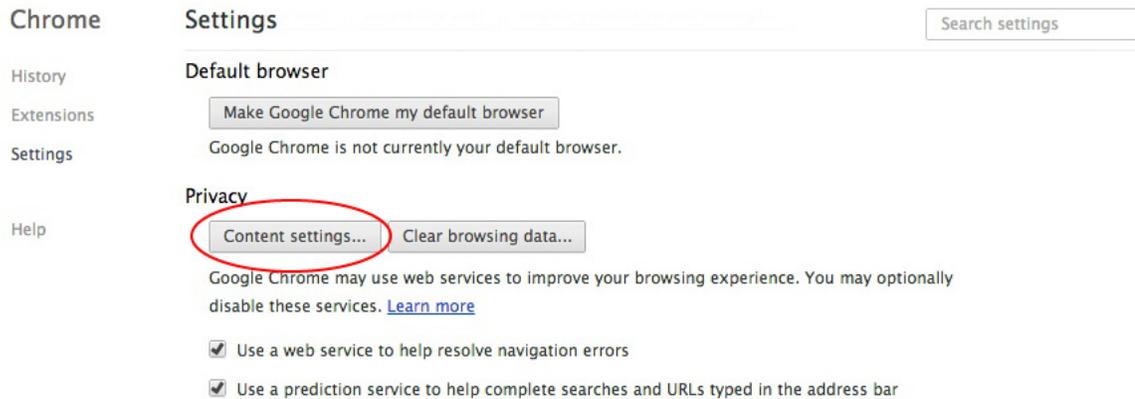
You are currently the only Google Chrome user.

### Default browser

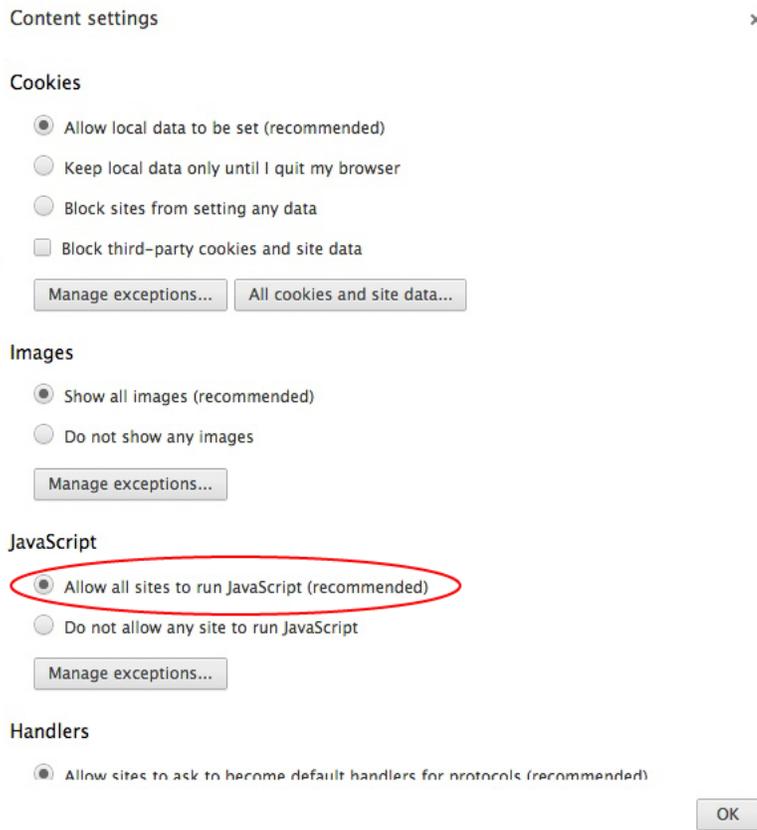
Google Chrome is not currently your default browser.

[Show advanced settings...](#)

- 3 Under Privacy, click Content Settings.



- 4 Make sure Allow All Sites to Run JavaScript is selected, then click OK.



- 5 Go to the [Reader download](#) page, and try downloading Reader again.  
For step-by-step instructions, see [Install Adobe Reader XI | Windows](#).

## Getting a specific error?

If you get a specific error code or message when you download or install Reader, enter it in the knowledgebase search tool above.

The following documents can help you resolve some common problems during and after installation:

- [Error 1402 | Error 1406 | Acrobat, Reader \(329137\)](#)
- [Problems uninstalling Adobe Reader \(kb400769\)](#)
- [Error 1327 | "Invalid Drive" | Install | CS4, CS5, Acrobat, Reader \(kb404946\)](#)
- [Error: "The Adobe Acrobat/Reader that is running cannot be used to view PDF files in a web browser" \(kb405461\)](#)
- [Errors and freezes | Adobe Reader | Windows \(333626\)](#)
- [Errors and freezes | Adobe Reader | Mac OS \(kb403917\)](#)

## Still need help?

Visit the forums. See if other users are experiencing similar download and installation problems by visiting the [Reader user-to-user forum](#), or the [Deployment & Installation forum](#) on AcrobatUsers.com. Try posting your problem on the forums for interactive troubleshooting. When posting on forums, include your operating system and your product's version number.

### More Help topics

[Install Adobe Reader X | Windows](#)

[Install Adobe Reader X | Mac OS](#)

[Can't view PDF on the web](#)

## Troubleshoot PDFMaker | 7.0, 8.0, Acrobat 3D | Windows

Adobe Acrobat PDFMaker (the Convert To Adobe PDF button in the PDFMaker toolbar) is an add-in that creates dynamic PDF files from Microsoft Office applications. This feature installs with Adobe Acrobat Professional and Standard. PDFMaker uses Adobe PDF printer to create a PostScript file. Then, it uses Adobe PDF printer interfaces with the Adobe Acrobat Distiller application to create a PDF file. You can also use Acrobat Distiller independently to create PDF files.

This document can help you troubleshoot problems that occur when you try to create PDF files from Office applications using Acrobat PDFMaker. While this document is specific to Microsoft Word, most of the troubleshooting procedures also apply to Microsoft PowerPoint and Microsoft Excel. For more information about Acrobat PDFMaker, see the Acrobat Help.

### Check Acrobat compatibility with Microsoft Office

Before you begin troubleshooting, be sure that the version of Acrobat you are running is compatible with the version of Office you are running. Acrobat 7.0 Professional and Standard are compatible with Office 2003, 2002, and 2000. Acrobat 8.0 Professional and Standard are compatible with Office 2003, 2002, and 2000.

## Troubleshoot Acrobat Distiller and the Adobe PDF printer

Acrobat PDFMaker uses the Adobe PDF printer, which in turn uses the Acrobat Distiller application to convert Word documents. So, the first step in troubleshooting is to determine if Acrobat Distiller is working correctly:

- 1 Try to create a PDF file from Word with the Adobe PDF printer. Open a document in Word, choose File > Print, choose Adobe PDF from the Printer Name menu, and then click OK.
  - If you can create a PDF file with the Adobe PDF printer, but not with Acrobat PDFMaker, the problem could be with a feature of Acrobat PDFMaker. Proceed to the next section, "Troubleshoot Acrobat PDFMaker."
  - If you can't create a PDF file with the Adobe PDF printer, proceed to step 2.

- 2 Try to create a PDF file with the Acrobat Distiller application:

*Note: This method doesn't support advanced PDFMaker features, such as maintaining links and document structure.*

- a Open a Word document, and then choose File > Print.
  - b In the Print dialog box, select a PostScript printer (for example, the Adobe PDF printer), select Print to File, and then click OK. A PostScript (.ps or .prn) file is created. **Note:** If you don't have a PostScript printer, you can download a PostScript printer driver from the Adobe website at [www.adobe.com/support/downloads](http://www.adobe.com/support/downloads). After you install the driver, complete steps 2a-2b. If you select the Adobe PDF printer, deselect "Do Not Send Fonts To 'Adobe PDF'" to create a PostScript file. c. Choose Advanced > Print Production > Acrobat Distiller (Acrobat 8) or Advanced > Acrobat Distiller (Acrobat 7).
  - c Choose a setting from the Default Settings list (or leave at the default).
  - d Choose File > Open, choose All Files in the Files Of Type menu, select the PS or PRN file you created, and then click Open.
  - e Specify a name and location for the PDF file, and then click Save.
    - 1 If Acrobat Distiller creates a PDF file, proceed to the next section, "Troubleshoot Acrobat PDFMaker."
    - 2 If Acrobat Distiller doesn't create a PDF file, proceed to step 3.
- 3 Open the messages.log file in the following folder:
    - Windows NT: WINNT/Profiles/ [user profile] /Application Data/Adobe/Acrobat/Distiller [version number]
    - Windows 2000 and XP: Documents and Settings/ [user profile] /Application Data/Adobe/Acrobat/Distiller [version number]
  - 4 Check the messages.log file for troubleshooting information:
    - If the file indicates why Acrobat Distiller couldn't create the PDF file, search the Support Knowledgebase at [www.adobe.com/support/products/acrobat.html](http://www.adobe.com/support/products/acrobat.html) for related documents. For example, if the file lists a PostScript error, troubleshoot the error according to the recommendations in [Troubleshoot PostScript Errors](#) .
    - If the file doesn't indicate why Acrobat Distiller couldn't create the PDF file, create a Word document that contains only a few words. Then try to create a PDF file from that document using the Adobe PDF printer and the Acrobat Distiller application:
      - If you can create a PDF file from the new document, the problem may be related to PDFMaker. Proceed to the next section, "Troubleshoot Acrobat PDFMaker."
      - If you can't create a PDF file from the new document, use a file from another application. Try to create a PDF file with Acrobat Distiller. If the problem happens with the file from another application, reinstall Acrobat Distiller. If the problem doesn't happen with the file from another application, troubleshoot the specific behavior using the documents listed in Additional information. Or, search the Support Knowledgebase at [www.adobe.com/support/products/acrobat.html](http://www.adobe.com/support/products/acrobat.html). If you need further assistance, contact Acrobat Technical Support.

## Troubleshoot Acrobat PDFMaker

If you can create a PDF file with the Adobe PDF printer or Acrobat Distiller, but not with Acrobat PDFMaker, the problem could be with an Acrobat PDFMaker feature. To determine if any of these features causes the problem, disable them, and then try to create a PDF file:

- 1 In Word, choose Adobe PDF > Change Conversion Settings.
- 2 Choose Smallest File Size from the Conversion Settings menu.
- 3 Click the Word tab, and then deselect all options.
- 4 Click the Bookmarks tab, and then deselect all Bookmark options.
- 5 Click the Security tab, and then deselect all Security options.
- 6 Click OK.
- 7 Try to create a PDF file:
  - If you can't create a PDF file, proceed to the next section, [Troubleshoot document-specific issues](#).
  - If you can create a PDF file, determine which features cause the problem: Enable one feature, and try to create a PDF file. Repeat this process until the problem recurs. Then, create a new Word document that contains only a few words,. Try to create a PDF file from that document using the same Acrobat PDFMaker settings:
  - If you can create a PDF file from the new document, the problem is document-specific. Proceed to the next section, "Troubleshoot document-specific issues."
  - If you can't create a PDF file from the new document, then the feature most recently enabled will continue to cause problems. Reinstall Acrobat PDFMaker. If the problem persists, contact Acrobat Technical Support.

## Troubleshoot document-specific issues

If you determine that the problem is document-specific, troubleshoot as follows: Enable only the Acrobat PDFMaker features the document uses. For example, if the document contains only the heading styles Heading 1 and Heading 2, disable the other heading styles in the Acrobat PDFMaker dialog box.

Switch to the Normal document view in Word, and then create the PDF file using Acrobat PDFMaker.

Re-create the Word document to eliminate any damage in it by doing one or more of the following:

- Copy and paste the content of the Word document into a new document, and then create the PDF file.
- Select all of the text in the document, change its font, and then save the document with a new name. Word rewrites the document, which may eliminate whatever element is conflicting with Acrobat PDFMaker. After you save the document, you can reformat it in the desired font.
- If the document was created in a version of Word other than the version you use to create the PDF file, make a small change to the document. Then save it with a new name. This procedure forces Word to rewrite the document, possibly eliminating any elements that conflict with Acrobat PDFMaker.

Re-create any custom heading styles in the document, and then create the PDF file.

Identify conflicting elements in the document:

## Troubleshoot conflicts with other macros in Microsoft Word

PDFMaker can conflict with other macros, such as virus checkers or fax software. If other troubleshooting tasks fail, or if PDFMaker has problems after installing a third-party macro, troubleshoot conflicts with other macros. Macros known to cause incompatibilities include Duden Korrektor Plus 2.0, ViaVoice 10 and earlier, Personal Translator 2002 Office Plus, OfficeReady Stuffit, Leuchter Informatic AG WordPlus, and GoldMine Link to Word.

To determine if PDFMaker is conflicting with another macro, delete or deactivate other macros one at a time. Then try again to convert a document to a PDF file using PDFMaker. If the problem does not recur, contact the manufacturer of that macro.

## Troubleshoot problems in Microsoft Word

The steps below are based on the Microsoft Knowledge Base article 825840, "How to Troubleshoot Problems When You Start or Work in Microsoft Office Word 2003." For more detailed information on troubleshooting Microsoft Word, visit the Microsoft website at [www.microsoft.com](http://www.microsoft.com) and search for this article.

**Important:** This article contains information about modifying the registry. Before you modify the registry, make sure to back it up and make sure that you understand how to restore the registry if a problem occurs. For information about how to back up, restore, and edit the registry, see the following article in the Microsoft Knowledge Base: 256986 "Description of the Microsoft Windows Registry."

### 1. Start Word using the /a switch and add PDFMaker manually.

When you start Microsoft Word by using the /a switch, Word temporarily uses the default built-in settings for all options and prevents the loading of add-ins, preferences, customizations, and macros. This is referred to as Office Safe Mode. All Microsoft Office 2003 programs have a Safe Mode startup option.

For additional information about Office Safe Mode, visit the Microsoft Knowledge Base and search for article 291013: "WD2002: About Office Safe Mode in Word."

**Note:** If you change preferences, customizations, or macros during an /a switch session of Word, the changes you make are lost when you quit Word.

Exit all programs before you proceed with these steps.

Start Word by using the /a switch:

- 1 Choose Start > Run.
- 2 In the Run dialog box, type: winword.exe /a .
- 3 Click OK. The Run dialog box closes, and Word starts.

Load PDFMaker manually:

- 1 Select Tools > Customize, and click the Commands tab.
- 2 Click Tools in the Categories panel.
- 3 Drag COM Add-ins from the Commands panel to the Tools menu while holding down the mouse button. When the Tools menu displays the menu commands, drag COM Add-ins just below the Customize option, and then release the mouse button.
- 4 Click Close.
- 5 Click COM Add-ins on the Tools menu.
- 6 6. Click Add, locate the add-in (the PDFMaker Add-in is located at [Acrobat Installation Path] \PDFMaker\Office\PDFMOfficeAddIn.dll), and click OK.

- 7 Press Alt+F11 to start the Visual Basic Editor.
- 8 Press Ctrl+G to start the Immediate Window of Visual Basic Editor.
- 9 To start PDFMaker in Word, type `Application.COMAddIns("PDFMaker.OfficeAddin").Connect = True`. Close the Visual Basic Editor.
- 10 Verify that the Adobe PDF and Acrobat Comments menus now appear to the right of Help on the Microsoft Word menu bar.

Create a test Word document and start PDFMaker:

- 1 Type some text in the Word document.
- 2 Choose File > Save, and save the test document to the desktop.
- 3 Click Convert To Adobe PDF.

If you resolve the issue when you use the /a switch to start Word, remove each of the components that load during Word startup. Remove these components one at a time in the order that they appear in Word. The following components load during Word startup: Word auto macros, global template (Normal.dot), Add-ins (WLLs) and Templates in the Word Startup folder and the Office Startup Folders, COM add-ins, Word Data key in the Windows registry, Word Options key in the Windows registry, and Word Auto Macros.

**Note:** Microsoft Product Support Services has a Troubleshoot Utility (included in the Support.dot file) that automates the removal and restoration of the components that Word Startup loads.

For additional information about Support.dot, visit the Microsoft Knowledge Base and search for article 289506 "HOW TO: Install and Use the Support.dot Template in Microsoft Word 2002."

## 2. Rename Normal.dot template file.

To prevent the formatting, autotext, and macros that are stored in the global template (Normal.dot) from affecting the behavior of Microsoft Word and documents that you open, rename your global template (Normal.dot). When you do so, you can quickly determine whether the global template is causing the issue.

Important: When you rename the Normal.dot template, you reset several options to the default settings, including custom styles, custom toolbars, macros, and AutoText entries. Therefore, Microsoft strongly recommends that you do not delete your Normal.dot file.

Certain configurations may create more than one Normal.dot file. For example, this issue may occur if a computer runs more than one version of Word or if several workstation installations exist on the same computer.

Rename the Normal.dot file:

**Note:** Do not use the /a switch to restart Word after you complete these steps.

Microsoft Windows 2000:

- 1 Quit all instances of Word, including Outlook if Word is your e-mail editor.
- 2 Select Start > Search > For Files Or Folders.
- 3 In the Search For Files Or Folders Named box, type: Normal.dot .
- 4 In the Look In box, select your local hard disk.
- 5 Click Search Now to search for the file.
- 6 For each occurrence of the Normal.dot file that appears in the Search Results dialog box, do the following:
  - 1 Right-click the file, and select Rename.
  - 2 Give the file a new name (for example, OldNormal.dot or Normal-1.dot), and then press Enter.

3 On the File menu, click Close to quit the Search, and then restart Word.

On Microsoft Windows XP, do the following:

- 1 Quit all instances of Word, including Outlook if Word is your email editor.
- 2 Select Start > Search.
- 3 Under What Do You Want To Search For, select All Files And Folders.
- 4 In the All Or Part Of The File Name box, type: Normal.dot.
- 5 In the Look In box, choose your local hard disk (or an alternative user template location if you are running Word from a network server).
- 6 Click Search.
- 7 For each occurrence of the Normal.dot file that appears in the Search Results dialog box, do the following:
  - 1 Right-click the file, and select Rename.
  - 2 Give the file a new name (for example, OldNormal.dot or Normal-1.dot), and then press Enter.
- 3 On the File menu, click Close, and then restart Word.

If you resolve the issue when you rename your global template, the issue is a damaged Normal.dot template. You could have to change several settings to restore your options. If the Normal.dot file that you renamed contains customizations, such as styles, macros, or AutoText entries that cannot be easily re-created, try using the Organizer to copy those customizations from the old Normal.dot file to the new Normal.dot file.

For more information about how to use the Organizer, follow these steps:

- 1 Start Word.
- 2 Choose Help > Microsoft Word Help.
- 3 In the Office Assistant or the Answer Wizard, type Organizer.
- 4 Click Search to view the topics returned.

If you do not resolve the issue, use your old global template (Normal.dot) instead of the new global template. To use your old Normal.dot template, rename the new Normal.dot template back to Normal.dot. If you continue to experience issues with PDFMaker after working with this document, then contact Adobe Technical Support.

## **Additional information**

Troubleshoot PostScript Errors

PDFMaker is unavailable in a Microsoft Office application (Acrobat 7.0 on Windows)

Remove and reinstall PDFMaker 6.0 in Office 2000 or XP

Troubleshoot problems with Acrobat PDFMaker (6.0-7.0 on Windows)

Acrobat PDF-capable web browsers and PDFMaker-compatible applications (Acrobat 8.x on Windows and Mac OS)

# Troubleshoot installation errors or freezes for Acrobat 9

## | Windows XP

This document can help you resolve problems that interrupt the installer for Adobe Acrobat. These problems can manifest themselves in many different ways, including (but not limited to) a frozen cursor or screen, or an error.

This document doesn't address problems related to serial numbers. For these problems, contact Adobe Customer Services at (800) 833-6687.

Different factors can interrupt the installer of an application, including the Autoplay feature of Windows or an application, incorrect data in the Windows registry, and hardware problems. To get the most from this document, perform the tasks in order. Keep a log of the tasks you perform and the results of each, including errors or problematic behavior. Adobe Technical Support can use this information to better assist you if you call.

### Beginning troubleshooting

The tasks in this section can help you resolve the most common installation problems. Before you perform any of these tasks, back up all personal files. Always restart the computer after a system error occurs to refresh its memory. Continuing to work without restarting the computer can compound the problem.

#### 1. Make sure that the system meets the minimum requirements for Acrobat.

Acrobat 9 can't install correctly if the system doesn't meet the following system requirements:

- 1.3-Ghz processor or higher
- Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3 (32 bit and 64 bit) Windows Server 2003 (with Service Pack 2 for 64 bit) Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1 (32 bit and 64 bit)**Note:** MS Hot Fix KB-930627 is required for: Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 64 bit Windows Server 2003 with Service Pack 2 for 64 bit;
- For Acrobat Pro Extended - Minimum 512 MB of RAM (No Mac Pro Extended Product) For Acrobat Pro - 256 MB of RAM (512 MB of RAM recommended) For Acrobat Standard - 256 MB of RAM (512 MB of RAM recommended) For Acrobat Reader - 128 MB of RAM (256 MB of RAM recommended)
- For Acrobat Pro Extended - 2.35 GB of available hard-disk space For Acrobat Pro - 2.06 GB of available hard-disk space For Acrobat Standard - 2.06 GB of available hard-disk space For Acrobat Reader - 145 MB of available hard-disk space
- 1024 x 768 (Professional and Standard) or 800 x 600 for Reader(Recommended 1024 x 768) screen resolution
- DVD drive, if installing from a DVD
- Video hardware acceleration optional
- Acrobat Pro Extended, Acrobat Pro and Acrobat Standard - Microsoft Internet Explorer 6.0 For Acrobat Reader - Internet Explorer 6.0 and 7.0, Firefox 1.5, and Mozilla 1.7
- Internet or phone connection required for product activation

To check how much RAM is installed, choose Start > Control Panel, and double-click System. The amount of RAM is listed on the lower half of the General tab in the System Properties window.

To check available hard disk space, open Windows Explorer, and then select the disk on which you want to install Acrobat. The amount of available space appears at the bottom of the Explorer window. (If the amount doesn't appear at the bottom of the window, choose View > Status Bar, and make sure that Status Bar is selected.) Make sure that the disk on which Windows is installed has at least 10% of its space available, even if you install Acrobat on a different disk or partition.

To increase available hard disk space, search for and delete any \*.tmp files on your computer. For instructions, see the documentation included with Windows.

## **2. Check the DVD and DVD-ROM drives.**

Dust or dirt on a DVD can interfere with an installation and prevent the DVD-ROM drive from recognizing the DVD. Examine the Acrobat DVD for dirt, dust, or fingerprints. Gently wipe the bottom of the DVD from the center outward with a soft, lint-free cloth.

Verify that the DVD-ROM drive can read other DVDs. If it can't, then examine the DVD caddy or loading tray for dirt, and clean it with a lint-free cloth. If it still can't read other DVDs, then contact the DVD-ROM drive manufacturer or the computer manufacturer.

## **3. Log in as an Administrator, and then install Acrobat.**

Log in to the local machine with the Administrator account and then install Acrobat.

## **4. Create a different user account and then install Acrobat.**

A user account can be corrupt or have security settings that prevent the installer from working properly. Installing Acrobat under a new user account can circumvent these issues. For instructions on how to create a user account, see the documentation included with Windows.

## **5. Install Acrobat from the hard disk instead of the DVD.**

Device driver conflicts can prevent Acrobat from installing directly from DVD. Installing Acrobat from setup files copied to your hard disk can avoid conflicts.

To install Acrobat from the hard disk:

- 1 Insert the Acrobat DVD into the DVD-ROM drive.
- 2 Copy the Acrobat folder from the Acrobat DVD to your desktop.
- 3 Run the Acrobat installer from the Acrobat folder on your desktop, and then follow the on-screen instructions to complete installation.

## **6. Install Acrobat in a simplified mode.**

Device drivers and software that load automatically with Windows (for example, screen savers, virus protection utilities) can conflict with the Acrobat installer. To prevent conflict, reinstall Acrobat while Windows is in a simplified mode. This mode which disables some nonstandard device drivers.

To install Acrobat in a Windows simplified mode, do the following:

- 1 Insert the Acrobat DVD into the DVD-ROM drive.
- 2 Copy the Acrobat folder on the Acrobat DVD to the desktop.
- 3 Disable startup items and restart Windows in VGA mode:
  - a Choose Start > Run.
  - b Type msconfig in the Open text box, and then press Enter.

- c Click the Startup tab, click Disable All, and then click OK.
  - d In the System Configuration dialog box, click Restart.
  - e Press F8 when you see the message "For Advanced Startup Options . . ."
  - f Select VGA Mode from the list of startup options.
  - g In the Desktop dialog box, click OK to start Windows.
- 4 Start the Acrobat installer in the Acrobat folder, and then follow the onscreen instructions.
  - 5 To get Windows back to normal startup mode:
    - a Choose Start > Run.
    - b Type msconfig in the Open text box, and then press Enter.
    - c In the General tab, choose Normal Startup. Click OK and restart.

## Intermediate troubleshooting

If the tasks in the previous section don't solve the problem, try the following intermediate troubleshooting tasks.

Before you complete each task in this section, complete the following steps:

**Note:** These steps free up hard disk space and remove any damaged files (permanent and temporary) that the installer needs to overwrite but can't. Normally, the installer removes temporary files after it completes an installation. If problems occur, causing temporary files to remain, the installer can return an error the next time you try to install Acrobat.

- 1 Exit from all applications.
- 2 Uninstall Acrobat.
- 3 Search for and delete any .tmp files on your computer.
- 4 Delete the following items, if present, from the Documents and Settings/[ user profile ]/Local Settings/Temp folder:
  - Folders:
    - \_istmp[ x ].dir
  - Files:
    - \_ins[ x ].\_mp
    - \_inst32i.ex\_
    - \_inz[ x ].\_mp
    - \_isdel.exe
    - \_istmp[ x ].dir
    - \_setup.dll
    - \_setup.lib
    - \_wutl[ x ].dll
    - ~ins[ x ].~mp where " [ x ] " is any number

### 7. Install Acrobat to a different hard disk.

Hard disk problems can prevent Acrobat from installing correctly. By installing Acrobat to a different hard disk, you can verify if the original hard disk is preventing installation.

## 8. Repair and defragment hard disks, and then install Acrobat.

Installation problems can occur if hard disks contain damaged sectors or fragmented files. Repair and defragment hard disks by using either the error-checking tool and the Disk Defragmenter utility included with Windows or a third-party disk utility, such as Symantec Norton Utilities. For instructions, see the documentation included with Windows or the utility.

Run such utilities on each hard disk or partition. After you repair and defragment hard disks, install Acrobat in a simplified mode. (For instructions, see task 6.)

**Note:** Make sure that the disk utility repairs any errors that it detects. If you defragment a disk that contains errors, you can lose data. If the utility detects errors that it cannot fix, contact the computer manufacturer for assistance.

## 9. Check the system for viruses.

System viruses can cause erratic behavior and prevent Acrobat from installing. Use current anti-virus software, such as McAfee VirusScan, to check your system for viruses. Make sure that you have the latest virus definitions for the anti-virus software you use. Although virus infections are rare, they can cause strange system behavior, including system errors. Running virus-detection software regularly prevents viruses from damaging software on your system. For instructions, see the documentation for the anti-virus software.

## 10. Custom install Acrobat components.

An individual component can cause Acrobat to install incorrectly. By installing the components separately, you can isolate the one that causes the problem.

To custom install Acrobat components:

- 1 Start the Acrobat installer.
- 2 Click Next in the Adobe Acrobat 9.0 Setup dialog box.
- 3 Follow the onscreen instructions to read the introduction, select a language, and accept the license agreement.
- 4 Enter your name, your organization (optional), and the serial number for your copy of the program, and then click Next.
- 5 Click Next in the PDFMaker Installation And Integration Information dialog box.
- 6 Select a Custom installation, and then click Next.
- 7 Click Next in the Caching The Installer dialog box.
- 8 Deselect all the components to install the core features of Acrobat, and then click Next.
- 9 After the core features are installed, start the Acrobat installer, and select Modify. Then select a desired component.
- 10 Click Update to begin the component installation, and then click Finish to complete the installation.
- 11 Repeat steps 9-11 to install each remaining component.

## Advanced troubleshooting

If the tasks in the previous section don't resolve the problem, then hardware could be conflicting with Acrobat.

## 11. Try to install Acrobat on a different computer.

Try to install Acrobat on a different computer to determine if the problem is unique to your computer. If the problem is unique to your computer, contact the computer manufacturer. If the problem occurs on multiple computers, it could be a faulty DVD. Contact Adobe Technical Support.

## 12. Visit the Adobe User to User Forums.

You can see if other Adobe customers have a similar problem by visiting the User to User Forums at [www.adobeforums.com](http://www.adobeforums.com).

If you confirm that the problem happens on other computers, Adobe Technical Support may be able to duplicate and research the problem. Otherwise, see the system- or hardware-related information in Related Records.

# Troubleshooting forms

## Solution

### Troubleshooting tips for Reader-enabling forms

If you are having trouble enabling forms for Reader users, check the following conditions.

#### Reader-enabling forms option is unavailable in the Advanced menu

- This feature is not available in Adobe Reader. You must have Acrobat 9 Pro, Pro Extended, or Standard, Acrobat 8 Professional, or Acrobat 3D Version 8.
- If you are editing the form, click Close Form Editing in the upper-right corner of the form.
- Make sure that the security settings allow form filling. (See File > Properties > Security.)
- Make sure that the PDF/A standard was not used to create the file. (Check for the Standards panel button ? in the Navigation pane.) If PDF/A was used, re-create the PDF without the PDF/A setting to allow reader-enabling.

#### Reader users cannot fill in or save the form

- Reader users must have Reader 8 or later.
- When you choose the Reader-enabling option, save a copy of the form using a different filename, and then send the copy to recipients.

### Troubleshooting tips for completing forms

If you're having trouble filling in and submitting forms, check the following conditions.

Quick things to check first

- Make sure the security settings allow form filling. (See File > Properties > Security.)
- Make sure the PDF includes interactive, or fillable, form fields. Sometimes form creators forget to convert their PDFs to interactive forms, or they intentionally design a form you can only fill in by hand. If you can't type in the form fields, then the fields are probably not interactive.
- Check for additional capabilities and restrictions in the purple document message bar, just below the tool area.

### Additional forms tips for Acrobat users

- If the form doesn't have interactive form fields, open the form in Acrobat 9 (any version) and choose Forms > Add Or Edit Fields. Check if this message appears: "Currently there are no form fields on this PDF. Do you want Acrobat to detect the form fields for you?". You can click Yes to run the Form Field Recognition tool, or use the Typewriter tool to create form fields.

- If the message “This operation is not permitted” appears when users open or submit your form, check for unembedded fonts or hidden objects. Also, make sure that fonts are embedded in any PDF before you import it as artwork in the form. To check for unembedded fonts, choose Files > Properties > Font tab. To embed fonts, choose Tools > Advanced Editing > TouchUp Text Tool. To locate and remove content you don’t want, choose Document > Examine Document in Acrobat. For more information, see <http://www.acrobatusers.com/forums/aucbb/viewtopic.php?pid=35535#p35535>.
- If you have checked all these conditions and still can’t fill out and submit the form, post your question on the Acrobat forum at <http://www.adobeforums.com/cgi-bin/webx/.3bbeda8b/>.

#### **Additional forms tips for Reader users**

- If the form doesn’t have interactive form fields, you can ask the form creator to place form fields on the document. Or, you can download a 30-day free trial of Acrobat 9 (Windows only). In Acrobat, you can use either the Typewriter tool or Form Field Recognition tool to create form fields.
- If the form creator enabled additional capabilities, then the Document Extensions panel (View > Navigation Panels > Document Extensions) is available. You can open the panel to see what else you can do with the form. For example, you might be able to save and print data, add comments, and digitally sign it.

#### **Other functions, such as editing document content, or inserting and deleting pages, are restricted.**

- If you have checked all these conditions and still can’t fill out and submit the form, post your question on the Reader forum at <http://www.adobeforums.com/cgi-bin/webx/.3bbeda8a/>.

## **Troubleshoot errors, freezes | Reader | Windows**

**Note:** Visit the [Adobe Reader Help and Support page](#) for help with top issues.

### **What’s Covered**

Beginning troubleshooting

Intermediate troubleshooting

Advanced troubleshooting

This document can help you resolve system errors that occur while you use Adobe Reader on Windows 2000 or XP. System errors can manifest themselves as a blank or flickering dialog box, a frozen cursor or screen, or one of the following errors:

- A blank or flickering dialog box
- A frozen cursor or screen
- A blue screen
- An unexpected restart
- An error such as any of the following:

A STOP error

"Fatal System Error."

"Application Error."

"Reader caused a General Protection Fault in module [filename]."

"Reader caused an Invalid Page Fault in module [filename]."

"Reader has encountered a problem and needs to close."

"The instruction at '[memory address]' referenced memory at '[memory address]'. The memory could not be 'read'."

"[filename] has generated errors and will be closed by Windows."

Different factors can cause system errors, including conflicts among device drivers, software, and hardware, and corrupt elements in specific files. Although a system error may occur only when you work with Adobe Reader, Adobe Reader may not necessarily be the cause--it may be the only application that is memory- or processor-intensive enough to expose the problem.

To benefit most from this document, perform the tasks in order. Keep track of the tasks you perform and the results of each, including errors or other problems. Adobe Technical Support can use this information to better assist you, should you need to call.

### **Beginning troubleshooting**

The tasks in this section can help you resolve the most common system errors. Always restart the computer after a system error occurs to refresh its memory. Continuing to work without restarting the computer may compound the problem.

**Note:** Some of these tasks require you to locate hidden files or folders, or files by their full file names, which include extensions (for example, filename.ini). By default, Windows Explorer doesn't show hidden files, hidden folders, and filename extensions it recognizes.

To show hidden files, hidden folders, and all filename extensions in Windows Explorer:

1. In Windows Explorer, choose Tools > Folder Options.
2. Click the View tab in the Options dialog box.
3. Select Show Hidden Files And Folders.
4. Deselect Hide File Extensions For Known File Types.
5. Click OK.

#### **1. Make sure that the system meets the minimum requirements for Adobe Reader.**

Adobe Reader 8 may not run correctly if the system doesn't meet the following requirements:

- Intel Pentium processor
- Microsoft Windows XP Professional or Home Edition (Service Pack 1 or 2), Windows 2000 (Service Pack 2), Windows XP Tablet PC Edition, Windows Server 2003, or Windows NT (Service Pack 6 or 6a)
- 128MB of RAM (256MB recommended)
- Up to 90MB of available hard-disk space
- Microsoft Internet Explorer 5.5 (or higher), Netscape 7.1 (or 8.0), Firefox 1.0, or Mozilla 1.7

#### **2. Install the latest version of Adobe Reader.**

The latest version of Adobe Reader may be more compatible with your operating system and hardware drivers. Before you install an update or upgrade, make sure that the system meets the requirements.

The free Adobe Reader is available from the Adobe website at <http://www.adobe.com/products/acrobat/readstep2.html>.

### 3. Run Adobe Reader while no applications are running in the background.

Some applications that run in the background may cause system errors or freezes when running concurrently with Adobe Reader. You can identify these applications and disable them before starting Adobe Reader. To identify problematic applications that run in the background, remove applications from the Startup folder and close those that are specified in the registry to start automatically.

-- To disable startup items and services (Windows XP):

1. Quit all applications.
2. Choose Start > Run, type **msconfig** in the Open text box, and click OK.
3. Click the Startup tab and the Services tab. Record all unselected items.
4. Click the General tab, and choose Selective startup.
5. Deselect Load Startup Items. Verify that Process System.ini File, Process WIN.INI File, and Load System Services are checked.
6. Click the Services Tab, and check Hide All Microsoft Services
7. Click Disable All.
8. Click OK, and restart Windows.
9. Right-click icons in the Notification Area (called the System Tray in earlier versions of Windows) to close or disable any startup items that are still active.

**Note:** Upon reboot, you'll be notified that the System Configuration Utility has made changes to the way that Windows starts up. Click OK, and when the System Configuration Utility appears click Cancel.

Then, try to re-create the problem:

-- If the problem doesn't occur, one of the startup items conflicts with Adobe Reader. Reenable startup items one at a time, testing each time until you determine which item is causing the conflict. Then contact that item's developer for an update, if available.

-- If the problem recurs, startup items aren't the cause and you can reenabke startup items and services.

-- To reenabke startup items and services (Windows XP):

1. Choose Start > Run, type **msconfig**, and click OK.
2. Choose Normal Startup on the General tab, click OK, and restart the computer.

**Note:** You will need to deselect any recorded unselected items after you select Normal Startup.

-- To disabled startup items and processes (Windows 2000):

**Note:** Windows 2000 does not have the MSConfig utility for disabling start items. You can disable the items manually.

1. Quit all applications.
2. In Windows Explorer, move all icons and shortcuts from the following folders to another folder:
  - Documents and Settings/All Users/Start Menu/Programs/Startup
  - Documents and Settings/[user profile]/Start Menu/Programs/Startup
3. Restart Windows.

4. Right-click the taskbar, and choose Task Manager from the pop-up menu.

**Note:** The simplest method to shutdown all remaining programs is to disable processes that are not required for the system to run. Without a strong understanding of the Windows 2000 architecture you can typically reduce the number of process down to 19. If the process is not in the required process list, disable the process following the steps below.

5. Click the Processes tab.

6. Select an process, click End Process, choose Yes.

**Important:** Do not disable the following required processes: wuauclt.exe, WinMgmt.exe, WINLOGON.EXE, TASKMGR.EXE, System Idle Process, System, svchost.exe, spoolsv.exe, SMSS.EXE, SERVICES.EXE, regsvc.exe, mstask.exe, LSASS.EXE, explorer.exe, CSRSS.EXE

**Note:** You will need to disable these processes every time you need to reboot the computer.

Then, try to re-create the problem:

-- If the problem doesn't recur, then move the icons and shortcuts back to the Startup folder one at a time and restart the computer until you determine which item is causing the conflict. Then contact that item's developer for an update, if available.

-- If the problem recurs, then startup items aren't the cause and you can reenable them.

-- To reenable the startup items when you are finished (Windows 2000): Move the icons and shortcuts back to their respective Startup folders, and restart the computer.

#### **4. Troubleshooting plug-ins conflicts in the Adobe Reader Plug-ins folder.**

Determine whether the problem is being cause by plug-ins.

To troubleshoot plug-in conflicts:

1. Start Adobe Reader without any plug-ins running.

a. Double click on the Adobe Reader shortcut on the Desktop.

b. Immediately after double-clicking, press and hold the left Shift key on the keyboard.

-- If the Comments menu item is not present, then close Reader and repeat step 1.

-- If the Comments menu item is present, then proceed to step 2.

2. Attempt to reproduce the error.

-- If the problem goes away, then proceed to step 3.

-- If the problem persists, then proceed to step 5.

3. Close Adobe Reader.

4. Remove third-party plug-ins from the Reader plug-ins folder. The default location for the Reader Plug-ins folder is Program Files\Adobe\Acrobat 8.0\Reader\Plug\_ins.

5. Start Adobe Reader and attempt to reproduce the error.

-- If the problem does not occur, then proceed to step 8.

-- If the problem recurs, then proceed to step 6. Leave the third party plug-ins out of the Adobe Reader plug-ins folder.

6. Move all remaining plug-ins into a new folder.

7. Restore one Adobe Reader plug-in at a time and attempt to reproduce the error.

-- If the problem recurs, then record the plug-in name, move the plug back to the new folder, and repeat step 6. After you test all of the Adobe Reader plug-ins, proceed to step 9.

-- If the problem does not occur, then repeat step 6 with the next plug-in.

8. Move one third-party plug-in back to the Reader plug-ins folder and attempt to reproduce the error.

-- If the problem doesn't occur, then repeat steps 8 with another third-party plug-in.

-- If the problem recurs, then contact the developer of the plug-in for assistance with there plug-in.

9. Run a detect and repair on Adobe Reader with the corrupted Reader plug-ins removed from the Reader folder.

a. Remove all corrupted plug-ins recorded in step 7 from the Reader plug-ins folder.

b. Choose Start > Control Panel, and double click Add Or Remove Programs.

c. Select Adobe Reader and click Change.

d. When prompted, confirm that you want to repair Reader.

#### **5.Re-create the Adobe Reader preferencesfolder.**

Re-create the Adobe Readerpreferences folder to eliminate problems that damaged preferences files might cause.

**Note:** Color management preferences and other settings will be affected by using this solution. The majority of the Adobe Reader preferences are stored within the registry.

To re-create the Adobe Readerpreferences folder:

1. QuitReader.

2. In Windows Explorer, go to Documents and Settings\[username]\Application Data\Adobe\Acrobat\8.0 folder and move the Preferences folder to another location (for example, C:\Temp).

3. Start Adobe Reader. Adobe Reader creates a new Preferences folder.

If the problem recurs after you re-create the Adobe Reader preferences folder, then the problem isn't related to the Preferences folder. To restore custom settings, drag the file you moved in step 2 back to its original location, and then click Yes to replace the new Preferences folder.

#### **Intermediate troubleshooting**

If the tasks in the previous section don't solve the problem, try the following intermediate troubleshooting tasks.

#### **6. Run Detect And Repair while no other applications are running.**

1. Quit all applications and restart Windows.

2. Choose Start > Control Panel, and double click Add Or Remove Programs.

3. Select Adobe Reader and click Change.

4. When prompted, confirm that you want to repair Reader.

5. After the repair is complete, restart your computer.

#### **7. Reinstall Adobe Reader in a simplified Windows mode.**

Because device drivers can interfere with opening or installing files, restart Windows in a simplified mode to disable the device drivers, and then install Adobe Reader.

1. Disable startup items and services. (See Section 3 of this document for more information.)

2. Reinstall Adobe Reader.

- a. Choose Start > Control Panel, and double click Add Or Remove Programs.
  - b. Select Adobe Reader and click Change.
  - c. When prompted, confirm that you want to remove Reader.
  - d. Reboot.
  - e. Download the appropriate version of Adobe Reader from the Adobe website at <http://www.adobe.com/products/acrobat/readstep2.html> .
  - f. Run the downloaded installation file.
  - g. Verify Adobe Reader is functioning properly before re-enabling startup items.
3. Reenable startup items and services. (See section 3 of this document for more information.)

### 8. Update the video driver.

Many manufacturers of video display adapters frequently update their software drivers. If you haven't updated the display adapter driver recently, contact the video card manufacturer for an updated driver, or download one from the manufacturer's website. (To determine the manufacturer of the video card, view the card's properties in Device Manager.) You can often determine if the video driver is outdated by changing the color-depth and resolution of the video card or by disabling graphics hardware acceleration.

To change the color-depth and resolution of the video card:

1. Choose Start >Control Panel.
2. Double-click Display, and then click the Settings tab.
3. Change the color-depth using the Color quality menu.

**Note:** Reader performs optimally at 16bit color. Please increase or decrease the color depth depending on the current setting.

4. Change the resolution using the Screen Resolution slider.

**Note:** Reader preforms optimally at 800x600. Please increase or decrease the screen resolution depending on the current setting.

5. Click Apply, and then click OK.
6. Restart Windows and Adobe Reader. If the problem no longer occurs, contact the video card manufacturer for an updated driver.

To disable graphics hardware acceleration:

1. Choose Start > Control Panel.
2. Double-click Display, click the Settings tab, and then click Advanced.
3. Click the Troubleshooting tab.
4. Move the Hardware acceleration slider to None.
5. Click OK to accept the new setting, and then click OK to close the Display Properties window.
6. Restart Windows and Adobe Reader.
7. Attempt to reproduce the issue.

-- If the problem no longer occurs, then contact the video card manufacturer for an updated driver.

-- If the recurs, then proceed to the next step, "Verify that device drivers are compatible with Windows."

### **9. Verify that device drivers are compatible with Windows.**

Device drivers are files that allow Windows to communicate with devices such as scanners, video cards, mouse devices, and keyboards. Contact the device manufacturer to make sure that you have the latest driver for it.

To check for device driver problems:

1. Choose Start > Control Panel
2. Double-click System, click the Hardware tab, and then click Device Manager.
3. Click the plus sign (+) to the left of each device type.
4. If a device appears with a black exclamation mark (!) in a yellow circle, right-click that device, and choose Properties from the pop-up menu.
5. Check the properties for the device:

-- Check the Device Status field: If the device isn't working properly, information in this field can help you troubleshoot the problem.

-- If the Properties dialog box has a Driver tab, click it. If the Driver tab doesn't indicate the driver provider, click Driver Details. If Microsoft is the provider, you probably have a generic driver and should obtain the most recent driver provided by the device manufacturer.

### **10. Install the latest Microsoft Windows update.**

Updates to Windows (also called Service Packs) improve its performance and compatibility with other applications. Although each version of Adobe Reader requires a Service Pack (see the system requirements in task 1 of this document), a more recent Service Pack can further improve performance. Service Packs typically include updated device drivers and other updated system components. You can obtain Service Packs from the Microsoft website at [www.microsoft.com](http://www.microsoft.com). For assistance installing a Service Pack, contact Microsoft Technical Support.

If you reinstall an application or Windows after you install the latest Service Pack, then reinstall the Service Pack. Some applications install commonly used system files, overwriting the updated versions installed by the Service Pack.

### **11. Disable hard disk compression.**

Disable hard disk compression, which can interfere when Reader attempts to store and access files and resources. For more information, see the documentation for the compression software, or see the Windows documentation for compression included with Windows.

### **12. Optimize handling of temporary files by Windows.**

Windows and applications store working data in temporary (.tmp) files that they create on the hard disk. Excessive or outdated temporary files can interfere with performance of Windows or applications. Delete temporary files, and make sure that at least 50 MB of free space is available on the hard disk to which temporary files are written.

To make sure that at least 50 MB of free space is available on the hard disk to which temporary files are written:

1. Quit all applications.
2. Choose Start > Control Panel > System.
3. Click the Advanced tab, and then click Environment Variables.
4. In the User Variables For [user profile] section, locate TEMP in the Variable column, and note the folder listed in the Value column. If the complete pathname for the folder isn't visible, double-click TEMP in the Variable column, and note the folder name in the Variable Value box.

**Note:** If a TEMP variable doesn't exist, contact your system administrator for assistance.

5. In Windows Explorer, verify that the folder you noted in step 4 exists on a noncompressed disk partition that has at least 50 MB of free space:

-- If the folder doesn't exist, create it: Right-click the drive, choose New Folder from the menu, and type the folder name you noted in step 4 (for example, Temp).

-- If the disk doesn't have enough free space, then create additional space by removing unnecessary files. To determine the amount of free space, right-click the drive and choose Properties from the menu.

To delete temporary files:

**Note:** Repeat this procedure periodically. Windows deletes temporary files when Windows and applications close normally. When Windows or an application crashes, however, temporary files can accumulate on the hard disk.

1. Choose Start > Run, and type **cmd** (Windows XP, 2000) or **command** (Windows 98) in the Open text box. Click OK.

2. Type the following commands and press Enter after each command:

**c:**

**cd\**

**cd "C:\Windows\Temp"**

**Important:** Verify that the command prompt reads C:\Windows\Temp before you enter the next command. Initiating this command at other hard drive locations can damage your Operating System. Adobe provides this information as a courtesy only and is not responsible for issues you may encounter if you run this command in an incorrect location.

**del \*.\* /s /q**

3. Microsoft Windows will delete all unprotected files from the Windows Temporary directory and then return to a blinking command prompt. When it has return to the blinking command prompt, type the following commands and press Enter after each command:

**cd\**

**cd %temp%**

**Important:** Verify that the command prompt reads C:\Documents and Settings\Username\Local Settings\Temp before you enter the next command. Initiating this command at other hard drive locations can damage your Operating System. Adobe provides this information as a courtesy only and is not responsible for issues you may encounter if you run this command in an incorrect location.

**del \*.\* /s /q**

4. Type **exit** to close the Command.com window.

### 13. Check for font problems.

To determine whether a font causes the problem, reduce the number of active fonts by moving the font files to another location:

**Note:** Don't remove the fonts installed by Windows. For details, see the [Microsoft website](#).

1. Create a new folder (for example, C:/TrueType).

2. Navigate to the fonts folder.

-- On Windows XP: Open the Windows/Fonts folder.

-- One Windows 2000: Open the Winnt/Fonts folder.

3. Move font files, excluding those installed by Windows, from the Fonts folder to the folder you created in step 1.

4. Move a few of the fonts from step 3 back to the Winnt/Fonts folder.

5. Start Adobe Reader, and try to re-create the problem:

-- If the problem recurs, then one of the fonts you moved in step 4 may be the cause. Remove those fonts from the Fonts folder, and repeat steps 4-6, this time adding only one font at a time. When the problem recurs, remove the fonts using a font utility, remove the font and reinstall it from the original media, or contact the font manufacturer to obtain an updated version of the font.

-- If the problem doesn't occur, then repeat steps 4-5 and test different fonts.

#### **14. Run Adobe Reader in a different user account.**

Create a new user account that has the same permissions as the account you use when the problem occurs. If the problem doesn't recur, then the original user account may be damaged. For information on setting up a user account, see the Windows 2000 or Windows XP documentation or contact your network administrator.

#### **15. Repair and defragment hard disks.**

System errors can occur if hard disks contain damaged sectors or fragmented files. Repair and defragment hard disks using either the Error-checking tool and Disk Defragmenter utility included with Windows or a third-party disk utility such as Symantec Norton Utilities. You should run such utilities on each hard disk or partition.

The Error-checking tool repairs bad sectors, lost allocation units and file fragments, cross-linked files, and invalid file names. To access the Error-checking tool, double-click My Computer, right-click the desired hard disk, and choose Properties from the pop-up menu; in the Local Disk Properties dialog box, click the Tools tab, and then click Check Now in the Error-checking section.

Disk Defragmenter rearranges the files and free space on the computer so files are stored in contiguous units and free space is consolidated in one contiguous block. To access the Disk Defragmenter utility, choose Start > Programs > Accessories > System Tools > Disk Defragmenter.

For more information about a third-party disk utility, refer to the utility's documentation.

#### **16. Scan the system for viruses.**

Use current anti-virus software, such as Norton AntiVirus or McAfee VirusScan, to check the system for viruses. Virus infections can damage software and cause system errors. For more information, see the documentation for the anti-virus software.

#### **17. View the System Log to identify software conflicts.**

When starting, Windows adds entries to the System Log, which contains information about applications, security settings, and system information. You can view the System Log to identify software conflicts. If you identify a software conflict, reinstall or update the software.

To view the System Log:

1. Choose Start > Settings > Control Panel, and double-click Administrative Tools.

2. Double-click Event Viewer, select System Log in the Event Viewer window, and note the following:

-- A white "x" in a red circle indicates that a service or driver is stopped (that is, it didn't start or load).

-- A black exclamation point in a yellow triangle warns of a possible future problem, such as low disk space.

**Note:** You can ignore warnings that indicate a new printer driver was installed.

3. For more information about an entry, right-click it, choose Properties from the pop-up menu, and read the Description section. If you can't determine which events are related to the problem, then re-create the System Log:
  - a. Open Event Viewer, right-click the System Log, and choose Clear All Events from the pop-up menu. To save the current System Log, click Yes when Windows returns the message "Do you want to save 'System Log' before clearing it?"
  - b. Close Event Viewer, and try to re-create the problem.
  - c. After the problem recurs, open Event Viewer and view the System Log.
4. Note the description, source, and EventID, and search for a solution to the error on the Microsoft website at <http://support.microsoft.com> , or contact Microsoft or the hardware vendor for assistance.

### **18. Identify the file or application that causes the problem.**

If an error indicates which application causes the problem, reinstall the application. If a file is damaged and causes problems in Adobe Reader, reinstalling the application can correct the problem. If an error indicates a Windows file, reinstall Windows over itself. If the problem persists, proceed to the next task.

#### **Advanced troubleshooting**

If the tasks in the previous section didn't resolve the problem, then hardware may be conflicting with Adobe Reader.

**Disclaimer:** Adobe doesn't support hardware and provides these tasks as a courtesy only. For further assistance, contact the hardware manufacturer or an authorized reseller. If you troubleshoot hardware problems yourself, you may void the warranty for your computer.

**Note:** Before you remove or rearrange hardware, turn off the power to the computer and any peripherals.

### **19. Reformat the hard disk, and reinstall only Windows and Reader.**

Reformat the hard disk, and then install only Windows and Reader from the original installation media. Reformatting a disk erases all files it contains, so be sure to back up all personal files first. Also make sure that you have all application and system disks.

**Note:** Don't install additional software or hardware until you're sure that the problem is resolved. Don't back up the hard disk and restore Windows and Reader instead of reinstalling them; if the problem is caused by an application or Windows, and either is restored instead of reinstalled, the problem may recur.

After you reformat the hard disk and reinstall Windows, try to re-create the problem:

- If the problem no longer occurs, then install other applications one at a time and try to re-create the problem after each installation. If the problem occurs after an installation, then the recently installed application may be the cause.
- If the problem occurs when only Windows and Reader are installed, then the cause is hardware-related, and you should contact the hardware manufacturer or an authorized reseller for assistance. Before contacting the manufacturer or reseller, however, you may want to try one or more tasks in the following section.

### **20. Check for problems with RAM SIMMs or DIMMs.**

Ensure that the RAM SIMMs or DIMMs are installed properly and aren't the cause by doing one or more of the following:

- Change the order of the installed SIMMs or DIMMs.
- Remove all but the minimum number of SIMMs or DIMMs needed to run Windows and Reader, and test to see if the problem persists. If it does, then replace the SIMMs or DIMMs you removed and remove the others, testing again to see if the problem persists. If the problem doesn't recur, then one or more of the removed SIMMs or DIMMs are the cause. For assistance, contact the RAM SIMM or DIMM manufacturer.

## Additional Information

[333213](#) : Troubleshooting system errors or freezes in Acrobat (8.x on Windows 2000 and XP)

# Troubleshoot Acrobat PDFMaker problems | Office | Windows

Adobe Acrobat PDFMaker (the Convert To Adobe PDF button in the PDFMaker toolbar/tab) is an add-in that creates PDF files from Microsoft Office applications. This feature installs with Acrobat Professional and Standard.

- In MS Office **2003** and earlier, PDFMaker uses Adobe PDF Printer to create a PostScript file. Then, Adobe PDF printer interfaces with the Adobe Acrobat Distiller application to create a PDF file.
- In MS Office **2007** and **2010**, PDFMaker uses the **AdobePDF Library** to convert a Microsoft Office document to PDF.
- Acrobat Distiller or Adobe PDF Printer can also be used independently to create PDF files.

This document can help you troubleshoot problems that occur when you try to create PDF files from Office applications using Acrobat PDFMaker. Although this document is specific to Microsoft Word, most of the troubleshooting procedures also apply to Microsoft PowerPoint and Microsoft Excel. For more information about Acrobat PDFMaker, see the Acrobat Help.

## Check Acrobat's compatibility with Microsoft Office

Before you begin troubleshooting, be sure that the version of Acrobat you are running is compatible with the version of Office you are running. For details, see the "PDFMaker-compatible applications" section of [Compatible web browsers and PDFMaker applications | Acrobat, Reader](#).

## Troubleshoot Acrobat Distiller and the Adobe PDF printer (Applicable only to PDFMaker for MS Office 2003 and earlier)

Acrobat PDFMaker (for MS Office **2003 and earlier**) uses the Adobe PDF printer, which in turn uses the Acrobat Distiller application, to convert Word documents. Therefore, the first step in troubleshooting is to determine if Acrobat Distiller is working correctly:

### Try to create a PDF file from Word with the Adobe PDF printer

- 1 Open a document in Word and choose File > Print.
- 2 Choose Adobe PDF from the Printer Name menu, and then click OK.
  - If you can create a PDF file with the Adobe PDF printer, but not with Acrobat PDFMaker, the problem could be with Acrobat PDFMaker. Proceed to [Troubleshoot Acrobat PDFMaker](#).
  - If you can't create a PDF file with the Adobe PDF printer, proceed to [Try to create a PDF with the Acrobat Distiller application](#).

### Try to create a PDF with the Acrobat Distiller application

**Note:** This method doesn't support advanced PDFMaker features, such as maintaining links and document structure.

- 1 Open a Word document, and then choose File > Print.

- 2 In the Print dialog box, select a PostScript printer (for example, the Adobe PDF printer), select Print to File, and then click OK. A PostScript (.ps or .prn) file is created.

**Note:** If you don't have a PostScript printer, you can download a PostScript printer driver from the Adobe website at [www.adobe.com/support/downloads](http://www.adobe.com/support/downloads). After you install the driver, complete steps 2a-2b. If you select the Adobe PDF printer, deselect "Do Not Send Fonts To 'Adobe PDF'" to create a PostScript file.

- 1 In Acrobat, choose Advanced > Acrobat Distiller.
  - 2 Choose a setting from the Default Settings list (or leave at the default).
  - 3 Choose File > Open, choose All Files in the Files Of Type menu, select the PS or PRN file you created, and then click Open.
  - 4 Specify a name and location for the PDF file, and then click Save.
    - If Acrobat Distiller creates a PDF file, proceed to [Troubleshoot Acrobat PDFMaker](#) .
    - If Acrobat Distiller doesn't create a PDF file, proceed to step 3.
- ? Open the messages.log file in the following folder:
- Windows (NT, 2000, XP, Vista, 7): %AppData%\Adobe\Acrobat\Distiller [version number]
- ? Check the messages.log file for troubleshooting information:
- If the file indicates why Acrobat Distiller couldn't create the PDF file, use the search text box on [Acrobat Help and Support](#) to search for related technotes. For example, if the file lists a PostScript error, troubleshoot the error according to the recommendations in [Troubleshoot PostScript Errors](#).
  - If the file doesn't indicate why Acrobat Distiller couldn't create the PDF file, create a Word document that contains only a few words. Then try to create a PDF file from that document using the Adobe PDF printer and the Acrobat Distiller application:
  - If you can create a PDF file from the new document, the problem could be related to PDFMaker. Proceed to [Troubleshoot Acrobat PDFMaker](#) .
  - If you can't create a PDF file from the new document, use a file from another application. Then try to create a PDF file with Acrobat Distiller. If the problem occurs with the file from another application, reinstall Acrobat Distiller. If the problem doesn't occur with the file from another application, troubleshoot the specific behavior using the documents listed in Related Content. Or, search the Adobe Support Knowledgebase at <http://helpx.adobe.com/acrobat.html>. If you need further assistance, contact Acrobat Technical Support.

## Troubleshoot Acrobat PDFMaker

If you can create a PDF file with the Adobe PDF printer or Acrobat Distiller, but not with Acrobat PDFMaker, the problem could be with an Acrobat PDFMaker feature. To determine if any of these features is the cause of your problem, disable them. Then, try to create a PDF file:

- 1 In Word, choose Adobe PDF > Change Conversion Settings.
- 2 Choose Smallest File Size from the Conversion Settings menu.
- 3 Click the Word tab, and then deselect all options.
- 4 Click the Bookmarks tab, and then deselect all Bookmark options.
- 5 Click the Security tab, and then deselect all Security options.
- 6 Click OK.
- 7 Try to create a PDF file:
  - If you can't create a PDF file, proceed to [Troubleshoot document-specific issues](#) .

- If you can create a PDF file, determine which features cause the problem: Enable one feature, and try to create a PDF file. Repeat this process until the problem recurs. Then, create a Word document that contains only a few words. Try to create a PDF file from that document using the same Acrobat PDFMaker settings:
- If you can create a PDF file from the new document, the problem is document-specific. Proceed to [Troubleshoot document-specific issues](#).
- If you can't create a PDF file from the new document, then the feature most recently enabled continues to cause problems. Reinstall Acrobat PDFMaker. If the problem persists, contact [Acrobat Support](#).

## Troubleshoot document-specific issues

If you determine that the problem is document-specific, troubleshoot as follows.

### Enable only the Acrobat PDFMaker features the document uses

For example, if the document contains only the heading styles Heading 1 and Heading 2, disable the other heading styles in the Acrobat PDFMaker dialog box.

### Switch to the Normal document view in Word, and then create the PDF file using Acrobat PDFMaker

### Re-create the Word document to eliminate any damage

Do one or more of the following:

- Copy and paste the content of the Word document into a new document, and then create the PDF file.
- Select all of the text in the document, change its font, and then save the document with a new name. Word rewrites the document, which can eliminate elements that conflict with Acrobat PDFMaker. After you save the document, you can reformat it in the desired font.
- If the document was created in a version of Word other than the one you use to create the PDF file, make a small change to the document. Then save it with a new name. This procedure forces Word to rewrite the document, possibly eliminating any elements that conflict with Acrobat PDFMaker.

### Re-create any custom heading styles in the document, and then create the PDF file

### Identify conflicting elements in the document

- 1 Create a Word document.
  - 2 Copy half of the original Word document into the new Word document.
  - 3 Convert the new Word document to PDF using Acrobat PDFMaker
- If the problem recurs, a conflicting element exists in the new Word document. To further isolate the conflicting element, repeat steps 1-3, and copy half of the second Word document into another new Word document.
  - If the problem does not occur, a conflicting element exists in the original Word document. To further isolate the problem, repeat steps 1-3, and copy the other half of the original Word document into another new Word document. If both halves of the document convert correctly, close other programs that are running, including the Office application. Delete .tmp files (often located in the Windows/Temp folder).

## Reinstall programs

Remove both Acrobat and Office or the specific Office application (Word, PowerPoint, or Excel). Reinstall Office or the specific Office application, and then reinstall Acrobat.

To remove Acrobat, use the Add/Remove Programs Control Panel. For instructions on how to remove Office, see the Office documentation or contact Microsoft.

## If the Word document is protected, remove the protection

For instructions on how to remove the protection, see the Word documentation or contact Microsoft.

## Troubleshoot conflicts with other macros in Microsoft Word

PDFMaker can conflict with other macros, such as virus checkers or fax software. If other troubleshooting tasks fail, or if PDFMaker has problems after installing a third-party macro, troubleshoot conflicts with other macros. Macros known to cause incompatibilities include Duden Korrektor Plus 2.0, ViaVoice 10 and earlier, Personal Translator 2002 Office Plus, OfficeReady Stuffit, Leuchter Informatic AG WordPlus, and GoldMine Link to Word.

To determine if PDFMaker is conflicting with another macro, delete or deactivate other macros one at a time (refer applicable link below). Then try again to convert a document to a PDF using PDFMaker. If the problem does not recur, contact the manufacturer of that macro.

- [MS Office 2003](#)
- [MS Office 2007](#)
- [MS Office 2010](#)

## Troubleshoot problems in Microsoft Word

The steps below are based on the Microsoft knowledgebase articles:

- [How to use startup command line switches to start Word 2010, Word 2007, Word 2003, Word 2002, and Word 2000](#)
- [How to troubleshoot problems that occur when you start or use Word 2010, Word 2007, Word 2003, or Word 2002](#)

For more detailed information on troubleshooting Microsoft Word, visit the Microsoft website at [www.microsoft.com](http://www.microsoft.com) and search for a relevant article.

## Start Word using the /a switch and add PDFMaker manually

The /a switch starts Word and prevents add-ins and global templates (including the Normal template) from being loaded automatically. The /a switch also locks the setting files; that is, the setting files cannot be read or modified if you use this switch.

**Note:** Changes to preferences, customizations, or macros during an /a switch session of Word are lost when you quit Word.

### To start Word by using the /a switch:

- 1 Exit all programs.
- 2 Choose Start > Run.
- 3 In the Run dialog box, type winword.exe /a.
- 4 Click OK. The Run dialog box closes, and Word starts.

**To load PDFMaker manually (Acrobat 6.x only):**

- 1 Exit all programs.
- 2 Select Tools > Templates & Add-ins.
- 3 Select PDFMaker.dot (not PDFMakerA.dot), and click OK. PDFMaker icons appear.

**For Acrobat 7.x, 8.x, 9.x, X (as applicable)****To load PDFMaker manually (MS Word 2003 or earlier):**

- 1 Exit all programs.
- 2 Select Tools > Customize, and click the Commands tab.
- 3 Click Tools in the Categories panel.
- 4 Drag COM Add-ins from the Commands panel to the Tools menu while holding down the mouse button. When the Tools menu displays the menu commands, drag COM Add-ins just below the Customize option, and then release the mouse button.
- 5 Click Close.
- 6 Click COM Add-ins on the Tools menu.
- 7 Click Add, locate the add-in (the PDFMaker Add-in is at [Acrobat Installation Path]\PDFMaker\Office\PDFMOfficeAddIn.dll), and click OK.
- 8 Press Alt+F11 to start the Visual Basic Editor.
- 9 Press Ctrl+G to start the Immediate Window of Visual Basic Editor.
- 10 To start PDFMaker in Word, type **Application.COMAddIns("PDFMaker.OfficeAddin").Connect = True**. Close the Visual Basic Editor.
- 11 Verify that the Adobe PDF menu now appears to the right of Help on the Microsoft Word menu bar.

**Load PDFMaker manually (MS Word 2007 and 2010):**

- 1 Exit all programs.
- 2 Click the Microsoft Office Button, and then click 'Word options'.
- 3 Click 'Add-ins'.
- 4 In the 'Manage' list, click 'COM Add-ins', and then click Go.
- 5 If the Acrobat PDFMaker COM add-in is listed and checked in the COM Add-Ins dialog box, do the following. Otherwise, go to step 6.
  - Click to de-select/un-check the Acrobat PDFMaker COM add-in, check box.
  - Click OK to close the COM Add-Ins dialog box.
  - Repeat steps 1 through 3 and then click to select/check the Acrobat PDFMaker COM add-in checkbox, in the COM Add-Ins dialog box.
  - Verify that the Acrobat tab appears in the MS Word Ribbon.
- ? If Acrobat PDFMaker COM add-in is NOT listed in the COM Add-Ins dialog box, then follow [steps 7 through 10 in the section above](#) .

### Create a test Word document and start PDFMaker:

- 1 Type some text in the Word document.
- 2 Choose File > Save, and save the test document to the desktop.
- 3 Click Convert To Adobe PDF.

If you resolve the issue when you use the /a switch to start Word, remove each of the components that load during Word startup. Remove these components one at a time in the order that they appear in Word. The following components load during Word startup:

- Word auto macros
- global template (Normal.dot)
- Add-ins (WLLs)
- Templates in the Word Startup folder and the Office Startup Folders
- COM add-ins
- Word Data key in the Windows registry
- Word Options key in the Windows registry
- Word Auto Macros

**Note:** Refer the following Microsoft Product Support Services for additional Word startup troubleshooting:

- [Microsoft knowledgebase](#)
- Windows XP [Guided help](#), from Microsoft Support
- [How to reset user options and registry settings in Word](#)
- [Troubleshooting utility for Word 2002](#)
- <http://support.microsoft.com/kb/921541>

### Rename the Normal.dot template file

For instructions on how to rename the global template file, see the section "Global Template (Normal.dotm or Normal.dot)" in the Microsoft Support article, [How to reset user options and registry settings in Word](#). Scroll down the page to get to the article.

**Important:** Do not use /a switch to restart Word after you complete the steps.

If you resolve the issue when you rename the global template, then the issue is a damaged Normal.dot template. It's sometimes necessary to change several settings to restore your options. If the Normal.dot file you renamed contains customizations, such as styles, macros, or AutoText entries that cannot be easily re-created, try using the Organizer to copy those customizations from the old Normal.dot file to the new Normal.dot file.

For more information about how to use the Organizer, follow these steps:

- 1 Start Word.
- 2 Choose Help > Microsoft Word Help.
- 3 In the Office Assistant or the Answer wizard, type Organizer.
- 4 Click Search to view the topics returned.

If you do not resolve the issue, consider using your old global template (Normal.dot) instead of the new global template. To use your old Normal.dot template, rename the new Normal.dot template back to Normal.dot. If you continue to experience issues with PDFMaker after working with this document, contact [Acrobat Support](#).

## More Help topics

[Troubleshoot PostScript Errors](#)

[PDFMaker is unavailable in a Microsoft Office application \(Acrobat 7.0 on Windows\)](#)

[Remove and reinstall PDFMaker 6.0 in Office 2000 or XP](#)

# Tray is not selected automatically when you print (Acrobat 7, Acrobat 3D, Reader 7 on Windows)

## Issue

When you print from Adobe Acrobat 7, Adobe Acrobat 3D, or Adobe Reader, the application does not select the tray automatically.

## Solution

**Set Acrobat to choose a paper source.**

In the Print dialogue, select "Choose Paper Source by PDF page size".

## Background information

The Choose Paper Source by PDF page size feature is only available in the Windows version of Acrobat 7, Acrobat 3D and Reader 7.

This feature is only available on printers that have multiple trays and are configured properly in their driver settings. Additionally, Acrobat only selects the tray if it matches the dimensions of the paper inside the tray. For example if the PDF is legal size, but tray 2 contains tabloid size paper, then Acrobat does not automatically use tray 2. However, if you have a tabloid size PDF and the printer has a tabloid size tray available, then Acrobat will use the alternate tray automatically when you choose "Choose Paper Source by PDF page size".

For more information on configuring multiple trays in your printer, contact your printer manufacturer.

## Suspended installation errors for Acrobat (on Windows)

### Issue

When you install or remove Adobe Acrobat, you receive a Windows error message concerning suspended, incomplete or interrupted installation. Possible error messages include the following:

- "Error 1704. An installation of Adobe Acrobat or Adobe Reader is currently suspended."
- "Internal Error 2711. The specified feature name 'PatchExtras' not found in feature table."
- "Error 1500. Another installation is already in progress. Complete that install before proceeding with this installation."

### Detail

The Acrobat installation failed, and the installer was not able to roll back the incomplete installation successfully.

### Solution

Do one or more of the following solutions:

#### **Solution 1: Remove any in-progress installations.**

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't provide support for editing the registry, which contains critical system and application information. Make sure to back up the registry before editing it. For more information about the registry, see the Windows documentation or contact Microsoft.

1. Choose Start > Run, and type **regedit** in the Open text box; click OK.
2. Open the key HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\InProgress.
3. If the Inprogress key exists, delete it and then restart the installation.

#### **Solution 2: Unregister and then reregister the Windows Installer Service.**

1. Choose Start > Run, and type **msiexec /unreg** in the Open text box; click OK.
2. Choose Start > Run, and type **msiexec /regserver** in the Open text box; click OK.

### Background information

Microsoft Windows installer may be interrupted because of power outage, premature system shutdown, or system issue. Canceled installations roll back any installation actions and do not result in a suspended installation.

## Support Policy for PDF Files created by non Adobe applications

If, through the course of standard troubleshooting procedures, it can be determined that an issue only occurs with PDF files created from or modified by a non Adobe (third-party) application, then you must contact the manufacturer of that application for support. Some issues that may occur are the inability to open a particular PDF file, display problems, or errors when working with the file in Adobe Acrobat.

Adobe Technical Support does not support PDF files created by third-party applications because they may have an unexpected file structure or might have been created using outdated or incorrect PDF creation specifications. For example, if you are unable to use certain tools or you cannot print or save your third-party PDF file in Adobe Acrobat, Adobe Technical Support cannot troubleshoot or resolve the issue.

## Support policy for Microsoft Office 2007 in Acrobat 8

### What's covered

- Support for Office 2007 with Acrobat 8
- Support policy for Acrobat products on Windows Vista

Acrobat 8.1 supports Windows Vista, Office 2007 and Windows x64 platforms. For more information about the Acrobat 8.1 update, see TechNote kb401730. Acrobat 7 and prior do not support Office 2007 nor Office 2007 files.

### Support for Office 2007 with Acrobat 8

To obtain this update:

- 1 Open Acrobat 8.
- 2 Chose Help > Check for Updates. The 8.1 update will download and install automatically.

### Support Policy for Acrobat products on Windows Vista

See the Adobe website at [www.adobe.com/products/acrobat/vistasupport.html](http://www.adobe.com/products/acrobat/vistasupport.html) for more information on support of Adobe products on Windows Vista.

**Note:** There is a known issue with 64-bit versions of Windows which causes the Adobe PDF Printer to not work correctly. Microsoft has released a Hot Fix for this issue which is documented in article 930627 in the Microsoft Help and Support site at <http://support.microsoft.com>. This Hot Fix is also included in the Windows Vista Service Pack 1 (SP1) update. Adobe has tested and will support the Adobe PDF Printer with this Hot Fix installed.

## Additional Information

Support policy for Acrobat 7 and 8 on Windows Vista (TechNote 333780)

## Support policy | Acrobat 9 | Windows x64

Adobe has tested Acrobat 9.x (Standard, Pro, and Pro Extended) on Microsoft Windows 64-bit operating systems. Acrobat 9 is a 32-bit application that was tested on Windows Vista x64, Windows XP x64, and Windows 2003 Server x64. Microsoft Windows 7 Starter, Home Premium, Professional or Ultimate or Enterprise 64-bit is supported after the 9.2 update has been applied.

A known issue in Windows 64-bit operating systems affects 32-bit printing applications running in these 64-bit environments. This issue affects the Adobe PDF printer.

### Solution

Microsoft has resolved this issue with Microsoft hotfix #930627. This hotfix was included with Windows XP x64 Service Pack 3, Windows Vista x64 Service Pack 1, and Windows 2003 Server x64 Service Pack 2 and does not apply to Windows 7 installations. For more information about this hotfix see <http://support.microsoft.com/kb/930627>.

**Note:** Because the Adobe PDF printer does not function properly without the Microsoft hotfix, Acrobat 9 checks to see if this fix is installed. Acrobat will not install unless the check confirms that the fix is installed.

## Supported file formats | Acrobat, Reader

These tables include the file formats that Adobe Acrobat and Adobe Reader support for various functions.

For more information on settings and options when importing and converting files, see [Acrobat Help](#).

### Adobe PDF printer

Most Windows applications that have a Print command can convert files to PDF using the Adobe PDF printer in the application's print dialog box. The current Acrobat Distiller preference settings and Adobe PDF settings are used to convert the file. For more information on settings and limitations of this method of PDF creation, see [Adobe PDF conversion settings](#) in Acrobat Help.

### PDFMaker conversion formats

Use the Adobe PDF menu or Acrobat menu in various third-party applications to convert files to PDF. For a complete list of PDFMaker applications Acrobat supports, see this [TechNote](#). This TechNote also lists the web browsers that support viewing PDF files within the browser, and converting web pages to PDF.

### Direct file conversion formats (Acrobat)

Use File > Create PDF > From File to convert these file formats to Adobe PDF. You can also convert clipboard data, web pages, and scanned documents to PDF. For more information about these conversion methods, see [Creating simple PDFs with Acrobat](#) in Acrobat Help.

Extension	Filename	Comments
.doc, .docx, .xls, .xlsx, .ppt, .pptx	Microsoft Office formats (Word 2007 and 2010, PowerPoint, Excel)	Make sure that the correct version of Microsoft Office is installed.
.txt, .rtf	Text, Rich Text Format	
.ps, .eps, .prn	Adobe PostScript and Encapsulated PostScript	
.bmp, .jpeg, .gif, .tiff, .png, .pcx, .emf, .rie, .dib	Image files	
.wpd	Corel WordPerfect	Install Corel WordPerfect, and then convert using the Adobe PDF Printer (Acrobat 9 and Acrobat X   Windows).
.odt, .odp, .ods, .odg, .odf, .sxd, .sxi, .sxc, .sxd, .stw	OpenOffice and StarOffice presentation, spreadsheet, graphic, and document files	If the applications can access the printer system, then you can use the Adobe PDF printer to convert these files.
.psd	Adobe Photoshop	Acrobat 9.x does not support this file format.
.ai	Adobe Illustrator	
.u3d, .prc	3D files	
.dwg, .dwt, .dxf, .dwf, .dst	Autodesk AutoCAD	
.xps	XML paper specification	

### Saving/exporting formats (Acrobat)

Use File > Save As to convert PDFs to these file formats.

Extension	Filename	Version	Comments
.pdf	Adobe PDF, Adobe PDF Optimized, PDF/A, PDF/E, PDF/X	PDF 1.3 - 1.7	
.ps	PostScript		
.eps	Encapsulated PostScript	PS level 2-3	
.html, .htm	HTML		
.jpg, .jpeg, .jpe	JPEG		
.jpf, .jpx, .jp2, .j2k, .j2c, .jpc	JPEG2000		
.png	PNG		
.pptx	PowerPoint Presentation	2007, 2010	
.rtf	Rich Text Format		
.txt	Text (Accessible), Text (Plain)		
.tif, .tiff	TIFF		
.xlsx	Excel workbook		
.doc, docx	Word document	97-2003, 2007	
.xml	XML, XML Spreadsheet	1.0, 2003	
.csv	Comma-Separated Values		

## Video formats (Acrobat XI Pro and Acrobat X Pro)

You can place these file formats in Acrobat X Pro PDFs for playback in Acrobat X and Adobe Reader X.

Format	Transcoding	URL streaming <sup>1</sup>	Direct placement without transcoding <sup>1</sup>	Legacy placement <sup>2</sup>
Flash (.flv, .f4v)	N/A	Yes	Yes	No
Shockwave Flash (.swf)	N/A	Yes	Yes	Yes
QuickTime Movie (.mov)	Yes	Yes	Yes, if H.264 encoded	Yes
MPEG (.mp4, .m4v)	Yes	Yes	Yes, if H.264 encoded	Yes (except .m4v)
3GPP Movie (.3gp, .3g2)	Yes	Yes	Yes, if H.264 encoded	No

<sup>1</sup> Direct placement without transcoding is supported in Acrobat X Pro. <sup>2</sup> Playback is compatible with earlier versions of Adobe Reader.

## Video formats (Acrobat 9 Pro and Pro Extended)

You can place these video file formats in Acrobat 9 PDFs for playback in Acrobat 9 and Adobe Reader 9.

Format	Transcoding <sup>1</sup>	URL streaming <sup>2</sup>	Direct placement without transcoding <sup>2</sup>	Legacy placement <sup>3</sup>
Flash (.flv)	N/A	Yes	Yes	No
Microsoft AVI (.avi)	Yes	No	Yes, if H.264 encoded	Yes

QuickTime Movie (.mov)	Yes	No	Yes, if H.264 encoded	Yes
MPEG (.mp4, .m4v, .mpeg, .mpg)	Yes	Yes (.mp4 only)	Yes, if H.264 encoded	Yes (except .m4v)
Shockwave Flash (.swf)	N/A	No	Yes	Yes
Windows Media (.wmv)	Yes	No	No	Yes
Advanced Streaming Format (.asf)	Yes	No	No	Yes
3GPP Movie (.3gp)	Yes	No	Yes, if H.264 encoded	No
RealMedia (.ram)	No	No	No	Yes

1 Transcoding of video for direct playback in Adobe Reader 9 is supported in Acrobat 9 Pro Extended only. 2 Direct placement without transcoding is supported in both Acrobat 9 Pro and Acrobat 9 Pro Extended. 3 Playback is compatible with earlier versions of Adobe Reader, but requires that a compatible multimedia player is available when viewing.

## Audio formats (Acrobat)

You can place these audio file formats for direct playback in Acrobat 9 and Adobe Reader 9. Acrobat X supports only mp3 Audio

Format	Direct placement without transcoding <sup>2</sup>	Legacy placement <sup>3</sup>
mp3 Audio (.mp3)	Yes	Yes
Audio Waveform (.wav)	No	Yes
Audio Interchange (.aif, .aiff)	No	Yes
MPEG Audio (.mpa, .m4a)	No	Yes
Windows Media audio (.wma)	No	Yes

2 Direct placement without transcoding is supported in both Acrobat 9 Pro and Acrobat 9 Pro Extended. 3 Playback is compatible with Adobe Reader 9 and earlier, but requires that a compatible multimedia player is available when viewing.

## 2D and 3D formats (Acrobat 9 Pro Extended, Adobe 3D Reviewer)

The following table lists 2D and 3D file formats that Adobe Acrobat 9 Pro Extended and Adobe 3D Reviewer software can import. For more information about importing and exporting files, see Acrobat 9 Pro Extended and 3D Reviewer Help.

Format / application	Extension	Version	Acrobat 9 Pro Extended	3D Reviewer
3DXML	3DXML	Up to 3.0	Y	Y
ACIS	SAT, SAB	Up to 15	Y	Y
Adobe Acrobat 3D	PDF	7, 8, 9	Y	Y
Autodesk 3D Studio	3DS		Y	Y
Autodesk AutoCAD	DWG, DWF, DXF	12, 13, 14, 2000-2008	Y	

Autodesk Inventor	IPT, IAM	Up to 12.x, 2008	Y	Y
CATIA Graphical Representation (CGR)	CGR		Y	Y
CoCreate OneSpace Designer	PKG, SDP, SDPC, SDW, SDWC, SDA, SDAC, SDS, SDSC, SES, BDL	V3 to V2007	Y	Y
COLLADA	DAE		Y	Y
Dassault CATIA V4	MODEL, DLV, EXP, SESSION	Up to V4.2.5	Y	Y
Dassault CATIA V5	CATDRAWING	2D		Y
Dassault CATIA V5	CATPRODUCT, CATPART	Up to R18	Y	Y
Hewlett-Packard Graphics Library	HP, HGL, HPL, HPGL, PLT			Y
Industry Foundation Classes	IFC	IFC2x3 and IFC2x2	Y	Y
Initial Graphics Exchange Specification (IGES)	IGS, IGES	5.1, 5.2, 5.3	Y	Y
JTOpen	JT	Up to 8.2	Y	Y
KMZ	KMZ			Y
Lattice XVL	XV3, XV0	P-XVL	Y	Y
PRC	PRC, PRD	All versions	Y	Y
Pro/ENGINEER	PRT, XPR, ASM, XAS, NEU	V18.0 to Wildfire 4	Y	Y
PTC CADD5	PD, _PD, CADD5	Versions 4x/5 explicit	Y	Y
Siemens I-deas	MF1, ARC, UNV, PKG	Up to 13.x (NX 5)	Y	Y
Siemens NX	PRT	2D		Y
Siemens NX	PRT	Up to NX 5	Y	Y
Siemens Parasolid	X_T, X_B	Up to 17	Y	Y
Siemens Solid Edge	ASM, PAR, PWD, PSM	V19, V20	Y	Y
SolidWorks	SLDASM, SLDPRT	Up to 2009	Y	Y
STEP Exchange	STP, STEP	AP 203, AP 214	Y	Y
Stereolithography	STL		Y	Y
Universal 3D	U3D	ECMA 1, ECMA 3	Y	Y
Virtual Reality Modeling Language (VRML) Worlds	WRL, VRML	V1.0, V2.0	Y	Y
Wavefront Object	OBJ	Mesh only	Y	Y

## HTTP submit button in a PDF doesn't open local files | Acrobat 9

Security restrictions in Adobe Reader and Acrobat restrict you from opening local files (Excel, Word, and so on) from within a PDF using Javascript (launchURL). This action poses a security risk for the PDF file, and could allow dangerous files to be opened, and a script to be executed.

In previous versions of Acrobat or Reader (before 9.0), you can point the HTTP Submit button to a file:// URL on a network/local file system. The local file was "downloaded" using the browser's plug-in. This behavior is not the intention of the HTTP Submit button. So, it's been locked down in Acrobat and Reader 9 and later.

The HTTP submit button is used to send the form's data to a server once the form has been filled. The resulting PDF can then be displayed to the user.

To reference or open local files from a PDF, run the PDF file in a privileged context (in the Javascript console or in a batch process). Or, certify the PDF file. If you are running Acrobat or Reader in a browser context, you could put the local file on a web server and use the HTTP URL.

You can find more information to this security restriction under "app" and then the "methods" tab, and then under the launchURL method:

[http://livedocs.adobe.com/acrobat\\_sdk/9.1/Acrobat9\\_1\\_HTMLHelp/JS\\_API\\_AcroJS.88.150.html](http://livedocs.adobe.com/acrobat_sdk/9.1/Acrobat9_1_HTMLHelp/JS_API_AcroJS.88.150.html)

Extract from the JavaScript Documentation:

**Note:** Beginning with Acrobat 8.1, file and JavaScript URLs can be executed only when operating in a privileged context, such as during a batch event. File and JavaScript URLs begin with the scheme names javascript or file.

## Some characters in textbox lost when you convert PDFs in Excel 2007 (Acrobat 9)

### Issue

When you create a document with Microsoft Excel 2007, and then transform the document to a PDF file, the text in the cells are cut off. The layout of the document might also differ from the layout of the file as you originally created it in Excel, and page breaks might be in the wrong places.

### Reason

Microsoft has found a bug in Microsoft Excel which doesn't print the text in the Excel spreadsheet with the appropriate print quality if the print parameters used are not the ones set by Excel.

### Solution

**Solution: Configure the DPI settings in Excel to match the DPI settings of the PDF file.**

1 In Excel 2007, click the Page Layout tab.

- 2 In the Page Setup group, click the Page Setup dialog box launcher.
- 3 In the Print quality list, click 600 dpi for standard output. Or, click 300 dpi for minimum output.**Note:** The dpi settings that are available depend on the functionality of the printer that you are using.
- 4 Save an Excel 2007 workbook as a PDF file. To do this, click PDF in the Save As dialog box.**Note:** The following two options for output are displayed:
  - Standard (publishing online and printing): uses 600 dpi for output.
  - Minimum size (publishing online): uses 300 dpi for output.
- 5 Do one of the following:
  - If you clicked 600 dpi in step 3, then click Standard (publishing online and printing).
  - If you clicked 300 dpi in step 3, then click Minimum size (publishing online).

## Signature appearance remains after canceling signing process | Acrobat 8.x, 9.x

### Issue

If you cancel the signing process when prompted for the digital ID password or PIN, the signature appearance is still there when you open the PDF.

Manually validating the signature results in a BER decoding error. It is not possible to clear the signature from the PDF.

### Solutions

#### **Solution 1: If you are the signer of the document, get a new copy of the PDF.**

Delete the PDF file with the canceled signature and obtain a new copy of the PDF.

#### **Solution 2: If you are the recipient of a PDF containing a canceled signature, treat the PDF file as invalid.**

Treat the PDF as if the signature is missing, thus treating the PDF as an invalid file.

#### **Solution 3: Upgrade to Acrobat or Reader X.**

This issue has been addressed in version X of both Acrobat and Reader.

### Additional information

When you cancel the signing process, the signature data is not created inside the PDF. The signature field, which is prepared in advance, remains visible and saved in the PDF file. It is not cleared together with the signature data. This issue only occurs when using Digital IDs which require a password\* or PIN for signing. Canceling the signing process using a digital ID, which does not require a password or PIN, does not cause this issue to happen.

\*Canceling signing with an Acrobat created self signed ID, PKCS#12 ID file, and Roaming IDs do not cause this issue.

## SharePoint configuration | Acrobat X, Reader X

This document is for end users. Admins and IT should see the [Enterprise Administration Guide](#) for server and client configuration details.

The SharePoint integration feature allows you to check in or check out PDF files from within Acrobat X or Reader X. When your administrator has enabled SharePoint integration, you click a PDF link in the SharePoint browser user interface to open it in Reader or Acrobat. If you choose **Yes**, the SharePoint browser user interface shows that the user has checked out the PDF.

After checking out the file, the Reader/Acrobat user interface provides additional options for working with that PDF. The **File > SharePoint Server** menu is added to Acrobat/Reader. You can Check In, Discard Check-Out, or Prepare Document Properties for the PDF file from within Acrobat or Reader.

### Changes with 10.1

The following changes have been implemented with 10.1:

- SharePoint check-out functionality can be disabled via a registry preference.
- Digital signature workflows have been streamlined:
  - The file is saved directly to SharePoint if that PDF file is already checked out.
  - The user is prompted to check out the file if that PDF is NOT already checked out.

For server and client configuration details, see the [Enterprise Administration Guide](#).

## Setting options | PDF conversion from Microsoft Office | Acrobat 8.x and later | Windows

There are several methods for converting a Microsoft Word document to PDF on Windows:

By default, Acrobat uses the Standard PDF for each method. The settings available for each conversion method only apply to that particular method and not to any other method. For example, changing the settings for conversion using the PDF printer does not change the option for the PDFMaker in Word. Changing the setting for the PDFMaker in Word does not change the setting applicable to opening Word files in Acrobat directly.

Different settings produce differences between PDF files created from the same Word document, but by different conversion methods. For example one conversion method could include tags, which results in a larger file size than a PDF created without tags. Another example could be difference in image quality inside PDF files created from the same Word document. It could be one PDF was created using a method set to the high-quality setting and the other to the standard setting.

The following example uses Microsoft Word, but you can use the same method for other Microsoft Office applications or any application that has a PDFMaker. For more information, see [Acrobat PDF-capable web browsers and PDFMaker-compatible applications](#).

### Print the Word document to the Adobe PDF printer

- 1 Choose Start > Printers And Faxes.
- 2 Right-click the Adobe PDF printer and select Printing Preferences from the pop-up menu.

## Create a PDF with the PDFmaker toolbar in Word

- Office 2003 and earlier: Choose PDF Conversion Settings from the Acrobat pop-up menu.
- Office 2007: Click Preferences on the Acrobat toolbar.

## Right-click a Word document and select Convert To PDF, or open a Word document in Acrobat

These two methods share the settings location:

- 1 In Acrobat, choose Edit > Preferences > Convert To PDF.
- 2 Select the required file format (Microsoft Office Word) and click Edit Settings.

To see a list of file types that you can open in Acrobat, choose File > Create PDF > From File. Then, select the Files Of Type menu.

## Setting accessibility preferences for use with PDF Portfolios with Adobe Reader

### Issue

When opening a PDF Portfolio using a screen reader, it is difficult to navigate the portfolio.

### Solution

Adobe Reader provides several preferences that help make the reading of PDFs more accessible for visually impaired and motion-impaired users. These preferences control how PDFs appear on the screen and how they are read by a screen reader.

Most preferences related to accessibility are available through the Accessibility Setup Assistant, which provides on-screen instructions for setting these preferences. Some preferences that affect accessibility aren't available through the Accessibility Setup Assistant including preferences in the Reading, Forms, and Multimedia categories. You can set all preferences in the Preferences dialog box.

#### Set accessibility preferences with the Accessibility Setup Assistant

1. Start the Accessibility Setup Assistant by doing one of the following:

Choose Tools > Accessibility > Setup Assistant.

(Windows only) Start Acrobat for the first time while a screen reader or screen magnifier is running.

2. Choose the option that is appropriate for your assistive software and devices.

The assistant presents only preferences that are appropriate for your assistive software and devices, according to the option that you choose.

3. Follow the on-screen instructions. If you click Cancel at any point, Acrobat uses default settings for the preferences set by the assistant (not recommended).

### **Set accessibility preferences with the Preferences dialog box**

Set preferences as appropriate for your assistive software and devices in various panels of the Preferences dialog box.

In order to access and navigate PDF Portfolios easily, set the following portfolio-related Accessibility preference in the Accessibility panel:

For Reader 9:

**Always Show Portfolios In Platform Control.** When selected, shows PDF Portfolio components in a platform control arrangement, which is more accessible.

For Reader X:

**Show Portfolios In Files Mode.** When selected, shows PDF Portfolio component files and file details in a list. Files mode provides a better reading experience for people with disabilities, such as mobility impairments, blindness, and low vision.

## **Additional information**

Further information on using Reader 9 and accessibility can be found in the Accessibility section of the Adobe Reader 9 Help files (online location: [http://help.adobe.com/en\\_US/Reader/9.0/index.html](http://help.adobe.com/en_US/Reader/9.0/index.html)) which also links to the "Reading PDFs with reflow and accessibility features" section of the Acrobat 9 Help file (online location: [http://help.adobe.com/en\\_US/Acrobat/9.0/Standard/WS58a04a822e3e50102bd615109794195ff-7d24.w.html](http://help.adobe.com/en_US/Acrobat/9.0/Standard/WS58a04a822e3e50102bd615109794195ff-7d24.w.html)).

Further information on using Reader X and accessibility can be found from the "Adobe Reader Tips" section of the Reader Help file (online location: [http://help.adobe.com/en\\_US/reader/using/index.html](http://help.adobe.com/en_US/reader/using/index.html)) and the "Reading PDFs with reflow and accessibility features" sections of the Acrobat X Help file (online location: [http://help.adobe.com/en\\_US/acrobat/standard/using/WS58a04a822e3e50102bd615109794195ff-7d24.w.html](http://help.adobe.com/en_US/acrobat/standard/using/WS58a04a822e3e50102bd615109794195ff-7d24.w.html)).

## **The selection mark that appears in a check box differs in interactive forms that are viewed in Acrobat 7.x and 8.1 (or later)**

### **Issue**

For interactive forms, in Acrobat 7.x, a selected check box (square style) shows a checkmark. In Acrobat 8.1.0 and 9.0, a selected check box (square style) shows an X.

If the check box style is a circle, then selected state is shown in all Acrobat versions as a shaded circle.

## Solution

This is a known limitation.

## Scan issues with the ImageCapture driver on Mac | Acrobat-Reader XI

An update for Mac OS X 10.7.5 introduces the following scanning issues with Acrobat 11.0 when ImageCapture is specified as the scan driver. Both Apple and Adobe are working to resolve the issue.

The issues are not with the Macintosh Image Capture, but rather a new feature that provides Acrobat with an additional scanning option under **Preferences > Convert to PDF**.

**Problem:** When the scan driver is set to ImageCapture, Color Mode scanning does not work. When you print in color, the error "The Selected Color Format is not supported" appears.

**Problem:** When the scan driver is set to ImageCapture, Acrobat can only scan once per session. Attempting to scan a second time results in the error, "The scanner is in use by application Adobe Acrobat Pro."

**Problem:** When the scan driver is set to ImageCapture, Acrobat can crash when the resolution is increased. The DPI limit varies across scanners, but the problem is seen in the range of 300-600 DPI. As a workaround, revert the OS to 10.7.4, or go to Acrobat Pro > Preferences > Convert To PDF, and set the scan driver to TWAIN.

**Problem:** Scanning with the ICA protocol results in partially or completely scrambled images. Solutions include:

- Scan with the TWAIN driver.
- Retain OSx 10.7.4 if you need to use the ICA driver.

## Safari displays a large PDF icon instead of PDF content (Acrobat 8, 9, Adobe Reader 8, 9 on Mac OS)

### Issue

When you try to view a PDF in Apple's Safari web browser on a Macintosh computer, a large PDF icon is displayed instead of the content of the PDF.

**Details** You are using an Intel-based Macintosh computer on which Adobe Acrobat 8 Professional, Adobe Acrobat 9 Pro, Adobe Reader 8, or Adobe Reader 9 is installed.

### Reason

This issue occurs when Safari runs in the Rosetta environment. Rosetta is a dynamic translator which runs automatically in the background on Macintosh computers that use Intel processors. Rosetta enables Intel-based Macintosh computers to run applications that were designed solely for the older, PowerPC-based Macintosh computers.

Acrobat 8 and 9 and Adobe Reader 8 and 9 include a PDF-viewing plug-in for Safari. This plug-in, named AdobePDFViewer, can run natively on Intel-based Macintosh computers; it is not compatible with Rosetta.

## Solution

Do one of the following solutions:

### Solution 1: Configure Safari not to open in Rosetta.

- 1 Quit Safari.
- 2 In the Finder, choose **Go > Applications**.
- 3 In the Applications folder, select the Safari application icon.
- 4 Choose **File > Get Info**.
- 5 In the General section of the Safari Info window, deselect the "Open Using Rosetta" option (circled in the illustration below).
- 6 Open Safari.

### Solution 2: Use Safari's built-in PDF-viewing interface.

You can disable the PDF-viewing web browser plug-in that is included with Acrobat and Adobe Reader. Safari then will use its own PDF-viewing interface to display PDFs.

To disable the PDF-viewing plug-in that is included with Acrobat or Adobe Reader:

- 1 Open Acrobat or Adobe Reader.
- 2 Do one of the following:
  - **Acrobat:** Choose **Acrobat > Preferences**.
  - **Adobe Reader:** Choose **Adobe Reader > Preferences**.
- 3 Select Internet in the Categories list on the left-hand side of the Preferences window.
- 4 Deselect the "Display PDF In Browser Using" option.
- 5 Click "OK".

## Runtime error | Roaming Profile workflows | Acrobat, Reader 9

### Issue

A runtime error occurs when you launch any Acrobat 9.x application:

"Microsoft Visual C++ Debug Library Runtime Error! Program: C:\Program Files\Adobe\Acrobat 9.0\Acrobat\Acrobat.exe The application has requested the Runtime to terminate it in an unusual way. Please contact the application's support team for more information. "

### Solutions

**Important:** These workarounds have the potential to negatively impact other software and existing workflows. Therefore, Adobe recommends that only system administrators perform these steps.

## Solution 1

Make sure that all parent folders for Application Data permit read access for the requisite users. Verify that each user has read permissions for each directory in the path and that your GPO policy isn't overriding these permissions. Adobe recognizes that this workaround isn't optimal in some enterprise settings.

## Alternative user-provided solutions

Adobe customers provided the following suggestions, and Adobe has not been tested them.

- On Windows 2008 Terminal Server, find AcroRd32.exe, open Properties, and select "Run this program in compatibility mode for: Windows XP (Service Pack 2).
- On Vista, change the HKCU/Software/Microsoft/Windows/CurrentVersion/Explorer/UserShellFolders AppData key value from %USERPROFILE%\Application Data to %USERPROFILE%\AppData.
- On Windows 7, the Application Data folder's "Everyone" account has a special permission of "Deny". Remove the checkmark for Deny.
- Map UNC paths such as \\server\profile\%USERNAME% to a drive letter such as U:\profile\%USERNAME%.
- On Windows 7 and Vista platforms, verify the LocalLow directory exists at C:\Users\\AppData with Read and Write permissions.

## Additional information

The Acrobat family of products doesn't support Roaming Profiles. However, certain workflows and configurations can work by default or by using one of the workarounds above.

This error occurs when the application checks for read permissions for each directory in the path to Application Data. The application is supposed to instead only inspect for permission in the Application Data directory and below. If the requisite permissions are not found, a runtime error occurs.

The 9.4 cumulative update changes this behavior so that the application does not check for permissions on parent folders.

## Run Acrobat on Windows Vista

Adobe Acrobat 8.1 supports Microsoft Windows Vista, Office 2007 and Windows x64 platforms. For more details about the Acrobat 8.1 update, see TechNote [kb401730](#). Acrobat 7 and previous versions do not support Windows Vista.

## Support for Acrobat 8 on Windows Vista

To obtain this update:

- 1 Open Acrobat 8.
- 2 Select Help > Check For Updates. The 8.1 update will download and install automatically.

**Note:** There is a known issue with 64-bit versions of Windows which causes the Adobe PDF Printer to not work correctly. Microsoft has released a Hot Fix for this issue which is documented in Microsoft KB Article 930627 on the Microsoft Help and Support site at <http://support.microsoft.com>. This Hot Fix is also included in the Windows Vista Service Pack 1 (SP1) update. Adobe has tested and will support the Adobe PDF Printer with this Hot Fix installed. This Hot Fix is also included in the Vista SP1 update.

## Known Limitations and Issues with Acrobat 7 on Windows Vista

**Issue:** During uninstall the Acrobat 7 installer alerts that Acrotray.exe and Explorer.exe files are in use and must be closed before continuing installation.**Solution:** Click ignore during the uninstall to proceed with removing Acrobat 7. You may need to restart your system after you finish uninstalling Acrobat 7.

**Issue:** Command under Help > Detect and Repair is unavailable as protected Administrator or User.**Solution:** Use Detect and Repair feature in Control Panel > Add/Remove programs.

**Issue:** Right-click contextual menu is not available for PDF conversion.**Solution:** Convert file inside Acrobat 7 or original application.

**Issue:** Web capture button in Internet Explorer 7 is not available in a new tab view.**Solution:** Capture site from first tab or use Acrobat 7 to capture site.

### More Help topics

[Support policy for Microsoft Office 2007 in Acrobat 8](#)

## Review is corrupted when the comment repository is in a corrupted state (Acrobat 9)

### Issue

When you use the comment tracker to access a shared review, the Status says "Corrupted (How do I fix this?)". Additionally you may receive the error message, "Error: Could not publish comments. One or more files are missing on the server."

### Reason

The comment repository was deleted either accidentally or intentionally, or the files in the comment repository were damaged. This condition can only exist in a shared review.

### Solution

Do one of the following solutions:

#### **Solution 1: Ask reviewers to re-upload comments.**

If the comments are corrupted or deleted, then use the comment tracker to send an email to all reviewers via the "Email All Reviewers" feature and ask reviewers to re-upload comments.

**Solution 2: Restore review comments from backups.**

If the entire repository was deleted, then the Shared Review will be in an ended state and no review can continue. The only way to restore the review is to restore from a backup if one exists.

## Resolution setting is not reflected for Acrobat UI Mode with Fujitsu scanner (Acrobat 9)

**Issue**

When users scan in "Scanner UI mode" with the "Predefine" checkbox for resolution in Fujitsu scanner UI, the resolution setting for "Acrobat UI mode" is not honored.

**Reason**

This issue has been identified as a third-party issue and has been referred to Fujitsu.

**Solution**

- 1 Choose File > Create PDF > From Scanner > Custom Scan.
- 2 Select scanner installed in Acrobat Scan dialog.
- 3 Click Scanner Options.
- 4 Select 'Show Scanner's Native Interface' as User interface. Click OK.
- 5 Click Scan.
- 6 In the scanner's UI, make sure to uncheck 'Predefine' and also make sure 'Long page (Front Side)' Scan Type is not set.
- 7 Click Scan.

This will enable scanning properly from Acrobat Scan dialog going forward.

## Repair of Volume License Acrobat X enables activation

Volume license customers who do not want their users' Adobe Acrobat installations to perform the product activation process can deploy using AcrobatVolumeLicensingNoActivation.msi to suppress activation.

In the following scenario, the activation process starts after repairing and launching Acrobat:

- 1 Install Acrobat Volume (licensing with activation), but don't launch Acrobat.
- 2 Install AcrobatVolumeLicensingNoActivation.msi.
- 3 Launch Acrobat.
- 4 Repair Acrobat.
- 5 Launch Acrobat again.

After step 5, activation ping from Volume-licensed Acrobat will re-commence.

This behavior is not an error, it is as designed.

## Solution

If a Repair has enabled activation and the customer would like activation to remain suppressed, they must install AcrobatVolumeLicensingNoActivation.msi **again**.

## Additional Information

During a repair, the following changes occur:

- Acrobat creates the registry key, HKEY\_LOCAL\_MACHINE\Software\Adobe\Adobe Acrobat\10.0\Activation\Disabled=0 (REG\_DWORD)
- The activation version of the SLConfig.xml file overwrites the non-activation version.

## Remove Flash components from Reader, Acrobat

Following the high frequency of security updates related to Adobe Flash, there's often a security update for Adobe Reader or Acrobat. Flash is embedded in both of these products. Some customers want to remove the Flash components file (authplay.dll) from Reader or Acrobat. When this file is removed, you can avoid applying the security updates when it is a security issue exclusively in Flash. However, Adobe doesn't support removing the authplay.dll from the installed plug-ins for any version of Acrobat or Reader. These products have not been tested in this form. Removing the authplay.dll file can result in unexpected behavior.

If you do remove authplay.dll, then make sure that you can reproduce any issues that arise on a standard Acrobat installation before contacting Adobe support. (A standard installation is one in which the authplay.dll file is installed.)

Here is a rough description of the possible behavior based on version:

- Reader and Acrobat 8 and earlier: Not relevant as Flash is not embedded in these versions.
- Reader and Acrobat 9: Possible to remove or rename authplay.dll. However, doing so can result in an application crash when rich media content is opened in Reader or Acrobat. (For example, when you open PDF portfolios, PDF files with embedded rich media content.)
- Reader and Acrobat 10: Not possible to remove or rename authplay.dll as the user interface itself contains Flash components. (Using protected mode avoids the security updates anyway.)
- Reader and Acrobat 10+: it is still under discussion whether Adobe will offer the ability to disable or remove the Flash components from Reader or Acrobat.

## Remove Acrobat 6.0 Professional (Windows XP and 2000)

### What's covered

Remove Acrobat using the Add Or Remove Programs utility

Remove Acrobat manually

To remove Adobe Acrobat, Adobe recommends that you use Add Or Remove Programs utility. Optionally, you can manually remove Acrobat.

### **Remove Acrobat using the Add Or Remove Programs utility**

Adobe recommends that you use the Add Or Remove Programs utility to remove Acrobat from the system, which is a simpler procedure than removing Acrobat manually.

**Note:** The Add Or Remove Programs utility doesn't remove shared files that may have installed with Acrobat, including color management files (\*.icc and \*.csf). If you use the Add Or Remove Programs utility and it doesn't remove the Acrobat 6.0 folder, manually remove Acrobat.

To remove Acrobat using the Add Or Remove Programs utility:

1. Quit Acrobat.
2. Move any documents (for example, PDF documents) you want to keep from the Acrobat 6.0 folder to another folder.
3. Choose Start > Control Panel (Windows XP) or Start > Settings > Control Panel (Windows 2000).
4. Double-click Add Or Remove Programs.
5. If Adobe Acrobat - Reader 6.0.2 appears in the Currently Installed Programs list, remove it.

**Note:** Removing Adobe Acrobat - Reader 6.0.2 removes only the 6.0.2 update from Acrobat and from Adobe Reader (if it's installed).

6. Select Adobe Acrobat 6.0 Professional, and click Remove.
7. When prompted, confirm that you want to remove Acrobat.

If Windows doesn't remove Acrobat (for example, it returns an error), perform one of the following tasks:

- Reinstall Acrobat to the same folder and then complete these steps again.
- Manually remove Acrobat.

### **Removing Acrobat manually**

You can remove Acrobat from the system by deleting the Acrobat folders and files, and associated folders and files, manually.

**Note:** Performing the following steps also removes Adobe Reader 6.0.x, if it's installed.

To remove Acrobat manually:

1. Quit Acrobat.
2. Move any documents (for example, PDF documents) you want to keep from the Acrobat 6.0 folder to another folder.
3. Enable Windows Explorer to display all file name extensions (for example, filename.ini). (By default, Windows Explorer hides filename extensions it recognizes. For instructions on how to enable Windows Explorer to display filename extensions, see the Notes section of the "Display hidden files and folders" topic in Windows Help.)
4. Restart the computer to ensure that Windows isn't using any of the files you want to delete.
5. End the AcroTray.exe process from the Windows Task Manager:
  - a. Press Ctrl+Alt+Delete, and then click Task Manager in the Windows Security dialog box.
  - b. Click the Processes tab, select AcroTray.exe, and then click End Process.
  - c. Click Yes in the Task Manager Warning dialog box.

- d. Close Task Manager.
6. Delete Acrobat Assistant from Documents and Settings\All Users\Start Menu\Programs\Startup.
7. In Program Files\Adobe\Acrobat 6.0\Distillr, locate adistres.dll and rename it adistres.old.
8. Locate AcroDistDLL.dll and rename it AcroDistDLL.old.
9. Restart the computer.
10. Delete Acrobat 6.0 from Program Files\Adobe. If you can't delete PDF.ocx, complete the following procedure:
  - a. Choose Start > Run, type **cmd** in the Open text field of the Run dialog box, and then click OK.
  - b. On the first command line of the Command Prompt window, type **cd [path name to ActiveX folder]**, and then press Enter. For example,
 

```
cd "C:\Program Files\Adobe\Acrobat 6.0\Acrobat\ActiveX"
```
  - c. At the prompt, type **regsvr32 /u PDF.ocx** and then press Enter. For example, the line might read:
 

```
C:\Program Files\Adobe\Acrobat 6.0\Acrobat\ActiveX>regsvr32 /u PDF.ocx
```
  - d. Close the Command Prompt window, and then restart the computer.
  - e. Delete Acrobat 6.0 from Program Files\Adobe.
11. Delete Acrobat 6.0 from Program Files\Common Files\Adobe.
12. Delete Acrobat 6.0 Professional , if present, from Documents and Settings\All Users\Desktop.
13. Delete Adobe Acrobat 6.0 Professional and Acrobat Distiller 6.0 from Documents and Settings\All Users\Start Menu\Programs.
14. Delete PrintMe Internet Printing from Documents and Settings\All Users\Start Menu\Programs.
15. Delete Adobe PDF 6.0 from Documents and Settings\All Users\[Shared Documents or Documents].
16. Delete Distiller 6 folder from Documents and Settings\[username]\Application Data\Adobe\Acrobat.
17. Delete Acrobat Distiller 6 from Documents and Settings\[username]\Local Settings\Temp.
18. If you use eBooks, perform the following tasks:
  - Move Documents and Settings\[username]\Application Data\Adobe\Acrobat\6.0\ eBooks to another location, and then delete Documents and Settings\[username]\Application Data\Adobe\Acrobat\6.0.
  - Move the contents of Documents and Settings\[username]\My Documents\My eBooks folder to another location, and then delete Documents and Settings\[username]\My Documents\My eBooks.
19. Delete the following files from Windows\system32\spool\drivers\w32x86\3 (Windows XP) or Winnt\system32\spool\drivers\w32x86\3 (Windows 2000):
  - ad2kgelp.ini
  - ad2kregp.dll
  - ad2kuigp.dll
  - adpdf6.bpd
  - adpdf6.ppd
  - ps5ui.dll

pscript.hlp

pscript.ntf

pscript5.dll

20. Delete the following files from Windows\system32\spool\drivers\w32x86 (Windows XP) or Winnt\system32\spool\drivers\w32x86\3 (Windows 2000), if they are present:

ad2kgelp.ini

ad2kregp.dll

ad2kuigp.dll

ADPDF6.PPD

ps5ui.dll

pscript.hlp

pscript.ntf

pscript5.dll

21. Delete 6.0 from Documents and Settings\All Users\Application Data\Adobe\Acrobat.

22. Delete adobePDF.dll from Windows\system32 (Windows XP) or Winnt\system32 (Windows 2000).

23. If you use Acrobat 6.0.2, delete {AC76BA86-0000-0000-0000-6028747ADE01} from Windows\Installer (Windows XP) or Winnt\Installer (Windows 2000).

24. If Microsoft Internet Explorer is installed, delete nppdf32.dll from Program Files\Internet Explorer\PLUGINS.

25. If Netscape Navigator 7.x is installed, delete nppdf32.dll from Program Files\Netscape\Netscape\Plugins.

26. If Microsoft Office is installed, delete the following files:

-- PDFMaker.dot in the Program Files\Microsoft Office\Office [version]\Startup folder

-- PDFMaker.xla in the Program Files\Microsoft Office\Office [version]\XLStart folder

-- PDFMaker.xla in Documents and Settings\[username]\Application Data\Microsoft\Excel\XLSTART.

27. If Microsoft Visio is installed, delete PDFMVisio.vsl from Program Files\Microsoft Office\Visio[version]\1033\Startup.

## Registry key for Windows trusted sites can be used for enterprise deployments of Reader

### Issue

When Adobe Reader or Acrobat is deployed in the enterprise with enhanced security turned on, warnings appear in the client. The warnings appear when Acrobat tries to merge data in a PDF.

## Solution

Define the sites that host the PDF and data files as trusted. The Windows trusted sites list is maintained under the following registry key:

```
HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Zone Map\Domains
```

## Additional information

These warnings are data-injection warnings and react according to the Internet security settings under Windows > Control Panel > Internet Settings > Security. Or, to the enhanced security settings under Reader > Preferences > Enhanced Security. Many large organizations define sites that host PDF and data files as trusted when they do not want their users confronted with warning messages.

You can define the trusted sites manually in Reader or Windows. However, most organizations need an automated way to define these hosts during the installation routines.

# Red boxes appear over graphics when printed to some PostScript printers (Acrobat 8)

## Issue

When you print from Adobe Acrobat 8 or Adobe Reader 8, graphics or photos print with red boxes over the content. Pages might also print mirrored or upside down.

## Details

You are printing to a color printer using the PostScript printer driver.

## Solution

Do one of the following solutions:

### **Solution 1: Update to Acrobat 8.1 (Professional or Standard) or Adobe Reader 8.1.**

- To download the Adobe Acrobat 8.1 Professional and Standard update, visit the Adobe website at [www.adobe.com/support/downloads/](http://www.adobe.com/support/downloads/).
- To download the free Adobe Reader 8.1, visit the Adobe website at [www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html).

### **Solution 2: Choose a different color profile in Advanced Print Setup (Acrobat Professional Only)**

- 1 Choose File > Print, and then click Advanced.
- 2 For Color Profile, choose U.S. Sheetfed Uncoated v2 from the drop down list.
- 3 Click OK to close the Advanced Print Setup dialog box, and then click OK again to print.

### **Solution 3: Use the Print as Image command in Advanced Print Setup**

- 1 Choose File > Print, and then click Advanced.
- 2 Select Print As Image.
- 3 Click OK to close the Advanced Print Setup dialog box, and then click OK again.

### **Solution 4: Print using the PCL printer driver (Windows only).**

Install the PCL printer driver provided by the printer manufacturer and print using this driver.

## **Additional Information**

Acrobat 8 has a problem with default color rendering dictionaries on some PostScript printers. The solutions above bypass this setting and documents print correctly.

# **Adobe Reader forums and other resources**

## **Search for possible solutions**

Type the description of your issue in the Search Support box on the right of this document, and then press Enter or Return. When the search results appear, open the All Products pop-up menu and select Adobe Reader. For solutions to the most common Adobe Reader problems, click any of the following links: [Can't download Adobe Reader](#) [Can't open a PDF](#) [Can't view a PDF on the web](#) [Printing problems](#)

## **Forums have discussions about issues similar to yours**

Type the description of your issue in the search box on the [Adobe Reader Forums](#) page to search online discussions. Or, post your issue on that forum. System administrators can use the [Deployment & Installation](#) forum on [AcrobatUsers.com](#).

## **Error codes give you a handle on your issue**

If you get any error codes, type them in the search box on the right or on the forums page to quickly narrow the results.

## **Update your version of Adobe Reader**

You can solve many problems by updating your version of Adobe Reader or installing the latest version.

- To check for updates, in Adobe Reader, choose Help > Check for Updates.
- To install the most recent version of Adobe Reader, see the [Adobe Reader download page](#).

**Note:** The Adobe Reader updater is designed to keep your product up-to-date with security updates, quarterly enhancements, and bug fixes. Adobe recommends installing the latest Reader updates. However, you can turn off automatic updates in Adobe Reader (9.2 and 8.1.7 and later) by changing a Preference setting. Choose Edit > Preferences (Windows) or Reader > Preferences (Mac OS). Click Updater at the bottom of the Categories list on the left. In the Check For Updates area, select Do Not Download Or Install Updates Automatically. For more information about the updater, see these blog postings:

- [New Updater Technology in Adobe Reader and Adobe Acrobat](#)

- [Adobe Reader and Acrobat Security Initiative](#)

## Purchase support to engage an Adobe expert

You can buy a single customer support ticket to work with an Adobe agent on your problem. For details, go to [Contact Adobe](#).

## System and enterprise administrators

Administrators can change the updater preferences by running the [Adobe Customization wizard 9](#) utility. You can also find related information in the following documents:

- [Enterprise Deployment](#)
- [Enterprise Administrator of the Acrobat Family of Products](#)

# Adobe Reader and Acrobat JavaScript Blacklist Framework Mitigation for Security Advisory - APSA09-07

## Update

The following instructions are deprecated with the release of the 9.3 and 8.2 patches. Adobe recommends that users update their applications to the latest version for the reasons described here, as well as for other reasons.

## Archived Information

### Issue

Adobe has confirmed a critical vulnerability in Adobe Reader and Acrobat 9.2 and earlier versions that could cause a crash and potentially allow an attacker to take control of the affected system as described in Security Advisory APSA09-07. Adobe recommends that customers follow the mitigation guidance below, utilizing the Adobe Reader and Acrobat JavaScript Blacklist Framework, until a patch is available.

### Overview

The Adobe Reader and Acrobat JavaScript Blacklist Framework provides customers granular control over the execution of specific JavaScript API calls. The purpose of the Framework is to allow Adobe to protect customers against attacks that target a specific JavaScript API call, like the one referenced in [Security Advisory APSA09-07](#).

### Solution

Consumers

Windows: For end users on Windows, download the compressed file (link removed), and double-click the appropriate registry setting, based on your version of Reader or Acrobat, to populate the JavaScript Blacklist Framework. Adobe automatically resets the value during the next update.

Mac and UNIX: For end users on Mac and UNIX, follow the Enterprise instructions below.

### Enterprises

Windows: For Enterprise administrators, use the documentation provided at: [CPS ID 50431](#) for detailed instructions on using the JavaScript Blacklist Framework and to determine the best approach for your Windows environment. The required keys are in the following compressed file (link removed) for Windows.

Macintosh:

On your Mac, go to Applications folder or location where you have (Adobe Reader or Acrobat) installed.

Right-click Adobe Reader or Acrobat Professional.

Click Show Package Contents.

Expand Contents.

Expand MacOS.

Expand Preferences.

Make a backup of the FeatureLockDown file.

Right-click FeatureLockDown.

Open With TextEdit.

Just before the last >> add this line to the FeatureLockDown file:

```
/JavaScriptPerms [ /c << /BlackList [ /t (DocMedia.newPlayer) ] >> ]
```

Save the file.

Restart Adobe Reader or Acrobat.

For an example of what this would look like, see: [Sample FeatureLockDown.dat](#)

Linux:

Go to the Global Prefs file at: <installation>/Reader/GlobalPrefs/reader\_prefs

Add the following line to the file:

```
/JavaScriptPerms [/c << /BlackList [/t (DocMedia.newPlayer) ] >> ]
```

## Adobe Reader 9.2 Installation Fails

## Issue

Adobe Reader 9.2 installation sometimes fails if there is a previous version of Adobe Reader 9 or Adobe Acrobat 9 installed on the system and 3D capabilities have been used.

**Note:** The use of the 3D capabilities in Adobe Reader sometimes causes the A3DUtility.exe task to start. If this process is running during the Adobe Reader 9.2 installation, the previous version of Adobe Reader is uninstalled and the Adobe Reader 9.2 installation fails.

## Solution

For manual deployment, restart the system before starting the Adobe Reader 9.2 installation.

For automated deployment of Adobe Reader 9.2, restart the system before the installation process begins. If restarting is not possible, terminate the A3DUtility.exe process to mitigate the problem.

If the Adobe Reader 9.2 update has failed, restart the system, download Adobe Reader 9.2 from [www.adobe.com](http://www.adobe.com), and restart the installation.

## Quick fix | View PDFs on Web

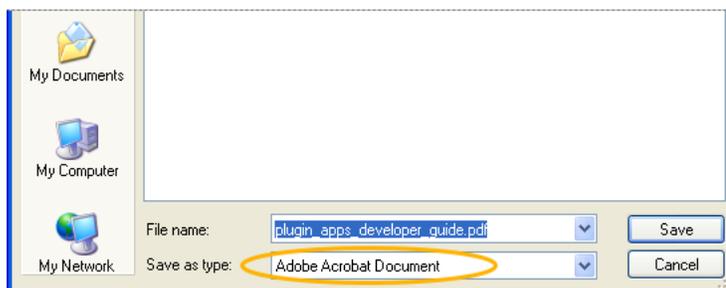
Many factors can affect the display of a PDF on the web, including damage to the PDF; how the website displays the PDF; the version of Acrobat, Reader, or the browser; security and cookie settings; or the status of the server on which the PDF resides. Try the suggestions below as your first troubleshooting steps.

### Open PDF directly in Reader or Acrobat (quick fix)

If the PDF appears as a clickable link, you can often save the file to your desktop and open it directly. Downloading the file is a quick solution to get you going without further troubleshooting.

- 1 Right-click (Windows) or Control-click (Mac OS) the link to the PDF file.
- 2 Choose the appropriate save or download option. The options vary depending on your browser:
  - (Internet Explorer) Save Target As
  - (Firefox) Save Link As
  - (Safari) Download Linked File
- 3 Make sure Adobe Acrobat Document is selected for the file type, and save the file.

**Note:** If you don't see a Save As dialog box, your browser could have opened a separate downloads window and downloaded the file automatically.



- 4 Locate the saved PDF, and double-click the file to open it. If your browser opened a downloads window, double-click the PDF in the downloads list.

## Update Reader or Acrobat

Adobe releases regular security updates for Reader and Acrobat. It's likely that the latest update patch can fix a conflict with your system or browser.

- 1 Open Reader or Acrobat.
- 2 Choose Help > Check for Updates.

## Repair Reader or Acrobat

Reader or Acrobat, or the resources they rely on, could have been damaged. Repairing the installation is a quick troubleshooting safeguard.

- (Reader) Choose Help > Repair Adobe Reader Installation.
- (Acrobat) Choose Help > Repair Acrobat Installation.

## Enable the browser plug-in

Viewing PDFs within a browser, requires that the Adobe PDF plug-in is enabled.

### Safari (Mac OS X)

SeeTechNote [Troubleshoot Safari Plug-in Problems | Acrobat X and Reader X](#).

### Internet Explorer (Windows)

The steps to enable the Adobe PDF plug-in vary depending on your version of Internet Explorer.

- 1 Select Tools > Manage Add-ons. (Or choose Tools > Internet Options, click the Programs tab, then click Manage Add-ons.)
- 2 In the Show pop-up menu, select All Add-ons. (In some versions the option is Add-ons That Have Been Used by Internet Explorer.)
- 3 Scroll to the section of add-ons for Adobe Systems, and select Adobe PDF Reader.
- 4 If the status of Adobe PDF Reader is set to Disabled, click the Enable button.

### Firefox (Windows)

- 1 Select Tools > Options.
- 2 Click the General tab, then click Manage Add-ons.
- 3 Click the Plug-ins tab (purple/blue icon). (The layout of this dialog box differs depending on the version.)

#### 4 Find and select Acrobat or Adobe Reader:

- If the Disable button is displayed (as shown above), the add-on is enabled and no action is required.
- If the Enable button is displayed, click Enable.

### More solutions

- [Can't view a PDF on the web](#)
- [A blank page is displayed in the browser](#)
- [A broken object link \(for example, a red square, a blue triangle, or a blue circle\) or red X icon is displayed in the browser](#)
- [Error message: "The Adobe Acrobat/Reader that is running cannot be used to view PDF files in a web browser..."](#)
- [Adobe Reader forums and other resources](#)

**Note:** Visit the [Adobe Reader Help and Support page](#) for assistance with other Reader top issues.

## Quick fix | Print PDF as image | Acrobat, Reader

### Print PDF as an image

Problems can occur when you print a PDF file. For example, a PDF file can contain damaged content such as images or fonts that Acrobat cannot process during printing. Printing a PDF file as an image bypasses that processing by sending the printer a simple image of the document instead. This process can cause images and fonts to look slightly rougher, especially at the edges. However, you can specify the resolution in dots per inch (dpi) to suit your needs.

#### 1. Ensure that your printer is turned on and connected.

If necessary, test print a different file.

#### 2. Choose File > Print, and then click Advanced.

The location of the Advanced button depends on the version of Reader or Acrobat.



**Mac OS:** If you don't see the Advanced button, click the Down Arrow (to the right of the Printer pop-up menu).

#### 3. Select Print as Image.

The location of the Print as Image options depends on the version of Reader or Acrobat.

### Windows

#### 4. Click OK to close the Advanced Print Setup dialog box, and then click OK to print.

### Other solutions

Tracking down printing issues can be difficult. The problems can range from a damaged font, to an older printer driver, to a bad sector on the disk. See the following articles and tips for additional solutions.

#### Install the latest update

Adobe releases free security updates quarterly. The updates often include improvements to common problems. Download the latest free update:

- 1 Open Reader or Acrobat.
- 2 Choose Help > Check For Updates. If a new update is available, it installs automatically.
- 3 Once installed, restart your computer.
- 4 Print the PDF again.

#### Reader 10.1.2

If you recently updated to Reader 10.1.2, see [Printing questions | Acrobat, Reader 10.1.2 or later](#).

#### Acrobat 9.4.2

If you recently updated to Acrobat 9.4.2, see [Printing problems | Acrobat 9.4.2 update](#).

#### Garbled text

If the text is garbled or prints with "junk" characters, print again, but keep the PDF open until the entire PDF prints. If you are printing from the web, try printing using a different browser. Again, keep the browser window open until the PDF has finished printing.

#### In-depth troubleshooting

See this [troubleshooting article](#) for additional solutions, such as updating your printer driver and copying the PDF file to your hard drive.

#### Search the forums

Forums have discussions about issues similar to yours. To participate in a community forum, type the description of your issue in the search box on the [Acrobat](#) or [Adobe Reader](#) forum. Or, post the question on the [AcrobatUsers.com Printing & Prepress](#) forum. When posting on forums, include your operating system and your product version number.

#### More Help topics

[Troubleshoot PDF printing | Acrobat, Reader](#)

[Printing complex PDFs | Acrobat](#)

[Printer setup problems](#)

## Quick fix | Install, download | Reader

### Wait for installation to complete

Getting Adobe Reader onto your computer is a two-step process: First, download the Adobe Reader Installer, and second, run the installer to install Adobe Reader. Be sure to allow enough time for both steps to complete.

### Enable JavaScript in your browser

Set your browser to enable JavaScript. If you don't know how to set this browser preference, see the topic "Make sure JavaScript is enabled" for either: [Windows](#) or [Mac OS](#).

### Check for updates to antivirus software

Antivirus software from vendors like Comodo, Jiangmin, and Rising incorrectly identify the Adobe Reader installer as malware. False error reports include "TrojWare.Win32.Trojan.Agent.Gen," "Trojan/JmGeneric.bcy," and "Suspicious." Users also report "Failed to Initialize" errors and the installer getting quarantined.

Antivirus software vendors and service providers are currently addressing this issue so that the Adobe Reader installer is recognized as legitimate. Ensure that your antivirus signatures are up-to-date.

### Installation instructions for Reader

For instructions on downloading and installing Reader, click the link below for either Windows or Mac OS.

**Note:** On Windows computers, you must have elevated (Windows 7/Vista) or administrative (XP) system privileges to install software.

- [Install Adobe Reader | Windows](#)
- [Install Adobe Reader | Mac OS](#)

### Use a different web browser

Certain conditions on your computer, such as security settings or browser cookies, can prevent the Adobe Reader Installer from downloading. Often, the easiest way to resolve unsuccessful downloads is to try the download again using a different browser. Try any of the following browsers that you are not already using:

 [Mozilla Firefox](#)

 [Microsoft Internet Explorer](#)

 [Apple Safari](#)

 [Google Chrome](#)

## Locate downloads window

If you don't see a confirmation window indicating that Adobe Reader was downloaded and installed, look to see if your browser has opened a downloads window. Some browsers are set to open a separate window for downloads, but it's possible that other open applications or windows are hiding the download window. If you find the downloads window, double-click the Reader .exe file to continue the download and installation process. (In Firefox on Mac OS, you double-click the .dmg file.)

## Try a different download link

If you still have trouble downloading Adobe Reader, try using this [direct download link](#) . Select your operating system, language, and version, then click Download Now. Follow the onscreen instructions to complete the download.

## More solutions

A system freeze or an error message indicates a specific problem with your computer or the installation process. To troubleshoot further, see the TechNote associated with the error in the table below. If your error does not appear in the table, type the error in the Adobe Community Help search box above, then press Enter or Return.

Symptom or error	TechNote
<ul style="list-style-type: none"> <li>"Metafile download failed" error</li> <li>"Actionlist not found" error</li> <li>"Retrieving install..." message, but no activity for several minutes.</li> </ul>	<a href="#">"Metafile download failed," "Actionlist not found," "Retrieving install..."   Reader</a>
<ul style="list-style-type: none"> <li>Can't download Reader from the Adobe website.</li> <li>Can't open the Reader installation file.</li> <li>"The extraction failed for an unknown reason. The program has been closed without installing..." This error can occur after you download Reader successfully or if you download the installation file and double-click it to start the installation.</li> </ul>	<a href="#">Troubleshoot Adobe Reader installation   Windows</a> <a href="#">Troubleshoot Adobe Reader installation   Mac OS</a>
Installation starts but a frozen cursor, frozen screen, or an error message interrupts startup.	<a href="#">Installation interrupted   Acrobat 9, Reader 9</a>
(Windows only) Error 1402: Could not open key [key name] Error 1406: Could not write value folders to key [key name]	<a href="#">Error 1402   Error 1406   Acrobat, Reader</a>
(Windows only) Error 1606: Could not access network location \Startup	<a href="#">Error 1606</a>
(Windows only) Error 1635: This patch package could not be opened	<a href="#">Error 1635   Acrobat 8, Reader 8</a>

For other problems, see the following:

- [Problems uninstalling Adobe Reader](#)
- [Adobe Reader forums and other resources](#)

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 [Microsoft Internet Explorer](#)

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- [Adobe Reader forums and other resources](#)

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 [Apple Safari](#)

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(Windows only) Error 1606: Could not access network location \Startup	<a href="#">Error 1606</a>
(Windows only) Error 1635: This patch package could not be opened	<a href="#">Error 1635   Acrobat 8, Reader 8</a>

For other problems, see the following:

- [Problems uninstalling Adobe Reader](#)
- [Adobe Reader forums and other resources](#)

## Publishing PDF Files to CD-ROM

### What's Covered

CD-ROM formats and file naming

Creation of the PDF Documents to Publish, Enhancing your Files

Preparing your PDF Documents

Distributing Acrobat Reader

This document contains recommendations from Adobe Technical Support about creating PDF files to distribute or archive via CD-ROM. Included are process-oriented tips for creating PDF files and Acrobat Catalogindexes, Autoindexing, locating and customizing Reader installers for distribution, setting up a staging area, and creating a test CD prior to deployment.

### CD-ROM formats and file naming

To create a CD that is cross-platform and can be read by a DOS, Windows, Macintosh, or Unix machine, Adobe recommends using the Hybrid CD-ROM format and ISO 9660 filenames, thereby reducing costs for disc mastering, replication, production and inventory control.

**Note:** A hybrid CD-ROM must be created on a Macintosh in order to be truly cross-platform. By creating a CD-ROM on Windows, for instance, the CD will not contain all the necessary elements a Macintosh system would need to read files from the disk.

If you are creating a CD targeted at one platform, simply follow the naming conventions that apply only to that platform. For example, some platforms allow the use of long file names and optional characters.

For more information on CD formats and filename conventions, refer to your CD recording software documentation.

### **Creation of the PDF Documents to Publish, Enhancing your Files**

Acrobat 4.x and 5.x (full products) include all the necessary tools and software to create, enhance, and index PDF files. Use Acrobat Distiller 4.x or 5.x, PDF Writer 4.x or 5.x, or PDFMaker components to create your PDF files, Acrobat 4.x or 5.x to enhance and make changes to them, and Acrobat Catalog 4.x or 5.x to create a full-text, searchable index of the collection.

Improve navigation and online usability of your PDF documents by adding links, bookmarks, articles, thumbnails, and buttons. Publishing collections of smaller PDF files with links between them instead of a few large files improves searching. Users may want to include a full-text index that makes it easy to find information in a collection of documents using the Search Query command.

**NOTE:** A Catalog index is for a single document collection and cannot span multiple CD-ROM archives. Each CD-ROM is expected to contain its own index for the documents on that volume and cannot index files contained on another CD-ROM, CD Tower, or other disk storage media.

If you plan to use Acrobat Catalog to create a searchable index for your PDF collection, Adobe recommends adding Document Info to your PDF files prior to indexing. Document Info should be thought of as tags or labels for a PDF file, and by using them the PDF can include identifiers for Title, Author, Subject, and Keywords (File > Document Info > General in Acrobat 4.x, File>Document Properties>Summary in Acrobat 5.x). Acrobat Catalog (and many Web search engines) use the Title, for instance, to describe the document in their search results list. If a PDF file does not have a Title listed in the Document Info field, the search results will display either the PDF filename, "Unknown Title", or be blank altogether. For this reason, it is good practice to add this Document Info to your PDF files prior to indexing with Acrobat Catalog. A PDF Title can be descriptive and would not necessarily be the same as its filename.

Adobe recommends that after making changes or enhancements to your documents that all the PDF files are optimized in their final state. You can check for optimization or Fast Web View by viewing the Document Info of any given file (File > Document Info > General in Acrobat 4.x or File>Document Properties>Summary in Acrobat 5.x). Optimizing PDF documents reduces their file size (in most cases), performs error checking, data organization, and removes any repeated images in the file and replaces them with pointers to the first occurrences of those images. To optimize a single PDF file you can perform a Save As in Acrobat 4.x and select the Optimize checkbox. An easier method for a PDF collection would be to use the Batch Process feature in Acrobat 4.x (File > Batch Process), which the user can target to a directory and allow the Acrobat program to optimize all the files within at once.

Likewise, the user can add Subject, Author, and Keywords to the PDF file. Catalog will index this Document Info and allow the user to search upon these data fields explicitly. To do so, the user must enable the Acrobat Search tool preference to Show Fields, thus allowing the user to search specifically for data within the Document Info rather than merely searching the text in the document. This allows the creator of the PDF collection to group files accordingly, so all documents with the same Author, Subject, or Keywords can be retrieved from the collection with ease.

### **Preparing your PDF Documents**

Before putting PDF documents on a Web site or a CD, check to see that the text, artwork, and layout in the documents are complete and correct, and that all links, bookmarks, and other enhancements are in place. The documents should be at the point where you would print them if you were distributing on paper. ...You should also think about filenames and file sizes for your documents, and consider including searchable information, defining opening views for your PDF documents, adding Document Information, and setting up passwords and other security options as needed.

A specific utility is available on the Adobe web site for CD-ROM publishers who are staging PDF files produced or edited by Acrobat for Windows or UNIX to be distributed on the Macintosh platform. This applet lets you easily change a file's Type to "PDF" and adds the proper file resources so that Acrobat or Acrobat Reader can recognize the PDF file on Macintosh platform correctly. Adobe recommends that all PDF files created on Windows or UNIX being delivered to Macintosh for CD-ROM distribution be handled by this utility, which is easily accomplished by either using drag-n-drop of individual files or entire folders of PDF in a batch. For more information and downloading this utility, visit the following page on Adobe.com:

[www.adobe.com/support/downloads/detail.jsp?hexID=26ba](http://www.adobe.com/support/downloads/detail.jsp?hexID=26ba)

## Protected View troubleshooting

### What is Protected View?

Protected View (PV) is a new feature for Adobe Acrobat 10.1 and Reader 11.0. It extends Adobe's rapidly evolving defense-in-depth security strategy for mitigating and preventing security vulnerabilities. PV leverages Reader's sandboxing implementation (Protected Mode) to protect your applications, data, and machine by limiting what malicious files can do and access.

This document lists what Protected View does not support. To learn more about sandboxing and Protected View, see the online Help or check out the other resources:

- For FAQs and information about registry configuration and creating custom policies, see the Protected View chapter in the Application Security Guide in the [Application Security Library](#).
- Architectural-level details can be found in the ASSET team's blog at <http://blogs.adobe.com/asset/>.

### Protected View in the stand-alone application

Stand-alone application behavior is similar the Protected View provided by Office 2010. When you open an untrusted file, Acrobat displays a warning bar at the top of the viewing window. The view is read-only, and the disabled features prevent any malicious content from tampering with your system. If you trust the PDF, choose **Enable All Features** to exit PV, reenable all menu items, and provide permanent trust for the file.

In general, any feature that modifies the PDF is unavailable in Protected View. For example, the following features are blocked until you assign trust to the PDF:

- Dragging PDF files into the reading pane or navigation pane
- Printing and saving the PDF
- Pan and Zoom tools and the Loupe tool
- Reading mode or full-screen view
- PDF creation of untrusted (and therefore potentially unsafe) sites

- JavaScript execution and form filling

## Protected View in the browser

When a PDF is opened in a browser, Protected View provides a streamlined experience that doesn't use a warning bar. Instead, browser-based PDF files provide a Reader-like experience for documents that have been rights enabled. That is, all Reader features are available in addition to features that become enabled when a document author uses Acrobat to extend features to Reader users. These features include signing existing form fields, adding new signature fields, saving form data, and so on.

The following features do not work for PDF files in a browser with Protected View enabled:

- Advanced printing
- Pan and Zoom, Loupe tools
- Features that wouldn't normally be available for a rights-enabled PDF viewed in Reader, such as adding attachments.

## Unsupported configurations

Protected View is subject to the same configuration limitations as Reader. If you see an Unsupported Configuration dialog, see [Protected Mode Troubleshooting | Adobe Reader](#).

In Reader, Protected View is only supported when Protected Mode is enabled. There can be no HKCU or HKLM Protected Mode registry preference set to 0 (off) when Protected View is enabled.

## Known issues

The following list contains the known issues surrounding Protected View in this release.

- Read out loud doesn't work.
- The signature status button of signed iStatement shows an incorrect signature validation status.
- PDF email attachments in Lotus Notes open outside Protected View even when it's enabled.
- Selecting a search hit (result) in the search pane does not take the user to the search hit location.
- MSExcel and MSWord links to PDF files opens the PDF outside Protected View.
- No way to view a list of articles.
- The Look Up Selected Word option is disabled on selecting a word in a PDF document.
- Drag out of the browser from a PDF Portfolio does not work; however, the workaround is to right-click and choose extract.

## Protected Mode troubleshooting | Adobe Reader

## What is Protected Mode?

Protected Mode was introduced with Adobe Reader X and continues to be Adobe's primary defense-in-depth security strategy for mitigating and preventing security vulnerabilities. Protected Mode protects you by limiting what malicious files can do and access. Protected Mode is enabled by default, and it is designed to run transparently in the background while protecting your hardware and data.

## More information

This document lists what Protected Mode does not support as well as changes across releases. Protected View in Acrobat shares some of its behavior.

To learn more about sandboxing and protected mode, see the following:

- For FAQs and information about registry configuration and creating custom policies, see the Protected Mode chapter in the [Application Security Guide](#).
- Find architectural-level details in the ASSET team's blog at <http://blogs.adobe.com/asset/>.

## Unsupported configurations

When Protected Mode cannot launch due to an unsupported configuration, a dialog alerts you that Protected mode is unavailable.

“Adobe Reader cannot open in Protected Mode due to a problem with your system configuration. Would you like to open Adobe Reader with Protected Mode disabled?”

### Protected Mode: Unsupported configuration dialog box

## Unsupported configurations and other restrictions

Note that this list is not regularly maintained as Protected Mode now runs transparently in the background and it is unlikely users will experience issues.

### Fixed in 10.1.3

- With Protected Mode ON in Reader, links in a PDF to local folders now work.
- Printing is now possible on Win Server 2003-64 bit in Protected Mode.
- On Win Server 2003-64 bit systems, the incompatibility dialog box doesn't appear when you launch Reader for the first time after system restart.

### Fixed in 10.1.2

- Reader can freeze up during File > Open when Symantec PGP whole disk encryption software is installed.
- Reader and Entrust software installed on the same machine.

### Fixed in 10.1.1

- It is not possible to insert PDF files into MS WordPad.

### Fixed in 10.1

- It is not possible to insert PDF files into MS Office XP and Office 2007.
- Hosting on a Citrix or Windows Terminal Server (including Acrobat's Protected View).

- The iFilter shell extension used for searching PDFs via Microsoft Desktop Search does not work and is not installed with Reader X. This issue is resolved. However, XP users must install Windows Desktop Search 4 (WDS4) to use this feature.
- Specific JavaScript API usage doesn't work. The JS SaveAs function fails: doc.saveAs() fails due to security restrictions. Protected Mode prevents scripts running inside Reader from writing to locations except for %temp% and the AppData area for Reader X.
- Cannot open PDF files whose source is DFS or NFS: PDF files in shared locations on a distributed or networked file system (DFS/NFS) cannot be opened. Attempting to open such a file results in an "Access denied" error.

### Unsupported

- In Reader 11, Protected View is only supported when Protected Mode is enabled. There can be no HKCU or HKLM Protected Mode registry preference set to 0 (off) when Protected View is enabled.
- Installing Reader on a mapped network drive.
- Running Reader on WinXP when the OS is installed in a public folder.
- Launching Reader in XP-compatible mode on Vista and Win7.
- On XP and 10.x only, launching Reader by right clicking AcroRd32.exe and choosing Run As.
- Using PKCS#11 smart cards in signature workflows. Some cards can work in the presence of custom protected mode policies. For a workaround, see [P 11 smart card workaround](#).
- Collaborating in real time using the Collaborate Live feature.
- Certain configurations of anti-virus software that have not yet white-listed AcroRd32.exe. See Anti-virus software conflicts below.
- JS-invoked processes: Launching a process through JavaScript is not allowed with Protected Mode enabled.
- See also the sections below.

### Antivirus software conflicts

By default, Adobe Reader X runs in Protected Mode. In certain situations Reader experiences compatibility issues with anti-virus software when that software intercepts some system calls for the Reader sandbox. In these cases, Reader could fail to open or crash after displaying an incompatible-configuration dialog.

For example, Protected Mode is known to be incompatible with:

- Some Symantec Endpoint Protection configurations. Adobe recommends that users update to Symantec Endpoint Protection 11.0 RU6 MP2 or higher.
- McAfee VirusScan Enterprise for certain actions in Reader. Known actions include the following:
  - Clicking Help or a Weblink from an embedded Flash widget such as a Portfolio navigator (Fixed 10.1).
  - Launching of some IME tools. **Note:** Disabling Buffer Overflow Protection can provide a workaround for many McAfee users.
  - Reader sometimes removes a user's cached credentials when signing out of Adobe.com which could be an issue for a multiuser machine. Fixed 10.1.2 with MVE 8.8.

Adobe is working with anti-virus companies to resolve these problems.

## Accessibility

For XP only: Accessibility features sometimes doesn't work. The Read Out Loud feature is unsupported. Therefore, screen readers such as JAWS, Windows Eyes, and Windows Narrator aren't always able to read PDF content. Much of the Accessibility menus involving things like quick check, change Reading options are removed. Keyboard navigation is not implemented.

**Note:** When a screen reader like JAWS, Window-Eyes, or Narrator is running when Reader is started for the first time on XP, Protected Mode is disabled. On Vista and Windows 7, screen readers do work normally.

## P11 smart card workaround

The installation of some smart cards doesn't work for Reader X users when in Protected Mode. Because Protected Mode sandboxes certain processes that make system calls, smart card installation can fail or result in the "unsupported configuration" dialog appearing. However, a simple workaround is available. Install the smart card software with Protected Mode turned off as follows:

- 1 Disable Protected Mode by going to **Edit > Preferences > General** and deselecting **Enable Protected Mode at startup**.
- 2 Restart Reader.
- 3 Install the smart card software according to the provider's instructions.
- 4 Reenable Protected Mode.
- 5 Restart Reader.

# Properties toolbar doesn't work | Docked mode | Acrobat, Reader | 9

## Issue

When you try to edit a rich-text filed in Acrobat or Reader 9 in docked mode, the properties toolbar is dimmed or displays "No current selection."

## Solution

Undock the properties toolbar and use it in floating mode.

## Additional information

This issue occurs if the properties bar was already docked when you opened the document. If you open the properties toolbar and dock it after opening the document, then it works only for the current document. In Acrobat X and Reader X, it is no longer possible to dock the properties toolbar in the user interface, so this issue cannot occur there.

[http://help.adobe.com/en\\_US/Acrobat/9.0/Standard/WS58a04a822e3e50102bd615109794195ff-7fe4.w.html](http://help.adobe.com/en_US/Acrobat/9.0/Standard/WS58a04a822e3e50102bd615109794195ff-7fe4.w.html)

# Prompted to register repeatedly | Acrobat 8 | Windows

## Issue

Every time you start Adobe Acrobat 8 Standard, Professional, or 3D on Windows, you are prompted to register the software. You previously completed the registration form and clicked Register Now, or you previously clicked Don't Ask Again.

## Solution

Do one or more of the following solutions:

### **Solution 1 (Windows 7/Vista only) Run Acrobat as an administrator.**

For instructions, see [Run a program as administrator | Windows 7, Vista](#) (kb404918).

### **Solution 2: Create and log on to a new local administrator account.**

- 1 Close Acrobat.
- 2 Create a local administrator account on your computer by doing one of the following:
  - **Windows XP:** Choose Start > Help And Support and follow the instructions in the article "To add a new user to the computer." Or, contact your system administrator.
  - **Windows 7/Vista:** See [Create local administrator account | Windows 7, Vista](#) (kb404912). Or, contact your system administrator.
- 3 Log on to the new account.
- 4 Open Acrobat.
- 5 When the Register Your Software window appears, click Don't Ask Again.
- 6 Log off the new account, and then log on to your original account.

### **Solution 3: Manually modify the registry key.**

**Disclaimer:** This procedure involves modifying the Windows registry. Adobe doesn't provide support for problems caused by improperly modifying the registry, which contains critical information about your system's hardware and software. Before modifying the registry, create a backup of the registry. For more information about the registry, see the documentation in Windows or contact Microsoft.

- 1 Close Acrobat.
- 2 Open the Registry Editor by doing one of the following:
  - **Windows XP:** Choose Start > Run. Type **regedit** in the Open box, and then press Enter.
  - **Windows 7/Vista:** Click Start. Type **regedit** in the Start Search box, and then press Enter.
- 3 In the left pane of the Registry Editor, navigate to one of these keys:**32-bit Windows:**  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Adobe Acrobat\8.0\AdobeViewer**64-bit Windows:**  
HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Adobe\Adobe Acrobat\8.0\AdobeViewer
- 4 In the left pane of the Registry Editor, select Adobe Viewer.
- 5 In the right pane of the Registry Editor, right-click Registered and choose Modify.

6 Change the value to 2. (Leave the base as Hexadecimal.)

7 Open Acrobat.

Additional information When you either complete the registration form or choose Don't Ask Again, Acrobat tries to write a key in the Windows registry. The key instructs Acrobat not to prompt you to register on subsequent launches. If insufficient or incorrect permissions in your user account prevent Acrobat from writing the key, then Acrobat prompts you to register every time you start it.

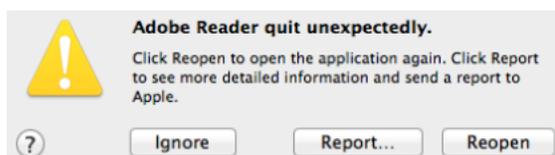
## Crash during a text search | Acrobat, Reader | Mac OS

### Product crash using Find on Macintosh 10.9.2 (Mavericks)

The following issue only appears when the following is true:

- Macintosh 10.9.2 (Mavericks)
- Acrobat or Reader 11.0 to 11.0.06 (Fixed in 11.0.07)
- The Find box is open in a multi-page document
- You navigate across a page boundary

With the Macintosh 10.9.2 update, Acrobat and Reader 11.0-11.0.06 both crash when the Find box is open and you use any method of changing the current page. For example, using the scroll bar, bookmarks, or clicking any advanced search result that links to a different page. In this case, the following error appears:



### Solution

Choose Help > Check for Updates, and install 11.0.07.

## Processing order when Bates Numbering a PDF Portfolio in Acrobat 9

The order in which Acrobat 9 will process documents inside a PDF Portfolio is as follows:

- 1 Bates numbering always occurs by alphanumerical file name order inside the PDF Portfolio.
- 2 Files in the root of the PDF Portfolio are processed first, followed by any folders.

If numbering order is critical to you, then please consider numbering the document before you assemble the PDF Portfolio. In cases where it is not possible to number the documents before they are collected into the PDF Portfolio, you can rename the documents inside the PDF Portfolio with prefixes such as 001\_, 002\_. This order will be respected during the Bates numbering process. Please note that the Bates numbering process is recursive. This means that once all individual files in the root of the PDF Portfolio are processed, the first folder (as determined by alphanumerical order) is then processed. If this folder contains files and subfolders, the files will be processed first and then the subfolder will be entered and processed before the numbering process moves on to the second folder off of the PDF Portfolio root. For example: <PDF Portfolio Root> - 001.pdf - 002.pdf - [Folder 001] --- 003.pdf --- 004.pdf --- [Subfolder 001] ----- 006.pdf - [Folder 002] --- 005.pdf In this case, document 006.pdf will be processed before document 005.pdf since the Bates numbering process will recurse down all subfolders before returning to the root.

## Problems uninstalling Adobe Reader 8.0

**Note:** Visit the [Adobe Reader Help and Support page](#) for information about top issues.

### Overview

Adobe recommends that you use the Adobe Reader 8.0 uninstaller in the Add/Remove Programs utility in Windows to remove Adobe Reader 8.0. Occasionally, however, damaged files or a partial installation prevents the Adobe Reader 8.0 uninstaller from working correctly. Or, they could cause the uninstaller to leave files or empty application folders on the system after the removal is performed. You could also notice Adobe Reader 8.0 missing from the Add/Remove Programs list. Or, you could find that the installer only displays the Repair and Remove options when you try to install Adobe Reader 8.0.

Manually removing Adobe Reader 8.0 ensures that all files and folders are removed. These instructions are for removing Adobe Reader 8.0. If you have other/previous versions of Adobe applications installed, then be sure to remove only the files below that relate to Adobe Reader 8.0. These steps also remove any extra content (for example, Goodies or Functional Content) that installed with Adobe Reader 8.0. If you reinstall Adobe Reader 8.0, reinstall its extra content as well.

**Note:** It's possible that your system doesn't contain all of the files and folders listed in this document. If you do not find a listed file or folder on your system, proceed to the next file or folder on the list.

### Before you begin

Some of these procedures require you to locate hidden files and hidden folders. Some procedures require you to locate files by their full filenames, which include extensions (for example, example\_filename.ini). By default, Windows Explorer doesn't show hidden files, hidden folders, or filename extensions that it recognizes.

To show hidden files, hidden folders, and all filename extensions in Windows Explorer:

- 1 In Windows Explorer, choose Tools > Folder Options.
- 2 Click the View tab in the Folder Options dialog box.
- 3 In Advanced Settings, select Show Hidden Files And Folders.
- 4 Deselect Hide Extensions For Known File Types.
- 5 Click OK.

View an [Adobe Captivate demo](#) of this procedure.

## Remove Adobe Reader 8.0 using the uninstaller

The uninstaller is designed to remove everything installed that Adobe Reader 8.0 installs. When you start Adobe Reader 8.0 for the first time, or when you modify the preferences, new folders and files can be created. After you use the uninstaller, proceed to "Remove remaining folders and files for Adobe Reader 8.0." These instructions ensure the complete removal of all additional folders and files.

To use the uninstaller, do the following:

- 1 Choose Start > Control Panel.
- 2 Double-click Add/Remove Programs.
- 3 Do one of the following:
  - If you installed Adobe Reader 8.0 from the Adobe Reader 8.0 CD/DVD, then select Adobe Reader 8.0 and click Remove. Follow the onscreen instructions to remove Adobe Reader 8.0.
  - If you installed Adobe Reader 8.0 from the Creative Suite CD/DVDs, then select Creative Suite and click Remove. Follow the onscreen instructions to remove the Adobe Reader 8.0 component.

**Note:** When you run the uninstaller, you are prompted to remove, keep, or transfer activation. If you plan to reinstall Adobe Reader 8.0 on the same machine, consider keeping your activation. However, after you complete the manual removal, it could be necessary to reactivate Adobe Reader 8.0. If you plan to install Adobe Reader 8.0 on a different machine, transfer your activation.

View an [Adobe Captivate demo](#) of this procedure.

## Prepare the computer to remove Adobe Reader 8.0

Before proceeding with the following steps, Adobe recommends printing the directions. Restarting in Diagnostic or Safe mode typically disables Internet access.

- 1 Delete Adobe Reader Speed Launcher.lnk from Documents and Settings/All Users/Start Menu/Programs/Startup.
- 2 Enable diagnostic or safe mode for Windows.

### Enable diagnostic mode for Windows XP

- 1 Quit all applications.
- 2 Choose Start > Run, type **msconfig** in the Open text box, and click OK.
- 3 Click the Startup tab and Services tab. Record all deselected items.
- 4 Click the General tab, and choose Diagnostic startup.
- 5 Click OK, and restart Windows. **Note:** Upon reboot, you are notified that the System Configuration Utility has made changes to the way that Windows starts up. Click OK, and when the System Configuration Utility appears, click Cancel.
- 6 Right-click icons in the Notification Area (called the System Tray in earlier versions of Windows) to close or disable any startup items that are still active.

View an [Adobe Captivate demo](#) of this procedure.

### Re-enable startup items and services for Windows XP

After completing all of the steps in this document, re-enable startup items for Windows XP.

- 1 Choose Start > Run.
- 2 Type **msconfig** in the Run dialog box, and click OK.

- 3 Click the General tab, and choose Normal Startup.
- 4 Deselect any items that you wrote down in Step 3 of the previous section.
- 5 Click Apply, and restart Windows for the changes to take effect.

### Enable safe mode for Windows 2000

**Note:** Windows 2000 does not have the MSConfig utility for disabling start items. You can manually disable the items or obtain the MSConfig utility for Windows XP.

- 1 Click Start, and then click Shut Down.
- 2 Click Restart, and then click OK.
- 3 When you see the message Please select the operating system to start, press F8.
- 4 Use the arrow keys to highlight the appropriate safe mode option, and then press Enter.
- 5 Use the arrow keys to highlight an operating system, and then press Enter. **Note:** See the Microsoft website for additional information about this process.

### Re-enable the startup items for Windows 2000

After completing all of the steps in this document, re-enable startup items for Windows 2000.

- ? Restart the computer.

### Remove Adobe Reader 8.0 registered files using the command prompt

- 1 Acrobat registers a numerous files with the operating system during the installation. These files must be removed in order to successfully remove the application. Registered files can be removed from the operating system with the shell is not running.
- 2 Press Control-Alt-Delete and choose Task Manager.
- 3 On the Processes tab, select explorer.exe and choose End Process (items on your desktop disappear). **Important:** The Task Manager should remain open during this process
- 4 Click Yes in the warning box.
- 5 Choose File > New Task.
- 6 Under Open, type `cmd` and click OK.
- 7 Minimize the Task Manager.
- 8 Type `cd "C:\Program Files\Common Files\Adobe\Acrobat\ActiveX"` and press Enter.
- 9 Type `del AcroIEHelper.dll` and press Enter.
- 10 Type `del AcroPDF.dll` and press Enter.
- 11 Type `del pdfshell.dll` and press Enter.
- 12 Type `exit` and press Enter.
- 13 Maximize the Task Manager.
- 14 In Task Manager, choose File > New Task.
- 15 Type `explorer.exe` and click OK. (Your desktop reappears.)
- 16 Exit the Task Manager.

View an [Adobe Captivate demo](#) of this procedure.

## Remove remaining folders and files for Adobe Reader 8.0

Back up any personal files you want to save from the following directories, and then remove the listed folders and files:

Program Files\Adobe\

- Acrobat 8.0

Program Files\Common Files\Adobe\

- Acrobat

Documents and Settings\[User Name]\Application Data\Adobe\

- Acrobat

Documents and Settings\All Users\Application Data\Adobe\

- Acrobat

Documents and Settings\All Users\Desktop\

- Adobe Reader 8.lnk

Documents and Settings\All Users\Start Menu\Programs\

- Adobe Reader 8.lnk

Program Files\Internet Explorer\PLUGINS\

- nppdf32.dll

Program Files\Netscape\Netscape Browser\plugins\

- nppdf32.dll

## Remove remaining registry entries for Adobe Reader 8.0

Remove the application registry keys from the registry, if they are available.

**Note:** It's necessary to log in to the computer as an Administrator to modify your registry.

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't support editing the registry, which contains critical system and application information. For information on the Windows Registry Editor, see the documentation for Windows or contact Microsoft Technical Support. It's possible, that you don't have all of these files.

**Important:** Make a backup copy of the registry before you edit it.

- 1 Choose Start > Run, and type **regedit** in the Open text box; click OK.
- 2 Navigate to one of the registry keys listed below and select it in the left panel; it appears in the registry editor as a folder.
- 3 Choose Edit > Delete. Click Yes in the Confirm Key Delete dialog box.
- 4 Repeat steps 1-3 as needed for any remaining registry entries.

### Remove the following registry entries

HKEY\_CURRENT\_USER\Software\Adobe\Adobe Reader

HKEY\_LOCAL\_MACHINE\Software\Adobe\Adobe Reader

HKEY\_LOCAL\_MACHINE\Software\Adobe\Repair\Adobe Reader

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\68AB67CA7DA73301B7448A0000000020

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-7AD7-1033-7B44-A80000000002}

HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Adobe\Acrobat Reader

HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Products\ 68AB67CA7DA73301B7448A0000000020

HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Features\ 68AB67CA7DA73301B7448A0000000020

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Low Rights\ElevationPolicy\ {358E6F10-DE8A-4602-8424-179CA217F8EE} HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Low Rights\ElevationPolicy\ {9C6A861C-B233-4994-AFB1-C158EE4FC578}

## Complete the removal

Empty your Recycle Bin and restart your computer.

## Adobe Captivate demos of selected procedures

The Adobe Captivate demonstrations below illustrate selected procedures described in this document. For more information about viewing this demo, see [Viewing Adobe Captivate Demos in Knowledgebase Documents](#).

## Show hidden files and hidden folders

[Return to Instructions](#)

## Remove Adobe Reader 8.0 using the uninstaller

[Return to Instructions](#)

## Enable diagnostic mode for Windows XP

[Return to Instructions](#)

## Remove Adobe Reader 8.0 registered files using the command prompt

[Return to Instructions](#)

# Problems installing, removing | Acrobat, Reader 11 | Windows

**Note:** Visit the [Adobe Reader Help and Support page](#) for assistance with top issues.

## Coexisting installations

You can install Adobe Acrobat 11 or Adobe Reader 11 on a computer that contains a previous Acrobat installation. However, Adobe doesn't recommend it. Acrobat 11 Professional and Acrobat 11 Standard use the Acrobat 11 version of PDFMaker and Adobe PDF printer. When two or more versions of Acrobat are installed, removing one version of Acrobat can disable functionality during the uninstallation procedure of one of them.

If two versions of Acrobat are installed on the same computer, only the Acrobat 11 version of PDFMaker and Adobe PDF printer is used. However, conflicts can occur if multiple versions PDFMaker files are attempting to load.

When multiple versions of Acrobat exist on a machine, the running version is used to display PDF files regardless of the preferences.

Removing previous versions of Acrobat or Adobe Reader after you install a more recent version can disable functionality. Repair the current version of Acrobat after removing the previous version. If the repair process does not restore all functionality, reinstall the current version.

**Note:** Adobe Technical Support does not recommend or support having multiple versions of Acrobat or Adobe Reader installed on the same machine. (For example, don't run Acrobat 9 with Adobe Reader 10 or Acrobat 8 with Adobe Reader 9). Acrobat and Adobe Reader have numerous components that have similar functionality and can cause conflicts on a machine. The most prevalent among these conflicts involves the plug-ins for rendering PDF files in the browser, PDFMaker inside Office Applications, and the Adobe PDF printer. Using the Version Interoperability table below, remove all versions of Acrobat and Adobe Reader, and then install the current version.

## Version interoperability

This chart shows what happens if you install Adobe Acrobat 11 when the computer already has Acrobat or Adobe Reader installed.

<b>Product</b>	<b>Acrobat 11 Standard</b>	<b>Acrobat 11 Professional</b>	<b>Acrobat 11 Trial</b>	<b>Adobe Reader 11</b>	<b>Notes</b>
<b>Acrobat Reader 5.0.5 or earlier</b>	Allowed	Allowed	Allowed	Uninstalls previous version.	Browser uses version 11
<b>Adobe Reader 6</b>	Allowed	Allowed	Allowed	Uninstalls previous version.	Browser uses version 11
<b>Adobe Reader 7</b>	Allowed	Allowed	Allowed	Uninstalls previous version.	Browser uses version 11
<b>Adobe Reader 8</b>	Allowed	Allowed	Allowed	Uninstalls previous version.	Reader prompts for browser version
<b>Adobe Reader 9</b>	Allowed	Allowed	Allowed	Uninstalls previous version.	Browser uses version 11
<b>Adobe Reader 10</b>	Allowed	Allowed	Allowed	Allowed	Browser uses version 11
<b>Product</b>	<b>Acrobat 11 Standard</b>	<b>Acrobat 11 Professional</b>	<b>Acrobat 11 Trial</b>	<b>Adobe Reader 11</b>	<b>Notes</b>
<b>Elements 6.0</b>	Auto-removal recommended	Auto-removal recommended	Auto-removal recommended	Allowed	Installed reader controls browser
<b>Elements 7.0</b>	Auto-removal recommended	Auto-removal recommended	Auto-removal recommended	Allowed	Installed reader controls browser
<b>Product</b>	<b>Acrobat 11 Standard</b>	<b>Acrobat 11 Professional</b>	<b>Acrobat 11 Trial</b>	<b>Adobe Reader 11</b>	<b>Notes</b>
<b>Acrobat 5.x full</b>	Removal recommended	Removal recommended	Removal recommended	Allowed	Browser uses version 11
<b>Acrobat 6 Standard</b>	Auto-removal recommended	Auto-removal required	Auto-removal required	Allowed	Reader prompts for browser version
<b>Acrobat 7 Standard</b>	Auto-removal recommended	Auto-removal recommended	Auto-removal recommended	Allowed	Reader prompts for browser version
<b>Acrobat 8 Standard</b>	Repair	Auto-removal recommended	Auto-removal recommended	Allowed	Reader prompts for browser version
<b>Acrobat 6 Professional</b>	Auto-removal recommended	Requires auto-removal	Requires auto-removal	Allowed	Reader prompts for browser version.
<b>Acrobat 7 Professional</b>	Auto-removal recommended	Auto-removal recommended	Auto-removal recommended	Allowed	Reader prompts for browser version
<b>Acrobat 8 Professional</b>	Manually Remove	Repair	Repair	Allowed	Reader prompts for browser version
<b>Acrobat 3D</b>	Auto-removal recommended	Auto-removal recommended	Auto-removal recommended	Allowed	Reader prompts for browser version
<b>Acrobat 3D Trial</b>	Auto-removal recommended	Auto-removal recommended	Auto-removal recommended	Allowed	Reader prompts for browser version
<b>Acrobat 3D 8</b>	Manually Remove	Manually Remove	Manually Remove	Allowed	Reader prompts for browser version

<b>Acrobat 9 Pro Extended</b>	Replace	Replace	Repair	Allowed	Browser uses version 11
<b>Acrobat 9 Professional</b>	Replace	Repair	Repair	Allowed	Browser uses version 11
<b>Acrobat 9 Standard</b>	Repair	Manually remove	Manually remove	Allowed	Browser uses version 11
<b>Acrobat 10 Suite</b>	Not Allowed	Uninstalls previous version	Uninstalls previous version	Allowed	Browser uses version 11
<b>Acrobat 10 Pro</b>	Not Allowed	Uninstalls previous version	Uninstalls previous version	Allowed	Browser uses version 11
<b>Acrobat 10 Standard</b>	Not Allowed	Repair	Repair	Allowed	Browser uses version 11
<b>Product</b>	<b>Acrobat 11 Standard</b>	<b>Acrobat 11 Professional</b>	<b>Acrobat 11 Trial</b>	<b>Adobe Reader 11</b>	<b>Notes</b>
<b>Creative Suite 1.0</b>	Auto-removal recommended	Auto-removal recommended	Auto-removal recommended	Allowed	Browser uses version 11
<b>Creative Suite 1.3</b>	Manually Remove	Auto-removal recommended	Auto-removal recommended	Allowed	Browser uses version 11
<b>Creative Suite 2.0</b>	Manually Remove	Auto-removal recommended	Auto-removal recommended	Allowed	Browser uses version 11
<b>Creative Suite 3.0</b>	Manually Remove	Auto-removal recommended	Auto-removal recommended	Allowed	Browser uses version 11
<b>Creative Suite 4.0</b>	Manually Remove	Auto-removal recommended	Auto-removal recommended	Allowed	Browser uses version 11
<b>Creative Suite 5.0</b>	Manually Remove	Auto-removal recommended	Auto-removal recommended	Allowed	Browser uses version 11
<b>Creative Suite 5.5</b>	Manually Remove	Auto-removal recommended	Auto-removal recommended	Allowed	Browser uses version 11
<b>Creative Suite 6.0</b>	Manually Remove	Auto-removal recommended	Auto-removal recommended	Allowed	Browser uses version 11

- **Allowed** indicates that this state functions and doesn't generate any error messages.
- **Replace** indicates that the new version replaces the original version with no option to remove the original version.
- **Repair** indicates that you are trying to install a version of Acrobat or Adobe Reader that is already installed on your computer. The installer allows you to modify, repair, or remove the program.
- **Removal** recommended tells you to cancel the installation of Acrobat 11 and remove the older version, restart, and then install Acrobat 11.
- **Auto-removal** recommended indicates that you receive a warning indicating that an older version has been encountered. You can remove the older version or ignore it and have Acrobat and Adobe Reader coexist.
- **Auto-removal required** indicates that you receive a warning that an older or less functional product has been detected. You can remove the less functional product or cancel the installation.
- **Manually remove** indicates that you must quit the installer, remove the version of Acrobat or Adobe Reader that is currently installed, and then install Acrobat 11.

## Upgrade eligibility

The following products do not qualify for an upgrade to Acrobat 9:

- Acrobat 8.x or earlier
- Acrobat Elements
- Acrobat Business Tools
- Acrobat Approval
- Adobe Reader
- Acrobat Reader
- Acrobat Reader-Writer
- Acrobat Distiller PE or LE, or any version of Acrobat Distiller that's bundled with Adobe PageMaker or Adobe FrameMaker

## Privileged locations from Customization Wizard 9 written to incorrect registry keys | Acrobat 9

### Issue

When you use Customization Wizard 9 to configure the installation for Adobe Reader or Acrobat 9, hosts for privileged locations are written to the wrong registry location. Acrobat or Reader don't recognize them at runtime.

### Solution

This issue is resolved in Customization Wizard 10, so privileged locations are written correctly in Acrobat and Reader X. Adobe doesn't issue patches for Customization Wizard, so there's no way to fix this issue retrospectively for Acrobat or Reader 9. As a workaround, you can change the keys manually in the registry. Or, you can enter the values directly in the enhanced security settings in Acrobat or Reader preferences.

### Additional information

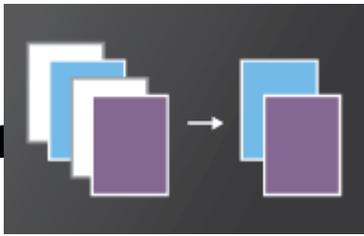
The privileged hosts are written incorrectly to:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Adobe\Adobe  
Acrobat\9.0\FeatureLockDown\TrustManager\cTrustedSites
```

instead of:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Adobe\Adobe Acrobat\9.0\FeatureLockDown\cTrustedSites
```

Therefore, these sites aren't trusted. You could see the Yellow-Message-Bar warning about untrusted site access if these hosts are referenced from a PDF file.



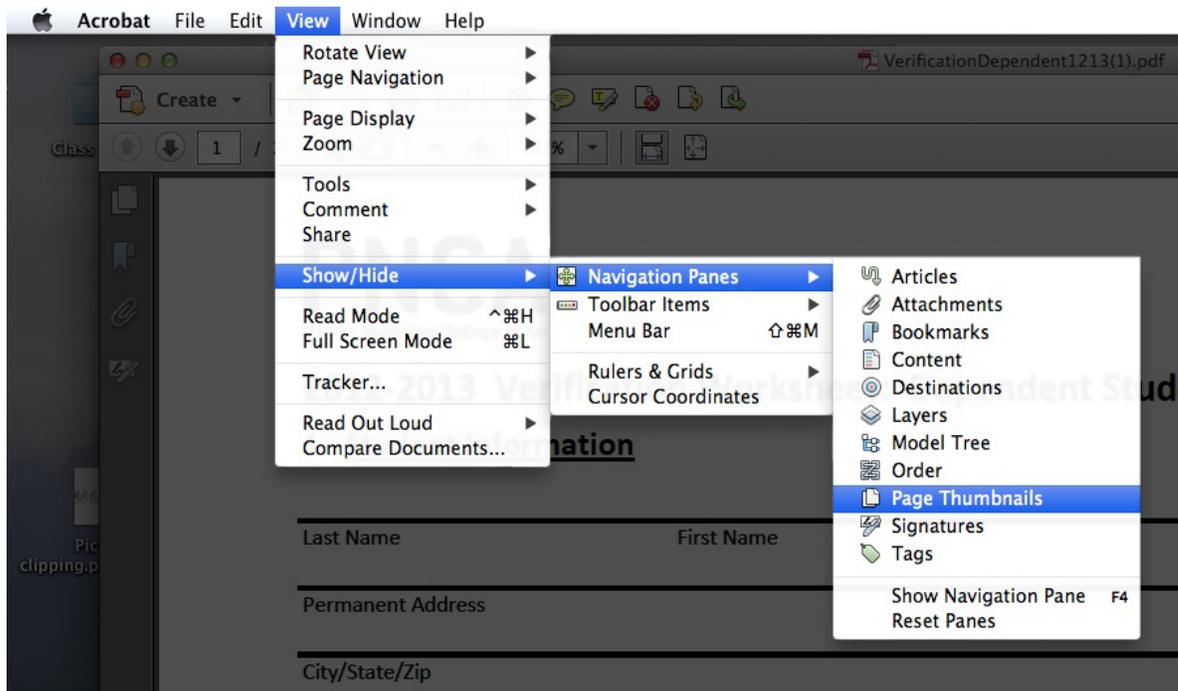
## Pages | Acrobat, Reader

You can print specific pages of a PDF in the following ways:

- Select the thumbnails before opening the Print dialog box .
- Specify individual page numbers or a range of pages in the Print dialog box .

### Print selected PDF pages

- 1 Open the PDF in Adobe Reader or Acrobat.
- 2 Open the Pages tab on the left side of the document window if it isn't already open. In Acrobat X, choose View > Show/Hide > Navigation Panes > Page Thumbnails. In Acrobat 9, choose View > Navigation Panels > Pages.



- 3 Ctrl-click (Windows) or Command-click (Mac OS) the page thumbnails you want to print.

- 4 Choose File > Print.

"Selected pages" is highlighted in the Print Range pane of the Print dialog box.

- 5 Click OK or Print.

## Print specified PDF pages

- 1 Choose File > Print.
- 2 In the Print Range pane of the Print dialog box, type the number of the pages you want to print. For a range of pages, use a hyphen. Separate each page or range with a comma or space (such as "4, 7, 15-34, 56").
- 3 Click OK or Print.

### More Help topics

[Troubleshoot PDF printing | Acrobat, Reader](#)

[Printing complex PDFs | Acrobat](#)

[Printer setup problems | Acrobat, Reader](#)

## Print portion of a page | Acrobat, Reader

You can print a portion of a page in a PDF. The Snapshot Tool lets you select just the area you want to print. The area can be text, graphics, or both. You can print the selected area full size or resize it to fit the paper.

- 1 Open the PDF in Adobe Reader or Adobe Acrobat.
- 2 (Acrobat X/Reader X) Choose Edit > Take A Snapshot. (Acrobat 9/Reader 9) Choose Tools > Select & Zoom > Snapshot Tool.
- 3 Drag a rectangle around the area you want to print.
- 4 Choose File > Print.
- 5 Make sure that the Selected Graphic option is selected in the Print Range area of the Print dialog box.
- 6 (Optional) To enlarge the selected text or graphic to fit the sheet of paper, choose Fit To Printable Area from the Page Scaling pop-up menu. **Note:** Enlarging the area reduces the printed resolution.
- 7 Click OK or Print.

### More Help topics

[Troubleshoot PDF printing | Acrobat, Reader](#)

[Printing complex PDFs | Acrobat](#)

[Printer setup problems | Acrobat, Reader](#)

## Printing tips | Acrobat, Reader 10.1.1, 9, or earlier

### Puzzled?

Wondering why this page appeared? You probably clicked a button when trying to print. If you aren't looking for printing tips, simply close this window and return to printing.

### Need help printing?

Click the picture below to open instructions for that task.

## Solving printing problems

### Quick fix

If you are having problems printing, try this [quick fix](#) first.

### Acrobat 9.4.2

If you are using Acrobat 9.4.2, see [Printing problems | Acrobat 9.4.2 update](#).

### In-depth troubleshooting

See this [troubleshooting article](#) for additional solutions, such as updating your printer driver and copying your file to your hard drive.

### Community forums

Forums have discussions about issues similar to yours. To participate in a community forum, type the description of your issue in the search box on the [Acrobat](#) or [Adobe Reader](#) forum, or the AcrobatUsers.com [Printing & Prepress](#) forum. When posting on forums, include your operating system and your product's version number.

## Frequently asked questions

### **How do I print double-sided without a duplex printer?**

Print even pages first, reload the pages, and then print odd pages. You sometimes have to print some pages in reverse order to get the correct page sequence. To learn more, see "Print double-sided using a single-sided printer" in the article [Print double-sided](#).

### **How can I print the text in another color?**

You cannot change the colors as you print. If you have Acrobat, you can use the Edit Document Text tool (Acrobat X) or TouchUp Text tool (Acrobat 9) to change the color of the text before you print. To learn more in Acrobat X, see [Edit text](#). In Acrobat 9, see [Edit text](#).

### **Why does the printed text look different from the PDF text?**

The creator of the PDF did not embed the fonts used in the document. Embedding prevents font substitution when you view or print the document, and ensures that you see the text in its original font. If you don't have the original fonts installed on your computer, a substitute font is temporarily used for any font not embedded in the PDF. To learn more, see [Font embedding and substitution](#).

### **How do I print the font in a bigger size?**

The Print dialog box does not provide an option to change only the font size. You can do any of the following to enlarge the font:

- Scale the entire PDF out to the page margins. See "Manually scale using percentages" in the article [Print: scale or resize pages](#).
- Print a selected portion of the PDF and scale it using Fit to Printable Area. See [Print a portion of the page](#).
- (Acrobat only) To change the font size for a specific page or the entire document, use the Edit Document Text tool (Acrobat X) or TouchUp Text tool (Acrobat 9). To learn more, for Acrobat X see [Edit text](#); for Acrobat 9 see [Edit text](#).

### **How can I print a draft copy to save ink?**

Most printers provide options to save ink. Click Properties in the Print dialog box to find printer-specific options. To learn more, see the video [Printing documents in Acrobat and Reader X](#).

#### **More Help topics**

[Printing questions | Acrobat, Reader 10.1.2 or later](#)

[Basic PDF printing tasks](#)

[Print PDFs](#)

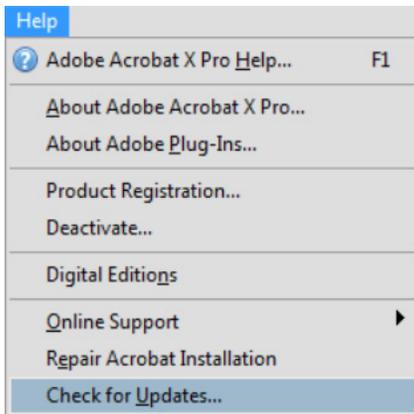
[Printing complex PDFs | Acrobat](#)

## **Printing questions | Acrobat, Reader 10.1.2 or later**

## Update to Reader or Acrobat 10.1.3

The free 10.1.3 update to Reader and Acrobat X addresses several printing issues. You can install this update automatically from within Reader and Acrobat X.

- 1 Open Reader or Acrobat X.
- 2 Choose Help > Check for Updates.



Reader or Acrobat X installs the update automatically.

## Print button missing?

On computers with low resolution, such as 800 X 600, the Print and Cancel buttons can be off the screen. The free 10.1.3 update to Reader and Acrobat addresses this issue. You can install this update automatically from within Reader and Acrobat. See the instructions above.

If you cannot update at this time, do any of the following:

- Drag the scroll bar on the right side of the Print dialog box down to access the buttons.
- To print, press Enter or Return.
- To cancel, press Esc.

## Crashing or printer doesn't print?

If Reader 10.1.2 crashes when you try to print or the printer doesn't print your document, update to Reader 10.1.3. (The update is free.)

- 1 Open Reader.
- 2 Choose Help > Check for Updates. The update installs automatically.

## Printer prints on both sides?

When printing to a duplex printer, the default setting is to print on both sides of the paper (also known as printing back-to-back or double-sided). To turn off this option, click Size, and then deselect Print on Both Sides of the Paper. For best results, install the free 10.1.3 update. See instructions above.

## Printer asks for paper or prints only odd or even pages?

The default setting is to print on both sides of the paper. Some printers cannot automatically print on both sides. Reinsert the paper to print the other side. Common symptoms are:

- Printer light blinking when the job is received, but nothing prints.
- Printer asks to load paper even though there is plenty of paper in the tray. (Printer needs you to reinsert the printed pages.)
- Printer prints only odd- or even-numbered pages. (Printer needs you to reinsert the printed pages.)

To turn off double-sided printing, see the screenshot above in "Printer prints on both sides."

## Current view missing?

To print the current view of the PDF, click More Options under Pages to Print.

## Solving printing problems

### In-depth troubleshooting

See this [troubleshooting article](#) for common solutions, such as updating your printer driver and copying your file to your hard drive.

### Community forums

Forums have discussions about issues similar to yours. To participate in a community forum, type the description of your issue in the search box on the [Acrobat](#) or [Adobe Reader](#) forum.

## Frequently asked questions

### How do I print double-sided without a duplex printer?

Print even pages first, reload the pages, and then print odd pages. You sometimes have to print some pages in reverse order to get the correct page sequence. To find these options, click More Options:

### How can I print the text in another color?

You cannot change the colors as you print, and you cannot edit PDFs using Adobe Reader.

With Acrobat, you can use the Edit Document Text tool (Acrobat X) or TouchUp Text tool (Acrobat 9) to change the color of the text before printing. To learn more in Acrobat X, see [Edit text](#). In Acrobat 9, see [Edit text](#).

### Why does the printed text look different from the PDF text?

The creator of the PDF did not embed the fonts used in the document. Embedding prevents font substitution when you view or print the document, and ensures that you see the text in its original font. If you don't have the original fonts installed on your computer, a substitute font is temporarily used for any font not embedded in the PDF. To learn more, see [Font embedding and substitution](#).

### How do I print the font in a bigger size?

The Print dialog box does not provide an option to change only the font size, and you cannot edit a PDF in Adobe Reader. You can do any of the following to enlarge the font:

- Print only a selected portion of the PDF, and scale it using the Fit option.
- (Acrobat only) Use the Edit Document Text tool (Acrobat X) or TouchUp Text tool (Acrobat 9) to change the font size. You can change the size for a specific page or for the entire document. To learn more in Acrobat X, see [Edit text](#). In Acrobat 9, see [Edit text](#).

### How can I print a draft copy to save ink?

Most printers provide options to save ink. Click Properties in the Print dialog box to find printer-specific options.

#### More Help topics

[Printing tips | Acrobat, Reader 10.1.1, 9, or earlier](#)

[Basic PDF printing tasks](#)

[Print PDFs](#)

[Troubleshoot PDF printing | Acrobat, Reader](#)

[Printing complex PDFs | Acrobat](#)

[Printer setup problems | Acrobat, Reader](#)

## Printing problems | Acrobat 9.4.2 update

### Printing problems after updating to Acrobat 9.4.2

After you update to Acrobat 9.4.2, one of the following occurs when you print to a printer from Acrobat:

- Error: "Before you can perform print-related tasks such as page setup or printing a document, you need to install a printer."
- Nothing happens when you click OK in the Print dialog box. For example, no progress bar appears and nothing is printed.

### Solution

Install the latest Acrobat update. To install the most recent update, open Acrobat and choose Help > Check For Updates.

## Enterprise environments

If your enterprise is not prepared to install the latest Acrobat update, follow the steps below to resolve the specified Acrobat 9.4.2 printing issue.

### Solutions for error: "Before you can perform print-related tasks..."

#### 1. Download and run the AcrobatPatchApplication.exe file.

Follow these steps to download and apply the fix:

- 1 Log in to your computer as an administrator.
- 2 Click the link to download zip file containing the AcrobatPatchApplication.exe file - AcrobatPatchApplication.zip.
- 3 Unzip the downloaded file, and then do one of the following to run the AcrobatPatchApplication.exe file:
  - Double-click the AcrobatPatchApplication.exe file.
  - Run the AcrobatPatchApplication.exe file in silent mode by specifying the -silent flag on the command line.

**Example:** <path of AcrobatPatchApplication.exe> -silent

A log is created in the temp directory (%temp%) with the name AcroPatchApplication942.log. Changes take effect only after you restart your computer. When run in silent mode, all dialog boxes are suppressed. No success dialog with restart recommendation is shown.

#### 2. Replace the installed manifest file with an updated version.

Download the Adobe.Acrobat.Dependencies.manifest file from the following link by right-clicking the link and choosing Save Target As or Save Link As from the context menu.

[Adobe.Acrobat.Dependencies.manifest](#)

- 1 Right-click the downloaded manifest file and choose Copy from the context menu.
- 2 Click Start and go to Computer\Local Disk (C:)\Program Files\Adobe\Acrobat 9.0\Acrobat. (32 bit) or Computer\Local Disk (C:)\Program Files (x86)\Adobe\Acrobat 9.0\Acrobat\Adobe.Acrobat.Dependencies.manifest file (64 bit).
- 3 Right-click and choose Paste from the context menu. Choose Yes to overwrite the old file.
- 4 Close the dialog box and restart your computer.

#### 3. Delete or replace the atl.dll file in the Adobe.Acrobat.Dependencies.manifest.

If you are using these steps on either Vista or Windows 7, edit the folders using full administrator privileges. To edit with full administrator privileges, try disabling User Account Control (UAC) for the system. Use the steps in the following TechNote for your operating system. Once you have accomplished these steps, re-enable UAC.

- Windows Vista: <http://kb2.adobe.com/cps/404/kb404888.html>
  - Windows 7: <http://support.microsoft.com/kb/975787>
- 1 Click Start. Go to Computer\Local Disk (C:)\Program Files\Adobe\Acrobat 9.0\Acrobat\Adobe.Acrobat.Dependencies.manifest file (32 bit) or Computer\Local Disk (C:)\Program Files (x86)\Adobe\Acrobat 9.0\Acrobat\Adobe.Acrobat.Dependencies.manifest file (64 bit).
  - 2 Right-click the manifest file and open it in either Notepad or WordPad.
  - 3 Press CTRL+F and initiate a search for "atl.dll" without the quotes.

- 4 Delete the line containing atl.dll, close the text editor, and accept the changes.

**Note:** If you initiate a repair of Acrobat 9, repeat this process. The new file is overwritten by the old file extracted during the repair.

#### **4. Set the Adobe PDF printer as the default printer.**

- 1 Click Start and choose Control Panel.
- 2 In the Control Panel, choose Printers and Faxes.
- 3 Right-click the Adobe PDF printer and choose Set As Default Printer from the context menu.
- 4 Close the Control Panel and open the Print dialog box in Acrobat.
- 5 Choose your printer from the Name pop-up menu and then click Print.

#### **Solutions when nothing happens after you click OK in the Print dialog box**

**Note:** This problem occurs on computers running Windows XP and Windows 7, and is more prevalent on printers linked over a network.

Try one or more of the following solutions in order:

#### **1. Download and run the AcrobatPatchApplication.exe.**

Follow these steps to download and apply the fix:

- 1 Log in to your computer as an administrator.
- 2 Click the link to download zip file containing the AcrobatPatchApplication.exe file - AcrobatPatchApplication.zip.
- 3 Unzip the downloaded file, and then do one of the following to run the AcrobatPatchApplication.exe file:
  - Double-click the AcrobatPatchApplication.exe file.
  - Run the AcrobatPatchApplication.exe file in silent mode by specifying the -silent flag on the command line.

**Example:** <path of AcrobatPatchApplication.exe> -silent

A log is created in the temp directory (%temp%) with the name AcroPatchApplication942.log. Changes take effect only after you restart your computer. When run in silent mode, all dialog boxes are suppressed. No success dialog with restart recommendation is shown.

#### **2. Replace the installed manifest file with an updated version.**

Download the Adobe.Acrobat.Dependencies.manifest file from the following link by right-clicking and choosing Save Target As or Save Link As from the context menu.

[Adobe.Acrobat.Dependencies.manifest](#)

- 1 Right-click the downloaded manifest file and choose Copy from the context menu.
- 2 Click Start. Go to Computer\Local Disk (C:)\Program Files\Adobe\Acrobat 9.0\Acrobat (32 bit) or Computer\Local Disk (C:)\Program Files (x86)\Adobe\Acrobat 9.0\Acrobat\Adobe.Acrobat.Dependencies.manifest file (64 bit).
- 3 Right-click and choose Paste from the context menu and choose Yes to overwrite the old file.
- 4 Close the dialog box and restart your computer.

### 3. Delete or replace the atl.dll file in the Adobe.Acrobat.Dependencies.manifest.

If you are using these steps on either Vista or Windows 7, edit the folders using full administrator privileges. To edit with full administrator privileges, try disabling User Account Control (UAC) for the system. Use the steps in the following TechNote for your operating system. Once you have accomplished these steps, re-enable UAC.

- Windows Vista: <http://kb2.adobe.com/cps/404/kb404888.html>
  - Windows 7: <http://support.microsoft.com/kb/975787>
- 1 Click Start. Go to Computer\Local Disk (C:)\Program Files\Adobe\Acrobat 9.0\Acrobat\Adobe.Acrobat.Dependencies.manifest file (32 bit) or Computer\Local Disk (C:)\Program Files (x86)\Adobe\Acrobat 9.0\Acrobat\Adobe.Acrobat.Dependencies.manifest file (64 bit).
  - 2 Right-click the manifest file and open it in either Notepad or WordPad.
  - 3 Press CTRL + F and search for “atl.dll” without the quotes.
  - 4 Delete the line containing atl.dll, close the text editor and accept the changes.

**Note:** If you initiate a repair of Acrobat 9, repeat this process. The new file is overwritten by the old file extracted from the datacab files during the repair.

### 4. Right-click the PDF icon and choose Print.

- 1 Click Start and choose Control Panel.
- 2 In the Control Panel, choose Printers and Faxes (Windows XP) or Devices and Printers (Windows 7/Vista).
- 3 Right-click the printer and choose Set as Default Printer from the context menu.
- 4 Go to the location of the PDF you want to print, for example, Documents and Settings.
- 5 Right-click the icon for the PDF.
- 6 Choose Print from the context menu.

### 5. Drag the PDF into the print queue.

- 1 Click Start and choose Control Panel.
- 2 In the Control Panel, choose Printers and Faxes (Windows XP) or Devices and Printers (Windows 7/Vista).
- 3 Double-click the icon for the default printer to open its print queue. The default printer has a check mark in the corner of its icon.
- 4 Drag the icon for the PDF you want to print into the print queue.

### 6. Open and close the printer properties.

- 1 Open the PDF in Acrobat.
- 2 Choose File > Print and choose the printer from the Name pop-up menu.
- 3 Click Properties in the upper right of the Print dialog box.
- 4 Click OK to close the Properties dialog box.
- 5 Click OK to close the Print dialog box and print to the selected printer.

**Note:** Every time you start Acrobat and try to print a PDF, click Properties, and then click OK to close it. This action resets the printer.

## Printing complex PDFs | Acrobat

Many of the tasks below are more advanced options that can be helpful for document service bureaus and others working with professional-level printers. For more basic troubleshooting tasks, see [Troubleshoot PDF printing | Acrobat, Reader](#) (cpsid\_87346)

### Print the PDF in batches

Print the PDF one or two pages at a time. By printing in small batches, you can determine if a particular page, or an object on a page (such as an image), causes the problem. If you can identify a page or an object that does not print, do one of the following:

- Remove the page or object.
- Re-create the page or object that is causing the problem.**Note:** This option requires that you have the source file.
- If you don't have the source file, extract the page and try to print the page as an image. See [PDF printing quick fix: Print as image | Acrobat, Reader](#) (cpsid\_87345).

### Reset the print settings to their defaults

Print by using the Acrobat default settings to determine if a print setting could have changed and is causing the problem.

- 1 Choose File > Print, and then click Advanced.**For Mac OS only:** If you don't see the Advanced button, click the arrow (to the right of the Printer pop-up menu).
- 2 If necessary, click Save As and enter a Print Settings name, to avoid losing your current settings.
- 3 Choose Acrobat Default from the Advanced Print Setup dialog box, Settings pop-up menu, and then click OK (Windows), or Print (Mac OS).
- 4 Click OK to close the dialog box, and then click Print.

### Combine fragmented images to reduce the PDF file size

When you convert documents that contain transparent images into PDF files, the transparent images are processed in many small fragments in the PDF. A Word document containing a transparent GIF is an example. This processing can increase the file size of the PDF, which can cause printing problems. In Acrobat 8 and later, you can merge these fragments to reduce the PDF file size.

- 1 Make a backup copy of your PDF.
- 2 Open the copy and choose Advanced > PDF Optimizer.
- 3 Select Discard Objects.
- 4 Select Detect And Merge Image Fragments and click OK.
- 5 Save the PDF file.
- 6 Try printing this new version of the PDF.

## Merge or flatten layers in the PDF

PDF files can contain layered content if they are created from layered documents by using applications such as Adobe InDesign. As a result, a single page of the PDF file can contain different layers with different content. If you print a PDF that contains layered content, only the layer that is currently visible onscreen is printed. Acrobat Pro and Pro Extended let you specify which layer is visible and printable. Merge or flatten the layers in the PDF to determine if one of the layers is causing the printing problem.

**Note:** Merging or flattening layers can't be undone. For this procedure, use a copy of your PDF.

**To determine which version of Acrobat you are using, choose Help > About Adobe Acrobat (Windows), or Acrobat > About Acrobat (Mac OS).**

**For Acrobat 8 Professional or later:**

- 1 Make a backup copy of your PDF file by choosing File > Save As and giving the copy a new name.
- 2 Open the copy and choose Advanced > PDF Optimizer. If asked whether you want to save and continue, click Yes.
- 3 Select Discard User Data.
- 4 Select Discard Hidden Layer Content And Flatten Visible Layers, and then click OK.
- 5 When prompted, save the Optimized PDF with another new name.
- 6 Open the Layers panel (if the Layers panel is not visible, choose View > Navigation Panels > Layers). Click the Options pop-up menu, and then select either Merge Layers or Flatten Layers. Merged layers acquire the properties of the layer into which they are merged. Flattening layers discards any layer content that isn't visible onscreen.

The Options menu in the Layers panel

- 7 Save the PDF file and try to print it.

**For Acrobat 7 Professional:**

- 1 Make a backup copy of your PDF file.
- 2 Open the copy and choose Advanced > PDF Optimizer.
- 3 Click the Clean Up tab.
- 4 Select Remove Hidden Layers Content and Flatten Layers, and then click OK.
- 5 When prompted, save the Optimized PDF with another new name.
- 6 In the Layers panel, choose Options, and then select either Merge Layers or Flatten Layers. Merged layers acquire the properties of the layer into which they are merged. Flattening layers discards any layer content that isn't visible onscreen.
- 7 Save the PDF file and attempt to print it.

## Adjust the flattening of transparent objects

If a document contains transparent objects, such as images with transparency, Acrobat flattens the document before printing it. Flattening removes transparency information and converts images to a format that the printer can interpret. Adjust how Acrobat performs the flattening to determine whether transparency is causing the problem.

**To determine which version of Acrobat you are using, choose Help > About Adobe Acrobat (Windows), or Acrobat > About Acrobat (Mac OS).**

**For Acrobat 8 Professional or later:**

- 1 Make a backup copy of your PDF.
- 2 Choose Advanced > Print Production > Flattener Preview.
- 3 Adjust the Raster/Vector Balance:
  - If you print to an inkjet printer, drag the Raster/Vector Balance slider to the lowest setting.
  - If you print to a PostScript printer, drag the Raster/Vector Balance slider to the highest setting. You can determine whether your printer is a PostScript printer by checking its documentation. You can also look at the driver properties in the Printers and Faxes control panel (Windows), or Print & Fax in System Preferences (Mac OS). Usually the model name shown in the properties includes the letters "PS" if it is a PostScript printer.
- 4 Select Convert All Text To Outlines.
- 5 Deselect Clip Complex Regions.**Note:** This option is available only if you select values from 1 through 99 in step 3.
- 6 Click Apply to flatten the PDF and close the Flattener Preview dialog box.
- 7 Print the document.

**For Acrobat 7 Professional:**

- 1 Make a backup copy of your PDF.
- 2 Choose File > Print, and then click Advanced.
- 3 Choose Transparency Flattening from the list on the left.
- 4 Adjust the Raster/Vector Balance:
  - If you print to an inkjet printer, drag the Raster/Vector Balance slider to the lowest setting.
  - If you print to a PostScript printer, drag the Raster/Vector Balance slider to the highest setting. You can determine whether your printer is a PostScript printer by checking its documentation. You can also tell by looking at the driver properties in the Printers and Faxes control panel (Windows), or Print & Fax in System Preferences (Mac OS). Usually the model name shown in the properties includes the letters "PS" if it is a PostScript printer.
- 5 Select Convert All Text To Outlines.
- 6 Deselect Clip Complex Regions, click OK, and then print the document.

**Print a composite of the PDF**

If you print a PDF with color separations, print a composite to determine whether one of the color plates is causing the problem. When you print a composite, all the colors print on one plate, regardless of whether individual colors are selected. If a composite prints, sometimes it indicates that one of the individual color plates is causing the problem.

- 1 Choose File > Print.
- 2 In the Print dialog box, click Advanced.
- 3 Select Output from the list on the left..
- 4 In the Output pane, select Composite from the Color menu.
- 5 Click OK to close the dialog box, and then print the document.

## Change the PostScript options

Print using variations of the default PostScript options to determine whether a specific print setting is causing the problem.

- 1 Choose File > Print, and then click Advanced.
- 2 Select PostScript Options from the list on the left.
- 3 Select any PostScript options that aren't selected and deselect any options that are selected.
- 4 Click OK to close the dialog box, and then print the document. If this option eliminates the problem, experiment with each of the PostScript options in step 3 to determine which specific option is causing the problem.

## Enable the PostScript error handler in Windows

If you print to a PostScript printer, enable the PostScript error handler for the printer, if one is available for your printer. The PostScript error handler prints a list of PostScript errors that occur when you print. For help interpreting and resolving PostScript errors, see [Troubleshoot PostScript errors](#) (328515).

- 1 Choose one of the following:
  - Start > Settings > Printers (Windows 2000)
  - Start > Printers And Faxes (Windows XP)
  - Start > Control Panel > Printers (Windows Vista, Windows 7)
- 2 Right-click the printer you are using, and then choose Printer Properties.
- 3 Select the General tab, select Printing Preferences, and then click Advanced.
- 4 Expand Document Options, and then expand PostScript Options.
- 5 Set Send PostScript Error Handler to Yes. If you do not see this option, your printer does not have a PostScript Error Handler.

## Delete Acrobat temporary files in Windows

Excess temporary files can cause Acrobat to freeze or appear to freeze when you print.

### To delete temporary files using Disk Cleanup:

- 1 Close any open applications.
- 2 Open Computer.
- 3 Right-click the system boot drive (usually the C:\ drive), and then select Properties.
- 4 On the General tab, click Disk Cleanup.
- 5 Scroll down in the Files To Delete list, and then select Temporary Files.
- 6 Click OK, and then click Yes to confirm deletion.
- 7 Click OK to close the system drive Properties dialog box.

### To delete temporary files using the command line:

- 1 Close any open applications.
- 2 In Windows 2000 or Windows XP: Choose Start > Run, type command in the Open textbox, and then click OK. In Windows 7 and Windows Vista: Click Start, type command in the search box, and then click Command Prompt.
- 3 Insert the appropriate command at the end of this text line, and then press Enter:

## Print with Windows in Simplified mode

Windows Simplified Mode disables startup items and services. Starting in simplified mode can eliminate some errors or conflicts caused by one of these items.

### In Windows 2000:

Windows 2000 does not have the MSConfig utility for disabling startup items. You can manually disable the items or obtain the MSConfig utility for Windows XP, which also works with Windows 2000. Disable these processes every time you restart the computer.

#### To manually disable startup items:

- 1 Quit all applications.
- 2 In Windows Explorer, move all icons and shortcuts from the following folders to another folder:
  - Documents and Settings/All Users/Start Menu/Programs/Startup
  - Documents and Settings/[user profile]/Start Menu/Programs/StartupRestart Windows.
- 3 Right-click the taskbar and choose Task Manager from the menu.**Note:** The simplest method for disabling all remaining programs is to disable processes that are not required for the system to run. Without a strong understanding of the Windows 2000 system, you can typically reduce the number of processes to 19. If the process is not in the required process list, disable the process by following the steps below.**Caution:** Do not disable the following required processes: wuauct.exe, WinMgmt.exe, WINLOGON.EXE, TASKMGR.EXE, System Idle Process, System, svchost.exe, spoolsv.exe, SMSS.EXE, SERVICES.EXE, regsvc.exe, mstask.exe, LSASS.EXE, explorer.exe, CSRSS.EXE.
- 4 Click the Processes tab.
- 5 Select a process, click End Process, and choose Yes.
- 6 Try to print your PDF file.

#### To re-enable startup items and services, follow these steps:

- 1 Move the icons and shortcuts from step 2 above back into their respective Startup folders.
- 2 Restart the computer.

### In Windows XP:

- 1 Quit all applications.
- 2 Choose Start > Run, type msconfig in the Open textbox, and click OK.
- 3 Click the Startup tab, and write down the names of any deselected items.
- 4 Click the General tab, and choose Selective startup.
- 5 Deselect Load Startup Items. Verify that Process System.ini File, Process WIN.INI File, and Load System Services are selected.
- 6 Click the Services Tab, and select Hide All Microsoft Services.
- 7 Click Disable All.
- 8 Click OK, and restart Windows.**Note:** When you restart, click OK when the dialog box appears to notify you that the System Configuration Utility has changed the way Windows starts. Click Cancel when the System Configuration Utility appears.
- 9 Right-click any icons in the Task Bar's Notification Area (also called the System Tray in earlier versions of Windows) to close or disable them.

10 Attempt to print your PDF file.

**To re-enable startup items and services, follow these steps:**

- 1 Choose Start > Run, type msconfig in the Open textbox, and click OK.
- 2 Choose Normal Startup on the General tab, click OK, and restart the computer.
- 3 Deselect any items you wrote down in step 3 of "Disable startup items and services."
- 4 Restart the computer.

### **In Windows Vista or Windows 7:**

- 1 Quit all applications.
- 2 Click Start, type **msconfig** in the search box, and press Enter.
- 3 On the Startup tab, click Disable All.
- 4 On the Services tab, select Hide All Microsoft Services, click Disable All, and then click OK.
- 5 In the System Configuration dialog box, click Restart.

**To re-enable startup items and services, follow these steps:**

- 1 Choose Start, type **msconfig** in the search box, and press Enter.
- 2 Choose Normal Startup on the General tab, click OK, and restart the computer.

## **Switch to the standard VGA video driver in Windows**

Switch to the standard VGA video driver and then restart Windows in VGA mode. If the printing error doesn't occur when you use the standard VGA driver, contact the video card manufacturer for an updated driver. If you already use the current version, try using a different video resolution (for example, 800 x 600, rather than 1024 x 768).

**Note:** Standard VGA drivers display 16 colors only. Switch to Super VGA for applications that require a minimum of 256 colors, such as Adobe Photoshop, Adobe Premiere Pro, or Adobe Illustrator.

## **Use the current version of Adobe Reader or Acrobat**

Download the current version of Adobe Reader or Acrobat, at the Adobe [Product updates](#) site. Or, in Adobe Reader or Acrobat, choose Help > Check For Updates.

### **More Help topics**

[Printer setup problems](#)

[Troubleshoot PostScript errors](#)

# **Print horizontal or vertical pages | Acrobat, Reader**

You can change the orientation of a page when it prints. For example, you can print a page horizontally (landscape) or vertically (portrait). You can:

- [Automatically rotate pages when printing](#)
- [Manually rotate pages when printing](#)

## Automatically rotate pages when printing

The Auto-Rotate And Center option in the Print dialog box automatically selects the page orientation that best matches the content and paper. For example, a spreadsheet could print horizontally, while a newsletter could print vertically. The Auto-Rotate And Center option overrides the orientation selected in Page Setup (Acrobat 10.x) or Print Setup (Acrobat 9.x).

### Reader or Acrobat (Windows)

- 1 Choose File > Print.
- 2 In the Page Handling area of the Print dialog box, make sure that Auto-Rotate and Center is selected. (This option is selected by default.)
- 3 Click OK to print.

### Reader or Acrobat (Mac OS)

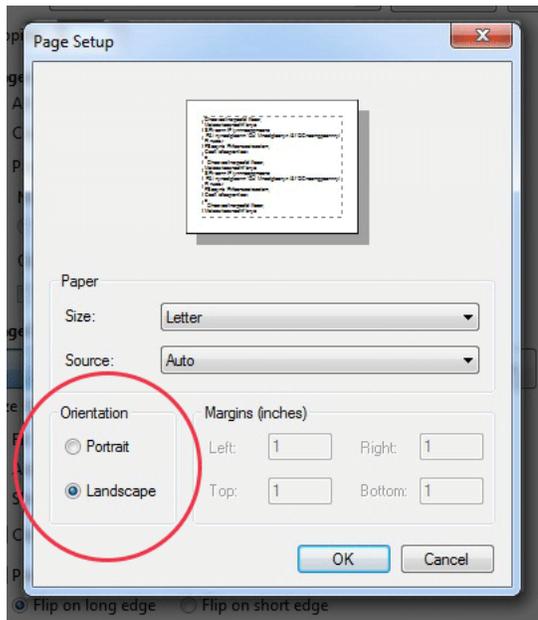
- 1 Click the Printer icon in the toolbar.
- 2 In the Page Handling area of the Print dialog box, make sure that Auto-Rotate and Center is selected. (This option is selected by default.)
- 3 Click OK or Print.

## Manually rotate pages when printing

Only the orientation of the paper changes; the orientation of the content does not change.

### Reader or Acrobat 10.x (Windows)

- 1 Choose File > Print.
- 2 In the Page Handling area of the Print dialog box, **deselect** Auto-Rotate And Center.
- 3 Click the Page Setup button in the lower-left corner of the Print dialog box.
- 4 Select the new page orientation and click OK.



- 5 Click OK to print.

### Reader or Acrobat 10.x (Mac OS)

- 1 Click the Printer icon in the toolbar.
- 2 In the Page Handling area of the Print dialog box, **deselect** Auto-Rotate and Center.
- 3 Click the Page Setup button in the lower-left corner of the Print dialog box.
- 4 Select the new page orientation and click OK.
- 5 Click OK to print.

### Reader or Acrobat 9.x (Windows)

- 1 Choose File > Print Setup.
- 2 Select the new page orientation and click OK.
- 3 Choose File > Print.
- 4 In the Page Handling area of the Print dialog box, **deselect** Auto-Rotate And Center.
- 5 Click OK to print.

### Reader or Acrobat 9.x (Mac OS)

- 1 Choose File > Page Setup.
- 2 Select the new page orientation and click OK.

- 3 Choose File > Print.
- 4 Make sure that the Print dialog box is in the expanded mode by clicking the arrow to the right of the Printer pop-up menu.
- 5 In the Page Handling area of the Print dialog box, **deselect** Auto-Rotate And Center.
- 6 Click Print.

### More Help topics

[Troubleshoot PDF printing | Acrobat, Reader](#)

[Printing complex PDFs | Acrobat](#)

[Printer setup problems | Acrobat, Reader](#)

## Printer setup problems | Acrobat, Reader

**Note:** To determine whether your printer is a PostScript printer, look at the printer's documentation. Alternatively, open your system preferences, find the Printers and Faxes control panel (Windows) or Print & Fax in System Preferences (Mac OS), and look at the driver properties. If the printer is a PostScript printer, usually the model name includes the letters "PS."

### PostScript printers

#### Assign a default printer.

If you try to print a document or PDF without assigning a default printer, then the system is likely to display an error.

#### Re-create the instance of the printer in Mac OS.

- 1 Open Print & Fax in system preferences
- 2 Select the printer and click Delete.
- 3 Click Add.
- 4 Choose a connection method from the Protocol menu.
- 5 Select a printer, or enter the printer's IP address.
- 6 Choose your printer model from the Printer Model menu, and then click Add.

### **Create more free disk space.**

Try to have free disk space equivalent to three to five times the size of the file you want to print.

- To create more space, search for and delete temporary (.tmp) files on your computer.
- Empty the Trash.
- Clear the disk cache that the web browser uses. For instructions on clearing the disk cache, see the browser documentation.

### **Use an updated Postscript Printer Description file (PPD).**

A PostScript Printer Description (PPD) file describes the capabilities of a PostScript printer for settings such as margins, color, and resolution. Incorrect or outdated PPD files can increase print times. Configure your printer with the PPD file recommended by the printer manufacturer.

To obtain a PPD file for your device, go to the printer manufacturer's website to download the latest version of the driver for your printer. Or, visit one of the following pages [PostScript printer drivers for Windows](#) (Windows), or [PostScript printer drivers for Mac OS](#) (Mac OS).

## **Non-PostScript printers**

**Disclaimer:** Some solutions require you to change the printer driver properties. The locations for specific properties vary by printer and by printer driver. Adobe Technical Support cannot provide detailed information about the location of each property. Contact the printer manufacturer or see the printer documentation for more information.

### **Ensure that the printer has enough memory.**

Ensure that the printer has enough memory to print all page elements. To print at 300 dpi, the printer needs at least 2 MB of available RAM. To print at 600 dpi, the printer needs at least 4 - 6 MB of RAM. For instructions on determining available printer memory, see the printer documentation.

### **More Help topics**

[Printing complex PDFs | Acrobat](#)

[PostScript printer drivers for Windows](#)

[PostScript printer drivers for Mac OS](#)

## **Printer defaults to both sides | Reader, Acrobat 10.1.2**

### **Common issues with double-sided (duplex) printing**

Adobe Reader and Acrobat 10.1.2 default to printing on both sides of the paper (also known as printing back-to-back or duplex). Some users have reported issues with this default setting. The confusion often stems from printers that cannot automatically print on both sides. On these printers, it's necessary to reinsert the paper to print the other side. Common symptoms are:

- Printer light blinking when the job is received, but nothing prints.
- Printer asks to load paper even though there is plenty of paper in the tray. (Printer needs you to reinsert the printed pages.)

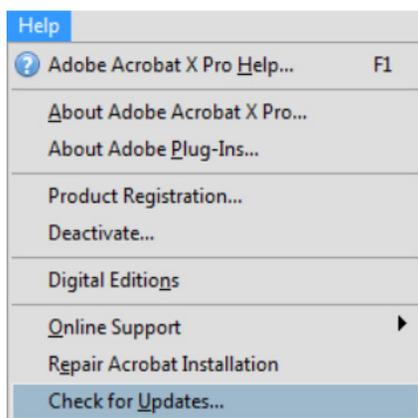
- Printer prints only odd- or even-numbered pages. (Printer needs you to reinsert the printed pages.)

**Reader 10.1.2 crashes:** If Reader crashes or hangs when printing, see [PDF won't print | Reader 10.1.2](#).

### Solution 1: Update to Acrobat/Reader 10.1.3

This issue has been addressed in free 10.1.3 update to Reader or Acrobat X. You can install the update automatically from within Reader or Acrobat.

- 1 Open Reader or Acrobat.
- 2 Choose Help > Check For Updates.



Reader or Acrobat installs the update automatically.

If you prefer, you can download and install the update yourself. Click the appropriate link below, and locate the 10.1.3 update you want to install.

- [Reader updates \(for Windows\)](#)
- [Reader updates \(for Macintosh\)](#)
- [Acrobat updates \(for Windows\)](#)
- [Acrobat updates \(for Macintosh\)](#)

### Solution 2: Turn off double-sided printing (not required if you update to 10.1.3)

You can turn off double-sided printing when you print.

- 1 Open the PDF you want to print.
- 2 Click the Print icon to open the Print dialog box.
- 3 Click Size, and then deselect Print On Both Sides Of Paper.

### Solution 3: For Administrators (not required if you updated users to Acrobat/Reader 10.1.3)

The following key gets generated automatically when a user tries to print on a duplex printer and then closes Reader or Acrobat 10.1.2.

## Windows Registry setting

HKEY\_CURRENT\_USER\Software\Adobe[Acrobat Reader OR Adobe Acrobat]\10.0\AVGeneral  
 "iDuplexMode"=dword:00000001  
 1 = Simplex (no duplex)  
 2 = Duplex with Long edge  
 3 = Duplex with Short edge  
 NOTE: 0 (or key does not exist) = Duplex with Long edge

## Mac preferences file setting

Reader: [user]/Library/preferences/com.adobe.Reader.plist  
 Acrobat: [user]/Library/preferences/com.adobe.Acrobat.Pro.plist  
 The name of the key is "DuplexMode" under "AVGeneral" and it has the datatype Number.  
 Set this value to "1", for Simplex.  
 1 = Simplex (no duplex)  
 2 = Duplex with Long edge  
 3 = Duplex with Short edge  
 NOTE: 0 (or key does not exist) = Duplex with Long edge

## More Help topics

[Printing questions | Acrobat, Reader 10.1.2 or later](#)

[PDF doesn't print | Reader 10.1.2](#)

[PDF printing quick fix: Print as image | Acrobat, Reader](#)

# Printed layout incorrect | WordPerfect | Adobe PDF Printer

## Issue

When you print to PDF with the Acrobat 9 PDF Printer from WordPerfect X3 or X4, the page layout is different from what appears onscreen. For example, there are unwanted page breaks. You are using the HP Universal PS driver, or another printer driver whose default resolution isn't 1200 dpi.

## Solutions

**Solution 1: Add a second instance of the PDF printer with a resolution of 600 dpi and using that when printing to PDF.**

**Solution 2: Change the default resolution for the original PDF printer.**

1 Right-click the PDF printer to open the Adobe PDF Properties dialog box.

- 2 Click the General tab.
- 3 Click Printing Preferences.
- 4 Click the Layout tab.
- 5 Click Advanced, and then change the Print Quality setting.

## Additional Information

WordPerfect uses the current printer driver to generate the display layout. The HP Universal PS driver is configured to generate a document resolution of 600 dpi. The default resolution for the Acrobat PDF printer is 1200 dpi. This difference in resolution values accounts for the different layout. The layout change can be seen on the screen in WordPerfect just by changing the printer without actually printing.

## Print comments | Acrobat, Reader

Acrobat and Reader let you print comments in the following formats:

- [In place](#) , like sticky notes on a page.
- [In a list or summary](#) . (Not available in Reader 9.)

### Print pop-up comments in place

Only open pop-up comments print. Overlapping comments also overlap in the printout.

- 1 Choose Edit > Preferences (Windows) or Acrobat > Preferences (Mac OS).
- 2 Select Commenting.
- 3 Select Print Notes And Pop-ups and deselect Hide Comment Pop-ups When Comments List is Open.
- 4 Click OK.
- 5 Open the pop-up comments that you want to print. Adjust their placement on the page so that they don't overlap or spill off the page. (Pop-ups outside the page border don't print.) **Tip:** Double-click the comment pop-up to open the comment.
- 6 Click the Print icon or choose File > Print to open the Print dialog box.
- 7 In the Print dialog box, select Document And Markups from the Comments And Forms drop-down list. Your pop-up comments are visible in the Preview pane.

**Acrobat 9, Reader 9 | Mac OS:** If you don't see the Comments and Forms menu on Mac OS, make sure that the Print dialog box is expanded. To expand the dialog box, click the arrow icon next to the printer name.

- 8 Click OK or Print.

## Print a comment summary (Acrobat X and 9, Reader X)

A comment summary lists all the comments in your document. Printing a summary is helpful if the document contains many comments or comments that overlap on the page.

### Acrobat X, Reader X

- 1 Choose File > Print.
- 2 In the Print dialog box, click the Summarize Comments button.
- 3 When prompted "Do you want to include the text of summarized comments...", click Yes. Summarizing comments in long documents can take some time.
- 4 When the Print dialog box reappears, click OK to print the comments. **Layout options** (Acrobat only, not Adobe Reader): To print comments using a different layout, click the Comment pane on the right side of the document window. In the options menu, choose Create Comment Summary. Select options and click the Create Comment Summary button. Acrobat opens a separate PDF of the pages and summarized comments. You can then print this PDF. For more information, see [Print a comment summary](#) in Acrobat X Help.

### Acrobat 9

You cannot print a comment summary from Reader 9.

- 1 Choose File > Print.
  - 2 In the Print dialog box, click the Summarize Comments button.
  - 3 Choose a layout and other options as needed.
  - 4 Click Print Comment Summary.
  - 5 In the Print dialog box, click OK or Print.
- Tip:** To preview comments before you print, choose Comments > Summarize Comments.

### More Help topics

[Troubleshoot PDF printing | Acrobat, Reader](#)

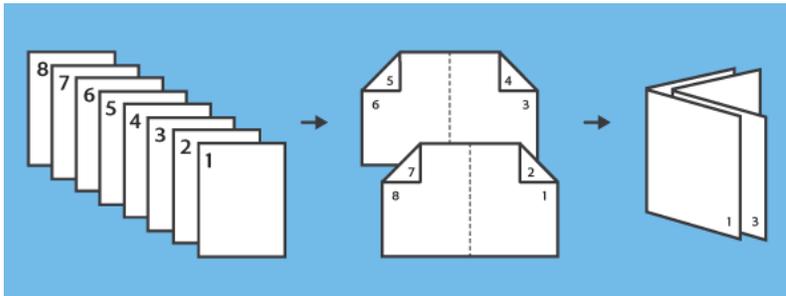
[Printing complex PDFs | Acrobat](#)

[Printer setup problems | Acrobat, Reader](#)

## Print booklets | Acrobat, Reader

You can print a multipage document as a booklet. Acrobat or Reader lays out the pages two per sheet. When you collate, fold, and staple the double-sided sheets, the result is a single book with the correct page order.

- [Steps for Reader and Acrobat X](#)
- [Steps for Reader and Acrobat 9](#)



### Reader and Acrobat X

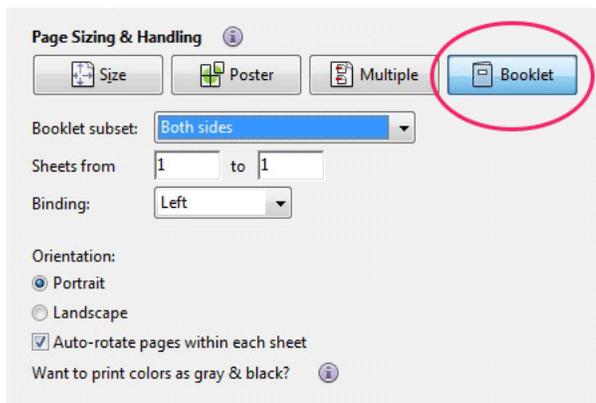
Print a multi-page document as booklet:

- 1 Choose **File > Print**.
- 2 Select a **printer** from the menu at the top of the **Print** dialog box.
- 3 In the **Pages to Print** area, select which pages you want in the booklet.

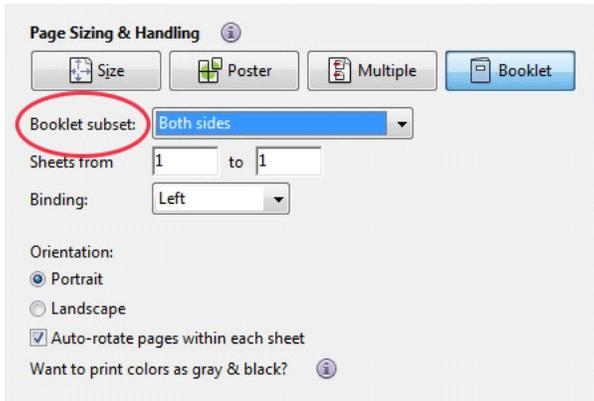
All prints pages from front to back.

**Pages** specifies a page range for printing a smaller grouping of a large booklet. You divide a large booklet into smaller groupings, and then print each page range separately.

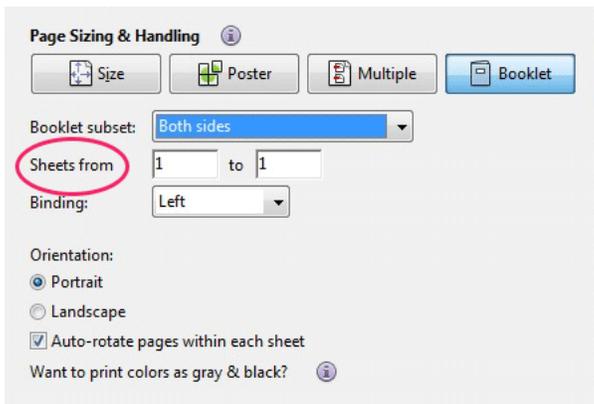
- 4 Under **Page Sizing & Handling**, choose **Booklet**.



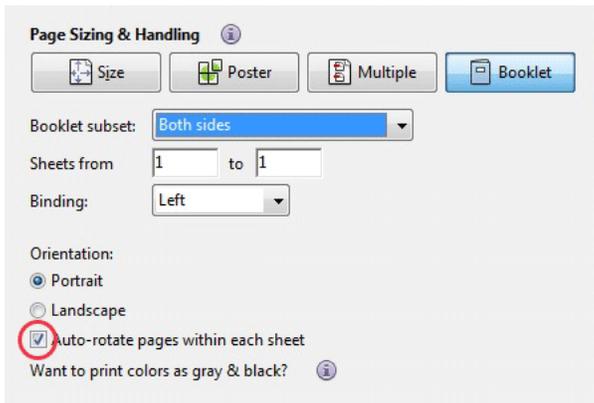
- 5 In the **Booklet Subset** pop-up menu, select one of the following options: **Bothsides** (duplex printers) automatically prints both sides of the paper, if your printer supports automatic duplex printing. **Front side only / Back side only** (for non-duplex printers) If your printer can't automatically print both sides, you can first print the front sides of the paper. Then reload those pages and print the back sides.



- 6 Leave the numbers in the **Sheets From** boxes as they are. Acrobat or Reader determines which sheets must print to accommodate the print job. For example, if you have a 16-page PDF and you selected All in the Print Range area, then sheets 1 through 4 print.



- 7 Select **Auto-Rotate Pages** to automatically rotate each page for the best fit in the printable area.



## Acrobat and Reader 9

### Print a multi-page document as booklet:

- 1 Choose File > Print.
- 2 Select a printer from the menu at the top of the Print dialog box.

- 3 In the Print Range area, specify which pages to print:**All** Prints pages from front to back.**Pages** Specifies a page range for printing a smaller grouping of a large booklet. You divide a large booklet into smaller groupings, and then print each page range separately.
- 4 From the Page Scaling pop-up menu, select Booklet Printing. Additional controls appear beneath the Page Scaling pop-up menu.
- 5 In the Booklet Subset pop-up menu, select one of the following options:**Both sides** (Duplex printers) Automatically prints both sides of the paper, if your printer supports automatic duplex printing.

**Front side only / Back side only (for non-duplex printers)** If your printer can't automatically print both sides, you can first print the front sides of the paper. Then reload those pages and print the back sides.

- 6 Leave the numbers in the Sheets From boxes as they are. Acrobat or Reader determines which sheets must print to accommodate the print job. For example, if you have a 16-page PDF and you selected All in the Print Range area, then sheets 1 through 4 print.
- 7 Select Auto-Rotate Pages to automatically rotate each page for the best fit in the printable area.
- 8 Choose an option from the Binding pop-up menu:
- 9 Click OK or Print.

### More Help topics

[Troubleshoot PDF printing | Acrobat, Reader](#)

[Printing complex PDFs | Acrobat](#)

[Printer setup problems | Acrobat, Reader](#)

## Print in black and white | Acrobat, Reader

**Acrobat Pro, Acrobat Pro Extended, and Acrobat 3D (version 8)** : You can print a color PDF in shades of gray (also known as grayscale or composite gray). For Windows versions, you can also choose to print all non-white colors as solid black rather than in shades of gray.

**Reader and Acrobat Standard** : Reader and Acrobat standard do not have a black and white print option. However, many color printers provide this option in the Properties dialog box (available through the Print dialog box).

### Print color as shades of gray (Acrobat Pro, Pro Extended, and 3D Version 8)

- 1 Choose File > Print.
- 2 Click the Advanced button at the bottom of the Print dialog box.

- 3 From the Color menu, choose Composite Gray.
- 4 Click OK.
- 5 In the Print dialog box, click OK or Print.

## **Print color as black (Acrobat Pro, Pro Extended, and 3D Version 8 only | Windows only)**

On Windows, you can print all of the non-white colors in your PDF file as black, resulting in a simple monochrome printout. Printing as black is useful for printing PDFs that contain text only, or for printing engineering drawings that have lightly colored lines.

- 1 Choose File > Print.
- 2 Select Print Color As Black. This prints colors as solid black, not in shades of gray.

**Note:** If the checkbox is dimmed, click the Advanced button. Make sure that Acrobat Default is selected in the Settings menu of the Advanced Print Setup dialog box.

- 3 Click OK to print.

### **More Help topics**

[Troubleshoot PDF printing | Acrobat, Reader](#)

[Printing complex PDFs | Acrobat](#)

[Printer setup problems | Acrobat, Reader](#)

## **Preference UI value for "Currently in Certified Mode:" does not change (Acrobat9, Adobe Reader 9)**

### **Issue**

When you select or de-select the preference "Use only certified plug-ins", the value in Adobe Acrobat 9.0 and Adobe Reader 9.0 preference indicator "Currently in Certified Mode" does not change after restarting the application.

### **Solution**

The Certified Mode feature still works. The bug is only in the UI indicator value of "yes" or "no" depending on which platform you are using.

## Preference "Show each document in its own window (requires restart)" no longer available in Acrobat/Reader 9.0

### Issue

The preference "Show each document in its own window (requires restart)" is no longer available in Adobe Acrobat 9 and Adobe Reader 9 on Windows.

### Reason

This is an intentional UI change to maintain feature parity with the Macintosh version of Acrobat and Adobe Reader. There is no way to revert this change in Acrobat/Adobe Reader 9.

### Solution

#### Group similar taskbar buttons together in Windows XP and Windows Vista.

- 1 Right-click on Start and chose Properties.
- 2 Select the Taskbar tab.
- 3 Check "Group similar taskbar buttons".
- 4 Click OK once.

This will effectively collect all Acrobat windows into a single taskbar button which will also let you select the window you want to work with and reduce clutter.

### Additional Information

For more information see the following blog posting:

[http://blogs.adobe.com/acrobat/2008/09/mdi\\_vs\\_sdi\\_in\\_acrobat.html](http://blogs.adobe.com/acrobat/2008/09/mdi_vs_sdi_in_acrobat.html).

## PDF doesn't print | Reader 10.1.2 | Windows

### Issue

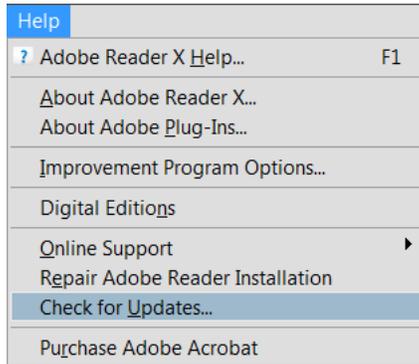
Reader 10.1.2 crashes, hangs, or nothing happens, when you try to print.

**Not your symptoms?** If the printer light blinks, prints only odd or even pages, or asks you to load paper, see [Printer defaults to both sides | Reader, Acrobat 10.1.2](#).

## Solution 1: Update to Reader 10.1.3

The free 10.1.3 update to Reader solves this printing issue. You can install the update automatically from within Reader.

- 1 Open Reader.
- 2 Choose Help > Check For Updates.



Reader installs the update automatically.

If you prefer, you can download and install the update yourself. Click the link below and scroll down to the update section of the page.

[Reader updates \(for Windows\)](#)

## Solution 2: Install patch for Reader 10.1.2 (not required if you update to Reader 10.1.3)

### Install patch for Reader 10.1.2 (Windows only)

You do not need to install the patch if you update to Reader 10.1.3.

- 1 Log in to your Windows computer as an Administrator.
- 2 Click the following link to download the patch file: [AdobeReaderPatch10.1.2\\_cpsid\\_92870.zip](#) .
- 3 When prompted "Do you want to open or save this file?", click Open.
- 4 Extract the file (also know as unzipping). The option location varies depending on your operating system and the utility.
- 5 Double-click the AdobeReaderPatch10.1.2\_cpsid\_92870.exe file to begin the update.
- 6 When a prompt notifies you that the update is complete, restart your computer.

### Install patch for Reader 10.1.2 in silent mode (Windows only)

- 1 Log in to your Windows computer as an Administrator.
- 2 Click the following link to download the patch file: [AdobeReaderPatch10.1.2\\_cpsid\\_92870.zip](#)
- 3 When prompted "Do you want to open or save this file?", click Open.
- 4 Extract the file.
- 5 Open the command prompt "As Administrator."

- 6 Type the path to the patch file executable, and add the -silent flag on the command line. For example:

```
AdobeReaderPatch10.1.2_cpsid_92870.exe -silent
```

Silent mode suppresses all dialog boxes so you do not get a message indicating that the update is complete. The executable posts a log file "AcroPatchApplication1012.log" in the temp directory (%temp%).

- 7 When the update is complete, restart the computer.

### More Help topics

[Printing questions | Acrobat, Reader 10.1.2](#)

[Printer defaults to both sides | Reader 10.1.2](#)

[Quick fix: Print PDF as image | Acrobat, Reader](#)

## PDFs in Safari | Acrobat 8 | Mac OS X

### System requirements

Adobe PDFViewer for Mac OS X will not run correctly on a system that doesn't meet the following requirements:

- Safari browser
- Mac OS X v10.4.3 and later

Acrobat/Reader 8 supports viewing PDF files inside Safari windows on Mac OS X, and will only run on Mac OS X 10.4.3 and later. It does not support any other browser (such as Firefox and Opera).

**Note:** If you don't have Acrobat or Adobe Reader, then Safari running in 10.3.9 or later will show PDFs inside its window using the Mac OS X native PDF support; this will not support many Adobe PDF workflows (such as the Collaboration feature or many Forms and Security features).

### Configuring Acrobat to display PDF files in Safari

Drag the Acrobat application folder from the CD (or disk image) to the Applications folder to install Acrobat. The first time you start Acrobat you will be prompted to accept the end user licence agreement (EULA) and register Acrobat. After you accept the EULA, Acrobat runs a Self-healing procedure which checks for any Acrobat components that need to be installed in other applications. The self-healing process installs the Adobe PDFViewer plug-in file. The **AdobePDFViewer.plugin** file is the main file used by Acrobat to view PDF files in the Safari browser on Mac OS X is the Adobe PDFViewer.plugin; this file is installed in the Library/Internet Plug-Ins folder.

If you updated or reinstalled your copy of Safari in order to view PDF files, then do the following:

- 1 Completely remove the old version of Safari.
- 2 Install the latest version of Safari.
- 3 Remove the Adobe PDFViewer.plugin from the Library/Internet Plug-Ins folder.
- 4 In Acrobat run Help > Detect And Repair and choose Adobe PDFViewer.

The first time you start Acrobat or Adobe Reader 8 on Mac OS X, it will automatically install itself as the default PDF viewer for Safari. In order to turn this off, start Acrobat or Adobe Reader, go to Preferences > Internet and uncheck the "Display PDF in Browser" option. This will cause the PDF to display inside the Safari window using its native PDF viewer.

## Known issues

The following issues have been noted:

- When you upgrade from Adobe Reader or Acrobat from 7 to 8 on a Mactel machine, PDF files no longer show in the Safari window. Instead a large Acrobat or Adobe Reader icon displays in the middle of the Safari window. This is caused by running Safari under Rosetta; Acrobat and Adobe Reader 8 will not show PDF files in Safari run under Rosetta, whereas Acrobat and Adobe Reader 7 shows PDFs in Safari only under Rosetta. To work around this, you have to turn off Rosetta for Safari, or start Acrobat or Acrobat Reader and go to Preferences > Internet and turn off Display PDF In Browser; PDF files will be viewed in Safari using the Mac OS X native PDF viewing engine after this.
- When you upgrade Adobe Reader or Acrobat from 7 to 8, PDF files no longer show in other non-Safari browser windows. Instead a large Acrobat or Reader icon displays in the middle of the browser window. This is because the PDF viewing is not supported for any WebKit-based applications other than Safari. Work around this by starting Acrobat or Adobe Reader, and choosing Preferences > Internet and turning off Display PDF In Browser.

## Self-healing

If the AdobePDFViewer files are deleted, then they will be self-healed after you start Acrobat again after the files were deleted. You can also fix Safari manually by choosing Help > Repair Acrobat Installation.

# Adobe PDF print port changes | Acrobat X 10.0.1

## Issue

Acrobat 10.0.1 patch changes the port of Adobe PDF printer to COM1 from Adobe PDF Port Monitor. This issue affects all users on both 32- and 64-bit Windows platforms with a device connected to COM1 port or with spooling enabled.

## Solution

To configure Adobe PDF printer and Adobe Acrobat 10.0.1 correctly, repair your Acrobat installation by doing the following:

### **Windows XP (Admin User), Windows Vista (UAC on/off, admin user), and Windows 7 (UAC on/off, admin user)**

- 1 Close all PDF files.
- 2 Go to Printers and Faxes (Windows XP), Printers (Vista) or Devices and Printers (Windows 7).
- 3 Right-click the Adobe PDF printer and click Delete (XP, Vista) or Remove Device (Windows 7). This step deletes the Adobe PDF printer.
- 4 Go to Add or Remove Programs (Windows XP) or Programs and Features (Vista and Windows 7).
- 5 Select Adobe Acrobat X Pro or Standard and click Change.

- 6 Select Repair and follow instructions to complete repair.

### **Windows XP (nonadmin user), Windows Vista (UAC off, nonadmin user), Windows 7 (UAC off, nonadmin user)**

- 1 Close all PDF files.
- 2 Log off as a nonadmin user and log in as an admin.
- 3 Go to Printers and Faxes (Windows XP), Printers (Vista) or Devices and Printers (Windows 7).
- 4 Right-click the Adobe PDF printer and click Delete (Windows XP, Vista) or Remove Device (Windows 7). This step deletes the Adobe PDF printer.
- 5 Go to Add or Remove Programs (Windows XP) or Programs and Features (Vista and Windows 7).
- 6 Select Adobe Acrobat X Pro or Standard and click Change.
- 7 Select Repair and follow instructions to complete repair

### **Windows Vista (UAC on, nonadmin user), Windows 7 (UAC on, admin user)**

- 1 Close all PDF files.
- 2 Go to Printers and Faxes (Windows XP), Printers (Vista) or Devices and Printers (Windows 7).
- 3 Right-click the Adobe PDF printer and click Delete (Windows XP, Vista) or Remove Device (Windows 7).
- 4 Enter the admin credentials. This step deletes the Adobe PDF printer.
- 5 Go to Programs and Features (Vista and Windows 7).
- 6 Select Adobe Acrobat X Pro or Standard and click Change.
- 7 Select Repair and follow instructions to complete repair.

## **Adobe PDF Printer does not create URL with a carat (^) (Acrobat 7-9)**

### **Issue**

Word documents that contain embedded URL links that have a "^" (carat) character in it, the resulting PDF only provides a valid link up to that character when created using Adobe PDF Printer. The rest of the URL is truncated.

The same does not happen with PDFMaker

### **Reason**

The hyperlink being generated in the PDF that is created by printing to the Adobe PDF printer is actually not a true link. When you click on the string in the Acrobat Application, it dynamically renders the link by taking the text after the characters "http://" and converting then to a link. You can turn this off in Edit > Preferences > General > Create links from URLs. The plug-in that handles this functionality is the WebLink plug-in.

WebLink is adhering to the original HTTP spec for a URL which states the ^ is not considered a safe character in URLs. See the following specification document <http://www.faqs.org/rfcs/rfc1738.html>, which specifies Uniform Resource Locator (URL) syntax and semantics of formalized information for location and access of resources via the Internet. Some characters are unsafe because gateways and other transport agents are known to sometimes modify such characters. These characters are {, }, \, |, ^, ~, [, ], and `.

## Solution

### Solution 1:

Create the PDF from Word using PDFMaker

### Solution 2:

Replace the carat with a percent sign (%) and the URL will work from both PDF created from the Adobe PDF Printer and PDFMaker.

## PDF Ownership when Reader X is Installed with Acrobat

### Overview

When Reader X and Acrobat X are installed on the same machine or earlier versions of Acrobat already exist, you can choose which viewer is the default for PDF files. While Acrobat is the more capable, feature rich application, Reader X has a built in Protected Mode which is more secure (For security details, see the [Application Security Guide](#)).

This feature is a Adobe PDF handler-only feature: It does not enable switching to and from non-Adobe products and may or may not change the handling of other Acrobat supported formats; for example, it changes FDF and XDP, but not XFA or PDX.

**Note:** This document describes the default behavior end users will see at installation and run time. For enterprise configuration, see [Administrator and IT resources](#) below.

### Why is PDF ownership important?

Reader X introduces the concept of a Protected Mode, which is a general purpose mitigation against security exploits. This capability does not exist in Acrobat X. Reader X is considered to be far more secure, while Acrobat remains far more capable. Consequently, users will have valid reasons to switch between Acrobat and Reader on a regular basis.

For 9.x products, double clicking a PDF file causes any open instance of the product to load the file regardless of version or product. For example if Reader X is the default PDF handler and Viewer 9 is already open double clicking a PDF would cause the PDF to be displayed by Reader X. Since both Acrobat and Reader can now run at the same time, double clicking can launch a new process or attach to a running process depending on the machine's configuration. For security reasons, the user needs control over which application will open a PDF; thus X version products provide users with the capability of selecting which product opens the PDF even if another instance is already running.

Version X products will be able to switch between any product type and version back to 9.x and later.

## Behavior at installation time

If an existing product is detected during installation, a dialog appears asking the user to select the default viewer. For Reader X installations, the default is to make the more secure Reader the default viewer. Regardless of the selection here, the choice can be changed after installation at any time. In general, the installer leans towards letting the more secure Reader be the default viewer unless a property or user choice overrides that decision.

## Post installation configuration

You can change the default viewer by doing the following:

- 1 Choose **Edit > Preferences > General**.
- 2 In the Application Startup panel, choose **Select Default PDF Handler**. Changing the default PDF viewer requires administrator privileges; therefore, OS-specific behavior is as follows:
  - **XP**: If the user has administrator privileges, then **Select Default PDF Handler** is enabled; if not, then the button is disabled.
  - **Win7 and Vista**: User Account Control must be enabled for users that don't have administrative privileges. If it is disabled, **Select Default PDF Handler** is disabled. If it is enabled and the user has not logged in as an administrator, then the user is prompted to do so when choosing this button.
- 3 Pick an application from the drop down list. The current default will appear at the top of the list.
- 4 Choose **Apply**.
- 5 Restart the browser if it is open.

## FAQ

### Why is Select Default PDF Handler disabled?

The button may be disabled for two reasons:

- You don't have administrator privileges on an XP machine.
- User Account Control is disabled on Win7 and Vista machines for users that don't have administrative privileges.
- The button is disabled in Citrix environments.

### Why is Display Browser in PDF disabled in Edit > Preferences > Internet?

You have selected another viewer as the default. For example, your Reader preference is grayed out if Acrobat.exe is the default handler.

### Can I switch to and from an Acrobat 8.x product?

No. The Select Adobe Product field only lists products 9.x and later.

### What operations does this affect?

- Shell operations (double clicking on a PDF file or launching a PDF from an email)
- PDF thumbnail generation
- PDF icons
- PDF preview handler
- PDF property sheet
- PDF Viewing in a browser
- PDF IFilter for search

### Administrator and IT resources

For configuration details, admins should refer to the following documents available from the [Enterprise Library for the Acrobat Family of Products](#):

- **Customization Wizard Help:** Admins can tune the installer to choose the default PDF viewer prior to enterprise deployments.
- **Administrator's Information Manager (AIM):** An AIR application containing the Preference Reference (a database of configurable registry and plist settings).
- [Application Security Guide:](#) Provides details about Protected Mode in Reader.

### Locking the feature

By default, users can select the default handler through the UI. However, administrators can lock the feature via HKLM\SOFTWARE\Policies\Adobe\<product>\<version>\FeatureLockDown\bDisablePDFHandlerSwitching. When bDisablePDFHandlerSwitching is set to 1, the UI is disabled and end users will not be able to change the default handler.

## PDF opens as gray screen in browser | Reader, Acrobat 10.1.2

### Issue

After you install 10.1.2, a PDF viewed in Internet Explorer appears as a blank page. Display problems could have a number of causes. This article addresses only a specific issue with 10.1.2. The free 10.1.3 update to Acrobat X and Reader fixes this issue.

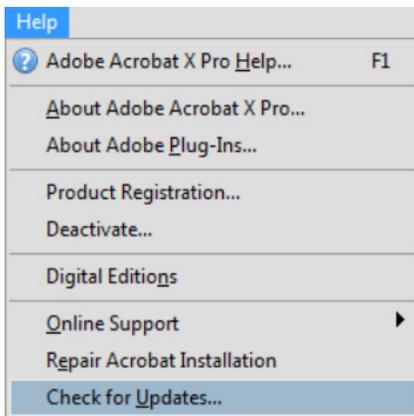
### End user (client-side) solutions

#### Solution 1: Update to Acrobat or Reader 10.1.3

The 10.1.3 update to Acrobat X and Reader addresses this issue. You can install it automatically from within Acrobat X or Reader.

- 1 Open Acrobat or Reader.

- 2 Choose Help > Check For Updates.



Acrobat or Reader installs the update automatically.

If you prefer, you can download and install the update yourself. Click the appropriate link below and locate the 10.1.3 update.

[Reader updates \(for Windows\)](#)

[Reader updates \(for Macintosh\)](#)

[Acrobat updates \(for Windows\)](#)

[Acrobat updates \(for Macintosh\)](#)

### **Solution 2: (Not required if you update to Acrobat or Reader 10.1.3)**

Do one of the following:

- Download and open the PDF in the stand-alone product. Always works.
- Refresh the PDF (press F5). Works sometimes.
- Reinstall 10.1.1. Always works.
- Install the patch for 10.1.2 products as follows:
  - 1 Log in to your computer as an administrator.
  - 2 Close Acrobat and/or Reader.
  - 3 Download the patch from [AdobeAcrobatReaderPatch10.1.2\\_cpsid\\_93026.zip](#) .
  - 4 Extract (unzip) the download to any location.
  - 5 Double-click the extracted EXE to run it.
  - 6 Restart your computer.

**Note:** Run the patch in silent mode by specifying the -silent flag on the command line. Open the command prompt 'As Administrator' to avoid a UAC prompt dialog. For example: <path to patch> -silent. Silent mode suppresses all dialog boxes, error messages, and the success message. The patch adds a log file to %temp%\AcroPatchApplication1012.log.

### **IT-Admin (server-side) solutions**

These solutions are designed to help IT resolve web-based PDF display issues in the B2C case. In this case, end users (usually customers) reside outside the IT-managed network (where the above mentioned [client side solutions](#) cannot be implemented).

Display problems could have a number of causes. The following workarounds only apply to 10.1.2. They apply in cases where PDF display fails because the product can't determine the length of the PDF file based on information contained in the HTTP header.

Possible workarounds include:

- For zipped files, remove accept-ranges from the HTTP header. This method should have zero effect on any site or site traffic. Cons: none.
- Do not zip PDF files and return content-length in the header of the HTTP response. For example, on Apache: `\.(?:gif|jpe?g|png|pdf)$ no-gzip`. Cons: Can increase web server traffic and sometimes involves changing CGI code.

## Additional information

This issue is also being discussed in the following forums:

<http://forums.adobe.com/thread/948331?tstart=0>

<http://forums.adobe.com/thread/948648?tstart=0>

# PDFMaker unavailable | Office | Acrobat 6.x | Windows XP, 2000

## Issue

The PDFMaker (Convert to Adobe PDF) icons and the Acrobat menu are missing from one or more Microsoft OfficeXP, 2003, or 2000 applications on Windows XP or 2000.

## Solutions

Do one or more of the following solutions:

### **Solution 1: Remove Adobe PDF from the Disabled Items list in the Microsoft Office 2003 application.**

1. Open the Microsoft Office application (Word, Excel, Publisher).
2. Go to Help > About [applicationname].
3. Click Disabled Items.
4. Select Adobe PDF from the list and click Enable.
5. Quit the Microsoft Office application and then restart it.

### **Solution 2: Remove and reinstall Acrobat.**

If you installed Adobe Acrobat 6.0 before you installed the Microsoft application or Microsoft Office, remove and then reinstall Acrobat.

### **Solution 3: Enable PDFMaker in the Toolbars menu.**

Ensure that PDFMaker is available and selected in the Toolbars menu:

In Excel or PowerPoint, choose View > Toolbars:

-- If PDFMaker 6.0 is listed, make sure that it's selected.

-- If PDFMaker 6.0 isn't listed, do the following.

- a. Choose Tools > Add-Ins.
- b. Click Browse (Excel) or Add New (PowerPoint).
- c. Navigate to the Program Files/Adobe/Acrobat 6.0/PDFMaker folder, and select PDFMaker.xla (Excel) or PDFMaker.ppa (PowerPoint), and click OK.
- d. Click OK (Excel) or Close (PowerPoint) to close the Add-Ins dialog box.
- e. Choose View > Toolbars, and make sure that PDFMaker 6.0 is selected.

In Word, choose View > Toolbars:

- If PDFMaker 6.0 is listed, make sure that it's selected.
- If PDFMaker 6.0 isn't listed, choose Tools > Templates & Add-Ins:
  - If PDFMaker.dot is listed, make sure that it's selected, and then click OK.
  - If PDFMaker.dot isn't listed, do the following:
    - a. Click Add.
    - b. Navigate to the Program Files/Adobe/Acrobat 6.0/PDFMaker folder, select PDFMaker.dot, and then click OK.
    - c. Click OK to close the Templates & Add-ins dialog box.
    - d. Choose View > Toolbars, and make sure that PDFMaker 6.0 is selected.

#### **Solution 4: Replace the PDFMaker.dot file. (Word only)**

Replace the PDFMaker.dot file in the Microsoft Startup folder:

1. Quit Word.
2. Rename the PDFMaker.dot file in the following folder (for example, to PDFMaker.old):
  - Windows XP: Program Files/Microsoft Office/Office 10/Startup
  - Windows 2000: Program Files/Microsoft Office/Office/Startup
3. Copy the PDFMaker.dot file in the Program Files/Adobe/Acrobat 6.0/PDFMaker folder.
4. Move the copy you created to the following folder:
  - Windows XP: Program Files/Microsoft Office/Office 10/Startup
  - Windows 2000: Program Files/Microsoft Office/Office/Startup

#### **Solution 5: Enable trusted macros.(Excel or Word only)**

If the Security Warning dialog box appears when you start Excel or Word, select Always Trust Macros From This Source, and then click Enable Macros.

#### **Solution 6: Configure Excel or Word to trust all installed add-ins and templates.(Excel or Word only)**

In Excel or Word, select Trust All Installed Add-ins and Templates in the Security dialog box, and then restart the application:

1. Choose Tools > Macro > Security.
2. Click the Trusted Sources tab, and select Trust All Installed Add-ins And Templates.
3. Click OK, and then restart Word or Excel.

**Solution 7: Ensure that PDFMaker is enabled.**

Make sure that PDFMaker is enabled in the Office application:

1. In the Office application, choose Help > About Microsoft [application name].
2. Click Disabled Items:
  - If PDFMaker (.ppa, .dot, or .xla) appears in the Disabled Items window, select the file, and click Enable.
  - If PDFMaker (.ppa, .dot, or .xla) doesn't appear in the Disabled Items window, click Close.
3. Click OK.

**Solution 8: Manually remove and reinstall PDFMaker.**

Restart the computer, and then remove and reinstall PDFMaker:

To remove PDFMaker 6.x from Office XP, delete the following items:

- the Program Files/Adobe/Acrobat 6.0/PDFMaker folder
- the PDFMaker.dot file from the Program Files/Microsoft Office/Office 10/Startup folder
- the PDFMaker.xla file from the Program Files/Microsoft Office/Office 10/XLStart folder
- the PDFMaker.xla file in Documents and Settings/[user name]/Application Data/Microsoft/Excel/XLSTART

To remove PDFMaker 6.x from Office 2000, delete the following items:

- the Program Files/Adobe/Acrobat 6.0/PDFMaker folder
- the PDFMaker.dot file from the Program Files/Microsoft Office/Office/Startup folder
- the PDFMaker.xla file from the Program Files/Microsoft Office/Office/XLStart folder
- the PDFMaker.xla file in Documents and Settings/[user name]/Application Data/Microsoft/Excel/XLSTART

To reinstall PDFMaker 6.x:

1. Exit from all applications, including those that run in the background.
2. Start the Acrobat installer.
3. Click Next in the Adobe Acrobat 6.x Setup dialog box.
4. In the Select Country dialog box, select the country you're in, and then click Next.
5. Click Accept to accept the license agreement.
6. Enter your name, organization, and serial number in the Customer Information dialog box.
7. Select Custom in the Adobe Acrobat 6.x Setup Type dialog box, and then click Next.
8. Click Create Adobe PDF.
9. Click Acrobat PDFMaker, select "This feature and all subfeatures will be installed on local hard drive," and then click Next.
10. Follow the on-screen instructions to finish installing PDFMaker.

**Solution 9: Use Detect And Repair to remove and reinstall PDFMaker.**

The Detect And Repair feature automatically identifies and reinstalls the Acrobat PDFMaker files.

1. Close all applications, including those that run in the background.

2. Start Acrobat.
3. Choose Help > Detect And Repair, and follow the on-screen instructions.
4. After the installation is complete, restart your computer.

**Solution 10: Turn off Word as the e-mail editor in Microsoft Outlook. (Word only)**

1. In Outlook, choose Tools > Options.
2. Click the Mail Format tab.
3. Deselect Use Microsoft Word To Edit E-mail Messages.
4. Click OK.

## Additional Information

[328399](#) : Removing and Reinstalling Acrobat PDFMaker (6.0 for Office 2000 or XP)

# PDFMaker unavailable | Office 2007, 2010, 2013 | Acrobat 9, Acrobat X, Acrobat XI, Acrobat DC

## Issue

The Acrobat PDFMaker toolbar is unavailable in an Office 2007 or 2010 application after you install Acrobat 9, Acrobat X, Acrobat XI, or Acrobat DC on Windows.

**Note:** For a detailed list of PDFMaker-compatible applications, see [Compatible web browsers and PDFMaker applications | Acrobat, Reader](#).

## Solution

Do one or more of the following:

### **Solution 1: Enable the PDFMaker add-in in the Office application's Disabled Items list.**

A Microsoft Office application sometimes automatically disables add-ins as a fail-safe if the application closes unexpectedly. To determine if the PDFMaker add-in has been disabled, do the following:

#### **Office 2007 (Acrobat 9, X, XI, and DC)**

The text below explains how to resolve this issue. Alternatively, you can [view a video](#).

- 1 Open the Microsoft Office 2007 application.
- 2 Do one of the following:
  - **In Access, Excel, Word, or PowerPoint:** Click the Microsoft Office button (in the upper-left corner). Click the [Application Name] Options button. Choose Add-Ins in the list on the left side of the Options window. Choose Disabled Items in the Manage pop-up menu at the bottom of the Options window. Click Go.

\*Note: Microsoft Access is no longer supported in Acrobat XI.

- **In Outlook, Publisher, or Visio:** Choose Tools > Trust Center. Choose Add-Ins in the list on the left side of the Trust Center window. Choose Disabled Items in the Manage pop-up menu at the bottom of the Trust Center window. Click Go.

\*Note: Microsoft Publisher and Microsoft Visio are no longer supported in Acrobat XI

- **In Project:** Choose Help > About Microsoft Office Project. Click Disabled Items.

**3** Look in the Disabled Items list for Acrobat PDFMaker Office COM Add-In.

- If Acrobat PDFMaker Office COM Add-In is in the list, then select it, click Enable, and click Close. Then close and reopen the Office 2007 application.
- If Acrobat PDFMaker Office COM Add-In is not in the list, then use Windows Explorer to look for PDFMOfficeAddin.dll in C:\Program Files\Adobe\Acrobat [9.0, 10.0, or 11.0]\PDFMaker\Office. If the file is not present, then go to [Solution 4](#) for instructions on how to repair your Acrobat installation. **Note:** If you installed Acrobat to a location other than the default of C:\Program Files\Adobe, then modify the folder path above for your installation location.

### **Office 2010 (Acrobat X, Acrobat XI, and Acrobat DC only)**

**Note:** The Acrobat X PDFMaker is designed to run in 32-bit versions of Microsoft Office applications.

**1** Open the Microsoft Office 2010 application.

**2** Click the blue File menu (in the upper-left corner). Click the [Application Name] Options button. Choose Add-Ins in the list on the left side of the Options window. Choose Disabled Items in the Manage pop-up menu at the bottom of the Options window. Click Go.

**3** Look in the Disabled Items list for Acrobat PDFMaker Office COM Add-In.

- If Acrobat PDFMaker Office COM Add-In is in the list, then select it, click Enable, and click Close. Then close and reopen the Office 2007 application.
- If Acrobat PDFMaker Office COM Add-In is not in the list, then use Windows Explorer to look for PDFMOfficeAddin.dll in C:\Program Files\Adobe\Acrobat [9.0, 10.0, 11.0, or 12.0]\PDFMaker\Office. If the file is not present, then go to [Solution 4](#) for instructions on how to repair your Acrobat installation. **Note:** If you installed Acrobat to a location other than the default of C:\Program Files\Adobe, then modify the folder path above for your installation location.

### **Office 2013 (Acrobat XI and Acrobat DC only)**

**1** Open the Microsoft Office 2013 application.

**2** Click the blue File menu (in the upper-left corner). Click the [Application Name] Options button. Choose Add-Ins in the list on the left side of the Options window. Choose Disabled Items in the Manage pop-up menu at the bottom of the Options window. Click Go.

**3** Look in the Disabled Items list for Acrobat PDFMaker Office COM Add-In.

- If Acrobat PDFMaker Office COM Add-In is in the list, then select it, click Enable, and click Close. Then close and reopen the Office 2007 application.
- If Acrobat PDFMaker Office COM Add-In is not in the list, then use Windows Explorer to look for PDFMOfficeAddin.dll in C:\Program Files\Adobe\Acrobat [9.0, 10.0, 11.0, or 12.0]\PDFMaker\Office. If the file is not present, then go to [Solution 4](#) for instructions on how to repair your Acrobat installation.

**Note:** If you installed Acrobat to a location other than the default of C:\Program Files\Adobe, then modify the folder path above for your installation location.

### **Solution 2: Manually register the COM add-in file.**

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't provide support for editing the registry, which contains critical system and application information. Make sure to back up the registry before editing it. For more information about the registry, see the Windows documentation or contact Microsoft.

- 1 Close all Office applications.
- 2 In Windows Explorer, locate PDFMOfficeAddin.dll and note its exact path, which can include spaces. Its default path is:
  - Acrobat 9: C:\Program Files\Adobe\Acrobat 9.0\PDFMaker\Office\PDFMOfficeAddin.dll
  - Acrobat X: C:\Program Files\Adobe\Acrobat 10.0\PDFMaker\Office\PDFMOfficeAddin.dll
  - Acrobat XI: C:\Program Files\Adobe\Acrobat 11.0\PDFMaker\Office\PDFMOfficeAddin.dll
  - Acrobat DC: C:\Program Files\Adobe\Acrobat 12.0\PDFMaker\Office\PDFMOfficeAddin.dll
- 3 Do one of the following:
  - On Windows XP: Choose Start > All Programs > Accessories > Command Prompt.
  - On Windows Vista/7: Choose Start > All Programs > Accessories. Right-click on Command Prompt, choose Run As Administrator, and authenticate.
- 4 In the Command Prompt window, type **regsvr32** followed by a space and the path that you noted in Step 1. Enclose the path in quotation marks. For example, if PDFMOfficeAddin.dll is in its default location, then you would type the following command:
  - **For Acrobat 9:** regsvr32 "C:\Program Files\Adobe\Acrobat 9.0\PDFMaker\Office\PDFMOfficeAddin.dll"
  - **For Acrobat X:** regsvr32 "C:\Program Files\Adobe\Acrobat 10.0\PDFMaker\Office\PDFMOfficeAddin.dll"
  - **For Acrobat XI:** regsvr32 "C:\Program Files\Adobe\Acrobat 11.0\PDFMaker\Office\PDFMOfficeAddin.dll"
  - **For Acrobat DC:** regsvr32 "C:\Program Files\Adobe\Acrobat 12.0\PDFMaker\Office\PDFMOfficeAddin.dll"
- 5 Press Enter.
- 6 A dialog box confirms that the registration was successful. Click OK to close this dialog box.
- 7 Close the Command Prompt window.
- 8 Open the Office application.

### **Solution 3: Verify that Acrobat PDFMaker Office COM Add-In is selected in the Office 2007 application's list of available add-ins.**

#### **Office 2007 (Acrobat 9, X, XI, and DC)**

- 1 Open the Microsoft Office 2007 application.

**2** Do one of the following:

- **In Access, Excel, PowerPoint, or Word:** Click the Microsoft Office button (in the upper-left corner). Click the [Application Name] Options button. Choose Add-Ins in the list on the left side of the Options window.

\*Note: Microsoft Access is no longer supported in Acrobat XI

- **In Outlook, Publisher, or Visio:** Choose Tools > Trust Center. Choose Add-Ins in the list on the left side of the Trust Center window.

\*Note: Microsoft Publisher and Visio are not longer supported in Acrobat XI or Acrobat DC

**3** Choose COM Add-ins in the Manage pop-up menu at the bottom of the Options window or the Trust Center window.

**4** Click Go.

**5** Look for Acrobat PDFMaker Office COM Add-In in the list.

- If Acrobat PDFMaker Office COM Add-In appears in the list but the check box beside it is not selected, then click the check box. Click OK. Then close and reopen the Office 2007 application. (If you can't place a check mark, and if you have already tried Solution 1, then select Acrobat PDFMaker Office COM Add-In. Click Remove, and proceed to the next paragraph.)
- If Adobe PDFMaker COM Add-In is not in the list of available add-ins, then click Add and navigate to C:\Program Files\Adobe\Acrobat [9.0 or 10.0]\PDFMaker\Office. Select PDFMOfficeAddin.dll. Click OK. Then close and reopen the Office 2007 application.**Note:** If you installed Acrobat to a location other than the default of C:\Program Files\Adobe, then modify the folder path above for your installation location.

**Solution 4: Run Repair Acrobat Installation while no other applications are running.**

**1** Open the Microsoft Office 2010 application.

**2** Click the blue File menu (in the upper-left corner). Click the [Application Name] Options button. Choose Add-Ins in the list on the left side of the Options window.

**3** Choose COM Add-ins in the Manage pop-up menu at the bottom of the Options window or the Trust Center window.

**4** Click Go.

**5** Look for Acrobat PDFMaker Office COM Add-In in the list.

- If Acrobat PDFMaker Office COM Add-In appears in the list but the check box beside it is not selected, then click the check box. Click OK. Then close and reopen the Office 2010 application. (If you can't place a check mark, and if you have already tried Solution 1, then select Acrobat PDFMaker Office COM Add-In. Click Remove, and proceed to the next paragraph.)
- If Adobe PDFMaker COM Add-In is not in the list of available add-ins, then click Add and navigate to C:\Program Files\Adobe\Acrobat [9.0 or 10.0]\PDFMaker\Office. Select PDFMOfficeAddin.dll. Click OK. Then close and reopen the Office 2010 application.**Note:** If you installed Acrobat to a location other than the default of C:\Program Files\Adobe, then modify the folder path above for your installation location.

**Solution 4: Run Repair Acrobat Installation while no other applications are running.**

**1** Close all open applications.

**2** Restart your computer.

**3** Open Acrobat.

**4** Choose Help > Repair Acrobat Installation and follow the onscreen instructions.

- 5 When the repair process is complete, restart your computer.

### **Solution 5: Remove and reinstall Acrobat with Windows in a simplified mode.**

Device drivers and programs that start automatically when you start your computer can conflict with the Acrobat installer and cause problems. To prevent an installation conflict, reinstall Acrobat while Windows is in simplified mode. In simplified mode, nonessential programs and drivers are disabled.

To remove Acrobat:

- 1 Move any personal files out of the Acrobat application folder and its subfolders. The default location for the application folder is C:\Program Files\Adobe\Acrobat [9.0 or 10.0].
- 2 Do one of the following:
  - On Windows XP: Choose Start > Control Panel > Add Or Remove Programs (or Start > Settings > Control Panel > Add Or Remove Programs). If the Control Panel is in Category view, then also click Remove A Program.
  - On Windows Vista: Choose Start > Control Panel > Programs And Features. If the Control Panel is in Category view, then instead choose Start > Control Panel > Uninstall A Program.
- 3 In the Add Or Remove Programs window, select the Adobe Acrobat 9 or X installation.
- 4 Click Change/Remove (Windows XP) or click Uninstall/Change (Windows Vista/7).
- 5 Follow the onscreen instructions to remove the application.

To reinstall Acrobat in a simplified mode:

- 1 Close all open applications.
- 2 Restart the computer with non-essential services and startup items disabled. For instructions, see one of these TechNotes:
  - [Disable startup items and services | Windows XP \(kb404984\)](#)
  - [Restart Windows in a modified mode \(Windows 7 and Windows Vista\) \(kb404913\)](#)
- 1 Double-click the Setup.exe file on your Acrobat 9 or X installation media. Follow the onscreen instructions to complete the installation.
- 2 Open Acrobat and choose Help > Check For Updates. Follow the onscreen instructions to install available updates.
- 3 R-enable startup items and services. For instructions, see the appropriate TechNote in Step 2, above.
- 4 Restart your computer.

### **More Help topics**

[PDFMaker is unavailable in a Microsoft Office 2007 application after you install Acrobat 8.1.x \(Windows\)](#)

## **PDFMaker unavailable | Office 2007 | Acrobat 8.1.x | Windows**

## Issue

The Adobe Acrobat PDFMaker toolbar is unavailable in a Microsoft Office 2007 application after you install the Version 8.1.x update for Acrobat 8 Standard or Professional on Windows.

## Solution

Do one or more of the following solutions:

### Solution 1: Enable the PDFMaker add-in in the Office 2007 application's Disabled Items list.

A Microsoft Office 2007 application may automatically disable add-ins as a fail-safe if the application closes unexpectedly (for example, if the system was not shut down properly or if the application crashed). To determine if the PDFMaker add-in has been disabled, do the following:

- 1 Open the Microsoft Office 2007 application.
- 2 Do one of the following:
  - **In Access, Excel, Word, or PowerPoint:** Click the Microsoft Office button (in the upper-left corner). Click the [Application Name] Options button. Choose Add-Ins in the list on the left side of the Options window. Choose Disabled Items in the Manage drop-down menu at the bottom of the Options window. Click Go.
  - **In Outlook, Publisher, or Visio:** Choose Tools > Trust Center. Choose Add-Ins in the list on the left side of the Trust Center window. Choose Disabled Items in the Manage drop-down menu at the bottom of the Trust Center window. Click Go.
  - **In Project:** Choose Help > About Microsoft Office Project. Click Disabled Items.
- 3 Look in the Disabled Items list for Acrobat PDFMaker Office COM Add-In.
  - If Acrobat PDFMaker Office COM Add-In is in the list, then select it, click Enable, and click Close. Then close and re-open the Office 2007 application.
  - If Acrobat PDFMaker Office COM Add-In is not in the list, then use Windows Explorer to make sure that PDFMOfficeAddin.dll is present in C:\Program Files\Adobe\Acrobat 8.0\PDFMaker\Office. If the file is not present, then go to [Solution 4](#) for instructions on how to repair your Acrobat installation. **Note:** If you installed Acrobat to a location other than the default of C:\Program Files\Adobe, then modify the folder path above for your installation location.

The Adobe Captivate demonstration below illustrates how to re-enable PDFMaker in Office 2007. For more information about viewing this demo, see [Viewing Adobe Captivate Demos in Knowledgebase Documents \(TechNote kb403894\)](#).

### Solution 2: Manually register the COM add-in file.

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't provide support for editing the registry, which contains critical system and application information. Make sure to back up the registry before editing it. For more information about the registry, see the Windows documentation or contact Microsoft.

- 1 Close all Office 2007 applications.
- 2 In Windows Explorer, locate PDFMOfficeAddin.dll and note its exact path, which may include spaces. Its default path is C:\Program Files\Adobe\Acrobat 8.0\PDFMaker\Office\PDFMOfficeAddin.dll.
- 3 Do one of the following:
  - On Windows XP and Windows 2000: Choose Start > All Programs > Accessories > Command Prompt.

- On Windows Vista: Choose Start > All Programs > Accessories. Right-click on Command Prompt, choose Run As Administrator, and authenticate.
- 4 In the Command Prompt window, type **regsvr32** followed by a space and the path that you noted in Step 1. Enclose the path in quotation marks. For example, if PDFMOfficeAddin.dll is in its default location, then you would type the following command: `regsvr32 "C:\Program Files\Adobe\Acrobat 8.0\PDFMaker\Office\PDFMOfficeAddin.dll"`
  - 5 Press Enter.
  - 6 A dialog box will confirm that the registration was successful. Click OK to close this dialog box.
  - 7 Close the Command Prompt window.
  - 8 Open the Office 2007 application.

### **Solution 3: Verify that Acrobat PDFMaker Office COM Add-In is selected in the Office 2007 application's list of available add-ins.**

- 1 Open the Microsoft Office 2007 application.
- 2 Do one of the following:
  - **In Access, Excel, PowerPoint, or Word:** Click the Microsoft Office button (in the upper-left corner). Click the [Application Name] Options button. Choose Add-Ins in the list on the left side of the Options window.
  - **In Outlook, Publisher, or Visio:** Choose Tools > Trust Center. Choose Add-Ins in the list on the left side of the Trust Center window.
- 3 Choose COM Add-ins in the Manage drop-down menu at the bottom of the Options window or the Trust Center window.
- 4 Click Go.
- 5 Look for Acrobat PDFMaker Office COM Add-In in the list.
  - If Acrobat PDFMaker Office COM Add-In appears in the list but the checkbox beside it is not selected, then click the checkbox to place a check mark there. Click OK. Then close and re-open the Office 2007 application. (If the Office application doesn't allow you to place a check mark in the checkbox, and if you have already tried Solution 1, then select Acrobat PDFMaker Office COM Add-In, click Remove, and proceed to the next paragraph.)
  - If Adobe PDFMaker COM Add-In is not in the list of available add-ins, then click Add and navigate to C:\Program Files\Adobe\Acrobat 8.0\PDFMaker\Office. Select PDFMOfficeAddin.dll. Click OK. Then close and re-open the Office 2007 application. **Note:** If you installed Acrobat to a location other than the default of C:\Program Files\Adobe, then modify the folder path above for your installation location.

### **Solution 4: Run Repair Acrobat Installation while no other applications are running.**

- 1 Close all open applications.
- 2 Restart your computer.
- 3 Open Acrobat.
- 4 Choose Help > Repair Acrobat Installation and follow the on-screen instructions.
- 5 When the repair process is complete, restart your computer.

### **Solution 5: Remove and reinstall Acrobat with Windows in a simplified mode.**

Device drivers and programs that start automatically when you start your computer can conflict with the Acrobat installer and cause problems. To prevent an installation conflict, reinstall Acrobat while Windows is in simplified mode. In simplified mode, non-essential programs and drivers are disabled.

To remove Acrobat:

- 1** Move any personal files out of the Acrobat application folder and its subfolders. The default location for the application folder is C:\Program Files\Adobe\Acrobat 8.0.
- 2** Do one of the following:
  - On Windows XP and Windows 2000: Choose Start > Control Panel > Add Or Remove Programs (or Start > Settings > Control Panel > Add Or Remove Programs). If the Control Panel is in Category view, then also click Remove A Program.
  - On Windows Vista: Choose Start > Control Panel > Programs And Features. If the Control Panel is in Category view, then instead choose Start > Control Panel > Uninstall A Program.
- 3** In the Add Or Remove Programs window, select Adobe Acrobat 8.1.x Standard or Professional.
- 4** Click Change/Remove (Windows XP and Windows 2000) or click Uninstall/Change (Windows Vista).
- 5** Follow the on-screen instructions to remove the application.

To reinstall Acrobat in a simplified mode on Windows XP or Windows Vista:

- 1** Close all open applications.
- 2** Restart the computer with non-essential services and startup items disabled. For instructions, see one of these TechNotes:
  - Windows XP: See TechNote [kb404984](#).
  - Windows Vista: See TechNote [kb404913](#).
- 3** Double-click the Setup.exe file on your Acrobat 8 installation media. Follow the on-screen instructions to complete the installation.
- 4** Open Acrobat and choose Help > Check For Updates. Follow the on-screen instructions to install available updates.
- 5** Re-enable startup items and services. For instructions, see the appropriate TechNote in Step 2 above.
- 6** Restart your computer.

To reinstall Acrobat in a simplified mode on Windows 2000:

- 1** In Windows Explorer, move all icons and shortcuts from the following folders to another folder:
  - C:\Documents and Settings\All Users\Start Menu\Programs\Startup
  - C:\Documents and Settings\[your user name]\Start Menu\Programs\Startup
- 2** Restart your computer.
- 3** Right-click the taskbar and choose Task Manager.
- 4** Choose the Applications tab.
- 5** Select all applications that are running and click End Task.
- 6** Double-click the Setup.exe file on your installation media. Follow the on-screen instructions to complete the installation.
- 7** Open Acrobat and choose Help > Check For Updates. Follow the on-screen instructions to install available updates.
- 8** Re-enable the startup items by moving the icons and shortcuts you had moved in Step 2 back into their respective Startup folders.
- 9** Restart your computer.

## Additional Information

PDFMaker is unavailable in a Microsoft Office 2007 application after you install Acrobat 9 (Windows) (TechNote [kb403561](#))

## PDFMaker is unavailable in Microsoft Word 2007 after Acrobat 9 is installed (Windows) (TechNote Video)

### Issue

The Adobe Acrobat PDFMaker toolbar is unavailable in Microsoft Word 2007 after you install Acrobat 9 Standard, Pro, or Pro Extended on Windows.

### Solution

Play the video below to learn how to resolve this issue.

If you prefer text instruction, you can read the [HTML version](#).

## PDFMaker unavailable in Lotus Notes | Acrobat 8, 9 | Windows

### Issue

After you install Adobe Acrobat 8 or Acrobat 9, PDFMaker does not appear in Lotus Notes as expected. Lotus Notes was installed in Single User mode by one user and a different user installed Acrobat 8 or Acrobat 9.

### Solutions

Do one or more of the following solutions:

#### **Solution 1: Make sure that the Notes PDFMaker files are installed.**

? Check if the following files exist in the Lotus Notes program directory (typically at Program Files\Lotus\Notes):

- AdobePDFMToolbarInst.dll

- ndbPDFML.dll
- ? Check if the following files exist in Lotus Notes PDFMaker path in Acrobat install directory (typically at Program Files\Adobe\Acrobat 8.0\PDFMaker\Mail\LotusNotes\):
  - PDFMLotusNotes.dll
  - Lcpn30.dll

### **Solution 2: Modify the Notes.ini file to include path to the PDFMaker dll file.**

Open the Notes.ini file from Program Files\lotus\notes in Notepad and add the following three lines to the end of the document.

```
AddInMenus=C:\PROGRA~1\Adobe\ACROBA~1.0\PDFMaker\Mail\LOTUSN~1\PDFMLO~1.DLL
```

```
AdobePDFMInst=1
```

```
EXTMGR_ADDINS=AdobePDFMToolbarInst
```

If the AddInMenus string exists in the Notes.ini file, then add a comma to the entry followed by the path to the PDFMLotusNotes.dll. For example, AddInMenus=existing entry,  
C:\PROGRA~1\Adobe\ACROBA~1.0\PDFMaker\Mail\LOTUSN~1\PDFMLO~1.DLL

**Note:** The AddInMenus path has to be a DOS (8.3) path. To get the DOS path, do the following:

- 1 Choose Start > Run, type **cmd** in the Open textbox, and then click OK.
- 2 Type **cd c:\Program Files\Adobe**, then press Enter.
- 3 Type **dir /x**, then press Enter.
- 4 Make a note of the short path next to the Acrobat 8 entry, typically ACROBA~1.0.

### **Solution 3: Install Lotus Notes and Acrobat 8 or Acrobat 9 under the same user account.**

See the Lotus Notes documentation for installation instructions.

### **Solution 4: Install Lotus Notes using the Multi-User Install option.**

When you install Lotus notes, you are given the option to do a Single User install or Multi-User Install. Choose to do a multi-user install. See the Lotus Notes documentation for installation instructions.

## **Additional information**

The Acrobat 8 or Acrobat 9 installer looks for the path to the Notes.ini from the registry key VDIR\_INI in HKCU\Software\Lotus\Notes\Installer. But this key is only present in HKCU of the user which has installed Lotus Notes. If Acrobat is installed from another user's login, then the installer does not get the path of the user's Notes.ini file. The installer searches for the Notes.ini in the Lotus Notes program files path, which is present in 'Path' key at HKLM\Software\Lotus\Notes. It inserts the entries in the notes.ini if it is unable to find the VDIR\_INI key in HKCU in case of single user install of Lotus Notes.

## **PDFMaker unavailable in 64-bit Office 2010 | Acrobat X**

## Issue

After you install Adobe Acrobat X on Windows, the PDFMaker ribbon doesn't appear. You are using Microsoft Office 2010 x64 (64 bit) with Acrobat X.

## Solution

Acrobat 10.1 provides PDFMaker support for Office 2010 64-bit. Download and install the Acrobat 10.1 patch. To install the patch, start Acrobat and select Help > Check for Updates. Alternatively, you can download the Acrobat 10.1 patch directly from [www.adobe.com/support/downloads/product.jsp](http://www.adobe.com/support/downloads/product.jsp).

## Additional information

For the Acrobat 10.1 release, the Adobe engineering team developed a 64-bit PDFMaker add-in. PDFMaker features are available for Word, Excel, PowerPoint, and Outlook 2010 (64-bit). If any Microsoft Office applications were open at the time of installation, restart them for the PDFMaker ribbon to appear.

**Microsoft Vista users:** If you installed Acrobat 10.1 before installing Office 2010 (x64), repair the Acrobat installation to enable the PDFMaker ribbon. Choose Help > Repair Acrobat Installation.

For additional information on 64-bit Office 2010, see the Microsoft Office 2010 FAQ: <http://office.microsoft.com/en-us/products/office-2010-frequently-asked-questions-HA101674631.aspx>.

# PDFMaker toolbar unavailable in Internet Explorer with Acrobat (7.x, 8.x, 3D and Acrobat 9.x on Windows 2003)

## Issue

The PDFMaker toolbar is not available in Internet Explorer with Adobe Acrobat 7.x, 8.x, 3D, and Acrobat 9.x on Windows 2003.

## Reason

The PDFMaker toolbar has not appeared previously. Internet Explorer is running using the default settings in the server environment. The "Enable third-party browser extensions (requires restart)" option is not selected.

## Solution

### Select "Enable third-party browser extensions" in Internet Explorer Properties.

- 1 Start Internet Explorer.
- 2 Select Tools > Internet Options and click the Advanced tab.
- 3 Select "Enable third-party browser extensions (requires restart)" and click OK.
- 4 Close all Internet Explorer windows.
- 5 Restart Internet Explorer.

## Additional Information

The "Enable third-party browser extensions" option is deselected by default in Windows 2003 Server. This options allows Internet Explorer to load non Microsoft plug-ins. Enabling this option allows Internet Explorer to load the PDFMaker toolbar within Internet Explorer.

# PDFMaker fails to convert all worksheets in an Excel workbook (Acrobat 8 on Windows)

## Issue

When you attempt to convert a Microsoft Excel workbook to PDF, only the second-to-last sheet of the workbook is converted.

## Details

If an Excel workbook contains four or more worksheets and one of the worksheets is hidden, then PDFMaker fails to convert all the sheets and only the second to last sheet gets converted to PDF.

## Solution

Do one of the following solutions:

### Solution 1: Unhide the hidden worksheet.

To unhide a sheet in Microsoft Excel 2003:

- 1 In Microsoft Excel 2003, choose Format > Sheet > Unhide...
- 2 Select the sheet to unhide, then Click OK.
- 3 Save the Excel document and then convert to PDF.

To unhide a sheet in Microsoft Excel 2007:

- 1 In Microsoft Excel 2007, right-click any sheet tab and choose Unhide from the context menu.
- 2 Select the sheet to unhide then click OK.
- 3 Save the Excel Document and then convert to PDF.

### Solution 2: Select Convert Entire Workbook from the Adobe PDF menu (Excel 2003 only)

- 1 From the Menu bar in Excel, choose Adobe PDF and select Convert Entire Workbook.
- 2 Convert the Excel workbook to PDF.

# Adobe PDFMaker doesn't load | Microsoft Word, Excel 2010 Starter Editions

## Issue

Adobe PDFMaker doesn't load in the 2010 Starter Editions of Microsoft Word and Excel, due to limitations in the Starter Editions.

## Solution

Print to the Adobe PDF printer (that is, choose File > Print). Or, right-click a Word or Excel file and choose Convert To PDF from the pop-up menu.

## Additional information

The Combine Files option for Adobe PDF doesn't function with the 2010 Starter Edition of Microsoft Office.

# PDFMaker not available in AutoCad 2008, 64-bit version (Acrobat 9)

## Issue

When Acrobat is installed on a Windows XP 64-bit or Windows Vista 64-bit system with AutoCad 2008 64-bit also installed, the PDFMaker "Create PDF" menu item is not present.

## Reason

No PDFMaker plugin was developed for the 64-bit version of AutoCad 2008, however the 32-bit version of AutoCad 2008 is supported. Unfortunately, the 64-bit version is unable to load the plugin built for the 32-bit version.

## Solution

You can still generate flat PDF files by printing to the Adobe PDF printer that is installed with Acrobat.

# PDF files printed from Acrobat do not collate as expected (8.0 on Windows and Mac OS)

## What's covered

Host collation versus printer collation

Collation in Acrobat

Force Host Collation in Acrobat 7.0.5 and later

How collated pages print depends on the type of collation being done and what version of Acrobat is installed so when you print PDF files from Acrobat, the pages may not be collated as expected.

### Host collation versus printer collation

There are two kinds of collation: printer collation and host collation. Printer collation sends the print jobs separately to the printer and allows the printer to figure out how the pages should be collated. For example if you send out two copies of a two page job, the printer receives two jobs of two pages.

Host collation figures out how the pages should be collated in Acrobat and then sends that job to the printer. For example if you send out two copies of a two page job, the printer receives a single rearranged job of four pages.

Printer collation is more efficient and integrates with printer post-processing features that are based on collation, like stapling and binding. However, printer collation does not work on all printers. Host collation, on the other hand, works consistently with all printers, but can cause problems with post-processing features.

**Note:** The printer collation behavior is actually determined by the printer driver rather than the printer itself. A different version of the printer driver may deliver a different collation behavior on the same printer.

### Collation in Acrobat

Acrobat 6.0x only supported printer collation. If a printer claims to offer the option, then the choice is enabled in the Print dialog. However, some PostScript printers incorrectly report that they support collation; in these cases, the collation option in Acrobat was available, but had no effect.

Acrobat 7.0.0 through Acrobat 7.0.3 offered the collation option for all printers. For all PostScript printers, Acrobat 7.0.0-7.0.3 always used host collation. For non PostScript printers, if the drivers support collation, printer collation was used. If the printer did not support it, then Acrobat 7.0.0-7.0.3 used host collation. This means that those PostScript printers with collation-based features did not operate as expected.

Acrobat 7.0.5 and later on Windows added support for printer collation on those PostScript printers that report to offer collation. Acrobat 8.0 on Mac OS also offers Printer collation on PostScript printers that support collation. Because support for printer collation may be reported incorrectly by some printers, documents printed with the collation option selected may not print as expected.

Operating System	Mac OS	Windows
GDI printer that can't collate	Host collation	Host collation
GDI printer that can collate	Host collation	Printer collation
PS printer that says it can't collate	Host collation	Host collation
PS printer that says it can collate but really can't.	Host collation	Collation fails unless host collation is forced
PS printer that can collate	Printer collation	Printer collation (unless host collation is forced)

To work around this issue on Windows, you can force host collation for all printers simultaneously.

### Force Host Collation in Acrobat 8.0

**Disclaimer:** This procedure involves editing the registry. Adobe doesn't provide support for editing the registry, which contains critical system and application information. Make sure to back up the registry before modifying it. For more information about the registry, refer to Windows Help.

To force host collation for all printers:

1. Choose Start > Run, type **Regedit** in the Open text box, and then click OK.
2. Make a backup copy of the registry:
  - a. Choose File > Export....

- b. In the Export Registry File dialog box, choose All for the Export range.
  - c. Specify a location and name for the backup copy, and then click Save.
3. Navigate to the HKEY\_CURRENT\_USER\Software\Adobe\Adobe Acrobat\8.0 registry key.
  4. Create a key named AVPrivate. In that key, create a DWORD value named bForceHostCollationPS with a value of 1. For instructions on creating a registry key and a value, see the help for the Registry Editor in Help > Help Topics.
  5. Choose File > Exit, and then restart the computer.

## PDF files don't display for some sites | Internet Explorer

### PDF files don't display for some sites on Internet Explorer

PDF files don't display for some sites when you use Internet Explorer with the embedded Adobe Acrobat or Adobe Reader PDF viewer.

This issue is only applicable if you are using Adobe Acrobat/Reader 10.0.0, 10.0.1, 9.4.2, or 9.4.3. Later patch releases address this issue.

This issue only occurs in the following situations:

- The filename part of the URL path does not have a '.pdf' extension (for example, it has .aspx or .php). This case is more common when you're looking at a statement or bill from a utility or financial institution.
- The Content-Type (mime-type) header contains additional information past the MIME type (for example, "application/pdf;charset=UTF-8," which is common for web applications).

### Solutions

Do one of the following:

- For the company owning the server: Change the MIME type to "application/pdf."
- For the company owning the server: Change the URL to have extension ".pdf."
- For the client running Internet Explorer: add a registry item using the Windows Registry Editor, as described below:

#### Important note regarding registry entries

Adobe does not recommend manually adjusting the Windows registry. Proceed with caution, and only if you feel confident about editing it. Incorrectly modifying the Windows registry can result in serious Windows or application performance issues. Adobe Technical Support cannot support any issues caused by modifications to the Windows registry.

\*\*Back up your registry before proceeding.

- 1 Choose Start > Run.
- 2 Type **regedit** and click OK.
- 3 Navigate to the following location: HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\MIME\Database\Content Type\  
Type\
- 4 Select Content Type.

- 5 Choose Edit > New > Key.
- 6 Name the key as it corresponds to the content type sent by the server. For example, if the content-type from the server is "application/pdf;charset=UTF-8," which is the most common, name the key that: application/pdf;charset=UTF-8.
- 7 Select the new key that you just named.
- 8 Choose Edit > New > String Value.
- 9 Name the new String Value "AdobeMimeTreatAs."
- 10 Double-click the newly named String Value "AdobeMimeTreatAs."
- 11 In the Edit String window, type the following String value:application/pdf
- 12 In the Edit String window, click OK.
- 13 Choose File > Exit.

## PDF files created in Microsoft Project 2007 cause silent crash in Acrobat 8 or Reader 8

### Issue

When you scroll in a PDF file that was created in Microsoft Office Project 2007 either by using the PDFMaker add-on or by printing to the Adobe PDF printer, Adobe Acrobat 8 or Adobe Reader 8 crashes without displaying an error message.

### Reason

This issue only happens if the PDF files are created with the option "Bars and shapes in Gantt views in 3-D" in Microsoft Project is checked.

### Solution

#### **Re-create the PDF file in Microsoft Project without 3D Gantt view.**

- 1 Start Microsoft Project 2007.
- 2 Choose Tools > Options.
- 3 Select the View tab.
- 4 Uncheck the "Bars and shapes in Gantt view in 3-D" option.
- 5 Click OK.

The graphs in your PDF file will be displayed as they would appear in Microsoft Project 2003.

## Error: "The document is damaged..." | Opening PDF

### Problem

Acrobat products have historically opened a PDF as long as the %PDF-header started anywhere within the first 1024 bytes of the file. No checks were performed on the extraneous bytes before the %PDF-header. However, the 10.1.5 and 11.0.01 updates improve security by enforcing stricter parsing of the PDF-header. The product now refuses to open the small fraction of PDFs that do not correctly start with the '%PDF-' header and an error appears:

Error: the document is damaged and cannot be repaired. Adobe Reader could not open because it is either not a supported file type or because the file has been damaged (for example, it was sent as an email attachment and wasn't correctly decoded).

### Solutions

There are two workarounds, depending on your use case:

#### PDF creators

If you manage or administer software that automatically generates PDFs, modify the way the PDF is produced. Make sure that no extraneous bytes appear before %PDF at the head of the file.

#### PDF consumers: Enterprise admins and end users

If you are a customer or an enterprise IT professional, you can disable the header validation on machines by setting the appropriate preference. You can set this preference per user in HKCU or at the machine level for all users in HKLM. You can use a similar method on Mac OS by modifying the same plist preference. If the AVGeneral key does not exist, create it manually.

The HKLM path is generically:

```
HKLM\Software\Adobe\<(product name)\(version)\AVGeneral\bValidateBytesBeforeHeader=dword:00000000
```

For example, to change the behavior for Acrobat 11.0, create a DWORD at this location:

```
HKLM\SOFTWARE\Adobe\Adobe Acrobat\11.0\AVGeneral\bValidateBytesBeforeHeader=dword:00000000
```

The HKCU path is generically:

```
HKCU\Software\Adobe\<(product name)\(version)\AVGeneral\bValidateBytesBeforeHeader=dword:00000000
```

For example, to change the behavior for Reader 10.0, create a DWORD at this location:

```
HKCU\SOFTWARE\Adobe\Acrobat Reader\10.0\AVGeneral\bValidateBytesBeforeHeader=dword:00000000
```

Always change the product and version number in the preference path to match your installation. This method allows the PDF to display on machines you control.

## Error "Adobe PDF creation cannot continue..." | Printing from Internet Explorer 7 (Windows Vista)

## **You receive an error when trying to print to PDF from Internet Explorer 7.**

When you print to the Adobe PDF Printer from Internet Explorer 7 on Windows Vista, you receive the following error message:

"Adobe PDF creation cannot continue because Acrobat is not activated. Click retry after activating acrobat to continue printing."

You can print to the Adobe PDF Printer from other applications normally.

## **Install the most recent Adobe Acrobat update.**

Download the update from the Adobe website at [www.adobe.com/support/downloads](http://www.adobe.com/support/downloads).

## **PDF has clipped or missing content when created with PDFMaker (Acrobat 8.1 in Word 2007)**

### **Issue**

When you create a PDF using PDFMaker from Acrobat 8.1 in Microsoft Word 2007, content is clipped or missing.

### **Reason**

A Word document was converted to PDF when The Track Changes option was enabled prior to the current document being converted to PDF.

### **Solution**

Do one of the following solutions:

#### **Solution 1: Quit Word, restart it, and then convert document to PDF.**

- 1 Quit Word 2007.
- 2 Start Word, open the Word document and convert to PDF using PDFMaker.

#### **Solution 2: Use the Quick and simple PDF option to create the PDF.**

- 1 In Word 2007, click the Acrobat Tab
- 2 Click Preferences and select Quick and simple PDF, then click OK.
- 3 Click the Create PDF button.

**Note:** Instead of setting the option in Preferences, you can choose Quick and Simple from the Save As Adobe PDF dialog if you only want to use this setting for the current conversion.

## Output Preview feature fails to indicate the results of overprinting DeviceGray images on underlying DeviceCMYK images (Acrobat 7.x - 9.0)

### Issue

When viewing PDF files that have images in DeviceGray colorspace and Overprint=True attributes, the Acrobat Output Preview feature indicates that underlying images in DeviceCMYK colorspace will get knocked out by the overprinting images above it. This is an incorrect preview of the results of printing separations of the PDF from Acrobat and most other print engines. In the actual output, the DeviceGray images will overprint the underlying DeviceCMYK images, as expected. Because this type of overprinting is often an error in the document creation, you should preflight for this and correct it before printing.

### Reason

The cause of the issue is not known at this time, but is being investigated by Adobe Engineering.

### Solution

#### **Solution 1: Use the Output Preview's Object Inspector Feature.**

In Acrobat 9.x, you can supplement the Output Preview's overprinting feedback with the Output Preview's Object Inspector feature.

- 1 From within the Output Preview panel, choose Object Inspector from the Preview combo box.
- 2 Select the image you wish to inspect.
- 3 Observe the information below, and check for "Overprint=True".

**Note:** The upper most image in your selection will be the bottom most object in the Object Inspector's view panel. Other objects below your selection will also appear in the list, in reverse order, such that the bottom most object on the page is the topmost object in the list.

#### **Solution 2: Use the Preflight feature.**

In Acrobat 7.x - 9.0, run the Preflight tool using a profile that checks for overprinting objects to avoid unexpected overprints. For more information on this, consult the User Guide for your version of Acrobat.

## Outlook 2003 Error message "Operation Failed" reopening attached Messages (Acrobat 8)

## Issue

When you open an e-mail message with an embedded message (.msg file) and then opens an attached PDF, then close and try to reopen the PDF, Outlook 2003 generates the error message, "Operation Failed".

## Reason

Acrobat is adding the PDFMaker to the current email window in the non-cached Exchange mode.

## Solution

### Enable Cached Exchange Mode in Outlook 2003.

- 1 Open Microsoft Outlook.
- 2 Select Tools > Email Accounts.
- 3 Select "View or change existing email account".
- 4 Click Next and select Email Account.
- 5 Click Change.
- 6 Select Use cached exchange mode.
- 7 Click Next and then click Finish.

## Outlines appear around redacted areas of an image (Acrobat 8.0, Adobe Reader 8.0)

### Issue

Areas of a PDF file that have had redactions applied have an outline, sometimes in a different color than the redaction itself.

### Solution

Use the Touch-up Object tool to move and/or resize the redaction box.

- 1 Choose Tools in the menu bar, and then Advanced Editing > Touch-up Object tool
- 2 Click on the redaction box to select it.
- 3 Drag to move the box, and/or click on one of the corners and drag to resize.

## Additional Information

When a redaction is applied to an image in a PDF file, Acrobat creates a box in the color specified in the properties of the redaction. Then, in order to remove the actual redacted data, the pixels under the redaction are blocked out in a color available in the palette of the image. These colors may not be the same. For example, if you apply a yellow redaction to a black and white image, Acrobat creates a yellow box, but actually blocks out the data with all-white or all-black pixels.

In some images (particularly images created from a scanner), the blocked out portion of the image and the object created by Acrobat may not align perfectly. This allows the edges of the underlying portion of to show.

## Only the first page of a print job prints on postscript emulation printers (Acrobat or Adobe Reader 9 on Windows)

### Issue

When you print from Adobe Acrobat 9 or Adobe Reader 9, only the first page of a print job prints.

### Details

You are trying to print a PDF file to Canon, Kyocera or other postscript emulation printers. Examples of affected printer models are Canon iR C4580i, C4080, C3200, Mita CS-850, Kyocera 2525, Kyocera 3232

### Solution

#### **Send the font information for each page in the PDF file when you print.**

For Adobe Acrobat Professional 9:

- 1 Choose File > Print.
- 2 Click on Advanced.
- 3 Choose Postscript Options.
- 4 Under Font and Resource Policy, select Send for Each Page.

In Adobe Reader 9:

- 1 Choose File > Print.
- 2 Click on Advanced.
- 3 Under Font and Resource Policy, select Send for Each Page.

## Only first page or first few pages of multi-page PDF files print (Acrobat 9 and Adobe Reader 9)

### Issue

Acrobat and Adobe Reader 9 only print the first few pages of multi-page PDF documents. The printer may also print a Postscript error.

### Solution

#### **Change the font and resource policy to Send for Each Page.**

**Note:** Your printer drivers must be PostScript capable to use this procedure.

- 1 Open Acrobat or Adobe Reader.
- 2 Choose File >Print.
- 3 Click the Advanced button.
- 4 The pop-up window that appears will look different depending on what print driver you have installed. If your driver is PostScript capable, then there should be a PostScript Options section.
- 5 In the PostScript Options section, change the "Font and Resource Policy" dropdown to "Send for Each Page".

## PDFMaker unavailable | Office 2003 and earlier | Acrobat 7, 8, 3D | Windows

### Issue

The PDFMaker icon (Convert To Adobe PDF) and the Acrobat menu are missing from a Microsoft Office 2003, XP, or 2000 application (for example, Access, Excel, Word).

### Solution

Do one or more of the following solutions:

#### **Solution 1: Remove Adobe PDF from the Disabled Items list in the Microsoft Office application.**

- 1 Open the Microsoft Office program (Word, Excel, Publisher, or Excel).
- 2 Go to Help > About [program name].
- 3 Click Disabled Items.
- 4 Select Adobe PDF from the list and click Enable.

5 Quit the Microsoft Office program and then restart it.

**Note:** Microsoft Office Applications disable add-ins as a failsafe if the application is prematurely closed (for example, system wasn't shut off properly or the application crashed).

### **Solution 2: Make sure PDFMaker components are installed.**

- 1 Choose Start > Run, type appwiz.cpl in the Open text box, and then click OK to open the Add Or Remove Programs dialog box.
- 2 Locate and select Adobe Acrobat 7 or Adobe Acrobat 8 and click Change/Remove.
- 3 When the Wizard appears, click Next.
- 4 Select Modify and click Next again.
- 5 Expand the Create Adobe PDF tree view, and then click on the down arrow on the Acrobat PDFMaker object.
- 6 Select "This feature will be installed on the local hard drive," click Next, and then click Update.

### **Solution 3: Enable the COM add-in file in the Office application.**

- 1 Start the Office application.
- 2 Choose Help > About [application].
- 3 Click Disabled Items.
- 4 Check the list for PDFMakerOfficeAddin:
  - If it's listed, then select it and click Enable. Close all dialog boxes and restart the Office application.
  - If it's not listed, then make sure that PDFMOfficeAddin.dll is located in the Acrobat 7.0/PDFMaker/Office (Acrobat 7, Acrobat 3D) or Acrobat 8.0/PDFMaker/Office (Acrobat 8) folder. If the file is missing, then reinstall Acrobat.

### **Solution 4: Rename the Normal.dot file.**

To prevent the formatting, autotext, and macros that are stored in the global template (Normal.dot) from affecting the behavior of Microsoft Word and other applications, rename your global template (Normal.dot). When you do so, you can quickly determine whether the global template is causing the issue.

**Important:** When you rename the Normal.dot template, you reset several options to the default settings, including custom styles, custom toolbars, macros, and AutoText entries. Therefore, Microsoft strongly recommends that you not delete your Normal.dot file.

Certain configurations may create more than one Normal.dot file. For example, this issue may occur if a computer runs more than one version of Word or if several workstation installations exist on the same computer.

To rename the Normal.dot file:

**Note:** The following steps are specific to Microsoft Word, but may also be used with slight modification for other Microsoft Office applications. Do not use the /a switch to restart Word or another application after you complete these steps.

On Windows 2000:

- 1 Quit all instances of Word, including Outlook if Word is your e-mail editor.
- 2 Select Start > Search > For Files Or Folders.
- 3 In the Search For Files Or Folders Named box, type: **Normal.dot**.
- 4 In the Look In box, select your local hard disk.

- 5 Click Search Now to search for the file.
- 6 For each occurrence of the Normal.dot file that appears in the Search Results dialog box, do the following:
  - Right-click the file, and select Rename.
  - Give the file a new name (for example, OldNormal.dot or Normal-1.dot), and then press Enter.
- 7 On the File menu, click Close to quit the Search, and then restart Word.

On Windows XP:

- 1 Quit all instances of Word, including Outlook if Word is your e-mail editor.
- 2 Select Start > Search.
- 3 Under What Do You Want To Search For, select All Files And Folders.
- 4 In the All Or Part Of The File Name box, type: **Normal.dot**.
- 5 In the Look In box, choose your local hard disk (or an alternative user template location if you are running Word from a network server).
- 6 Click Search.
- 7 For each occurrence of the Normal.dot file that appears in the Search Results dialog box, do the following:
  - Right-click the file, and select Rename.
  - Give the file a new name (for example, OldNormal.dot or Normal-1.dot), and then press Enter.
- 8 On the File menu, click Close, and then restart Word.

If you resolve the issue when you rename your global template, the issue is a damaged Normal.dot template.

### **Solution 5: Change the security level of macros in the Office application.**

For the COM add-in file to load into Windows, either the Trusted Publishers tab must list Adobe Systems Inc. or the security settings must be changed.

In Office 2000, XP, or 2003 applications:

- 1 From the Tools menu, choose Macro > Security.
- 2 Click the Trusted Publishers tab:
  - a If Adobe Systems, Inc. is listed, no changes are required.
  - b If Adobe Systems, Inc. is not listed, proceed to step 3.
- 3 Choose one of the following settings:
  - In the Security tab, set the security level to Very High; in the Trusted Publishers tab, select Trust All Installed Add-ins And Templates.
  - In the Security tab, set the security level to High; in the Trusted Publishers tab, deselect Trust All Installed Add-ins And Templates.
- 4 Close all dialog boxes, and restart the application.

### **Solution 6: Add the COM add-in file to the Windows registry.**

- 1 In Windows Explorer, locate the COM add-in file (PDFMOfficeAddin.dll) and note the exact path, which may include spaces.
- 2 Choose Start > Run.

- 3 Type `regsvr32` followed by a space, and then type the path that you noted in step 1, in quotation marks. For example: `regsvr32 "C:\Program Files\Adobe\Acrobat 8.0\PDFMaker\Office"`
- 4 Click OK, and then start the Office application.

### **Solution 7: Run Detect And Repair while no other applications are running.**

- 1 Quit all applications and restart Windows.
- 2 Start Acrobat.
- 3 Choose Help > Detect And Repair and follow the on-screen instructions.
- 4 After the repair is complete, restart your computer.

### **Solution 8: Remove and reinstall Acrobat in Simplified mode.**

Device drivers and software that loads automatically with Windows (for example, screen savers and virus protection utilities) can conflict with the Acrobat installer and cause problems. To prevent conflict, reinstall Acrobat while Windows is in Simplified mode. In Simplified mode, nonstandard device drivers and startup software are disabled.

To remove Acrobat:

- 1 Move any personal files out of the Acrobat application folder and its subfolders.
- 2 Choose Start > Settings > Control Panel, and double-click Add Or Remove Programs.
- 3 Select Adobe [Acrobat product], and click Remove. Follow the on-screen instructions to remove the application.
- 4 Restart the computer.

To reinstall Acrobat in Simplified Mode:

- 1 Quit open applications.
- 2 In Windows Explorer, move all icons and shortcuts from the following folders to another folder:
  - Documents and Settings/All Users/Start Menu/Programs/Startup
  - Documents and Settings/[user profile]/Start Menu/Programs/Startup
- 3 Restart Windows.
- 4 Right-click the taskbar and choose Task Manager.
- 5 Click the Applications tab.
- 6 Select all applications that are running and click End Task.
- 7 Double-click the Setup.exe file on your installation media and follow the on-screen instructions to complete the installation.
- 8 To re-enable the startup items when you're done installing, move the icons and shortcuts you moved in step 2 back to their respective Startup folders.

### **Solution 9: Remove macros from Word.**

- 1 Choose Tools > Templates And Add-ins.
- 2 Select each item, and click Remove.
- 3 Quit and restart Word. **Note:** If the Convert To PDF icon is still missing, choose Tools > Templates And Add-ins and make sure the removed items don't appear. If removed items do appear, remove the macro from Word or remove the application that installed the macro into Word.

**Solution 10: Remove other COM add-in files from Word.**

- 1 Start Word.
- 2 Choose Tools > Customize.
- 3 Click the Commands tab and select Tools in the Categories list.
- 4 Select COM Add-ins and drag it to the toolbar in Word.
- 5 Click the COM Add-ins menu on the Word toolbar.
- 6 Select and remove all add-ins except the Web Page Wizard and the Microsoft Word Fonts Tool.
- 7 Quit and restart Word.

**Solution 11: Repair Access. (Access only)**

If you installed Access 2000 after you installed Office XP or Office 2003, you must perform a Repair of Office for the PDFMaker menu to appear.

- 1 Choose Start > Settings > Control Panel > Add/Remove Programs (Windows 2000) or Start > Control Panel > Add Or Remove Programs (Windows XP).
- 2 Select Microsoft Office, and click Change.
- 3 In the Setup dialog box, choose Reinstall (Office 2003) or Repair (Office XP), and then click Next.
- 4 Choose Detect And Repair Errors In My Office Installation, and then click Install.

**Solution 12: Customize the Toolbar options. (Access only)**

- 1 Select View > Toolbars > Customize.
- 2 In the Toolbars tab, select the Utility 1 and Menu Bar options.
- 3 Click Properties.
- 4 Select Allow Showing/Hiding.

**Solution 13: Remove previous-version PDFMaker files from the system.**

- 1 Select Start > Search.
- 2 Select All Files and Folders.
- 3 In text box labeled "All or part of the file name:" type **PDFMaker.\*** .
- 4 Click Search.**Note:** This search may take several minutes depending on the speed of your system.
- 5 Delete all results that are system files (for example, PDFMaker.DOT or PDFMaker.XLA). You do not need to delete documents that you created and named PDFMaker (for example, PDFMaker.doc or PDFMaker.pdf).

**Solution 14: Remove Microsoft Works.**

Adobe has verified that Microsoft Works conflicts with Microsoft Word and will prevent the Convert to Adobe PDF menu from appearing in Word. Microsoft Works is pre-installed on many computers.

To remove Microsoft Works:

- 1 Choose Start > Run, type **appwiz.cpl** in the Open text box, and then click OK to open the Add Or Remove Programs dialog box.
- 2 Locate and select Microsoft Works, and click Change/Remove.
- 3 When the Wizard appears, click Next.

- 4 Select Remove, click Next, and follow the remaining on-screen prompts.

## Additional Information

Acrobat 7.0-8.0 installs a COM add-in file to the Acrobat 7.0/PDFMaker/Office or Acrobat 8.0/PDFMaker/Office folders. This file provides PDFMaker icons and menu commands for Word, Excel, PowerPoint, Access, Publisher and Project. The COM add-in file must be checked into the Windows registry before it appears in applications.

PDFMaker icons don't appear in the toolbar if an Office application crashes and disables the COM add-in file.

Other COM add-in files and macros may conflict with the COM add-in file for PDFMaker and may prevent the Convert To PDF icons from appearing in the toolbar.

In Access, if the Utility1 Toolbar isn't enabled for viewing, then PDFMaker icons won't appear.

[329044](#): Message "Missing PDFMaker files" when you right-click a file to convert to PDF

# New features and issues addressed in the Acrobat 8.1 Update

## What's covered

- New features in Adobe Acrobat 8.1
- Issues addressed by the Acrobat 8.1 update

The Adobe Acrobat 8.1 update fixes a number of issues that were discovered after the release of Adobe Acrobat 8.0. The Acrobat 8.1 update is a patch release for Adobe Acrobat Professional and Standard.

## New features in Adobe Acrobat 8.1

New operating system support:

- Windows XP 64-bit edition
- Windows 2003 64-bit edition
- Windows Vista 32-bit and 64-bit editions

Note: There is a known issue with 64-bit versions of these operating systems which causes the Adobe PDF Printer to not work correctly. Microsoft has released a Hot Fix for this issue which is documented in Microsoft Knowledge Base Article #930627 available at <http://support.microsoft.com/kb/930627>. Adobe has tested and will support the Adobe PDF Printer with this Hot Fix installed.

New features:

- Vista Preview Handler: Preview Handler is a new user interface for viewing PDF files in Microsoft Office Outlook 2007 on Windows Vista and Windows XP, as well as in Windows Explorer on Windows Vista. Preview Handler must be turned on in both applications.
- Microsoft Office 2007 support.
- PDF printer driver in Vista supports high quality PDF creation.
- PDFMaker Office 2007 PDF Creation.
- Option to create Quick and Simple PDFs from Word 2007.
- New PDFMaker Ribbon UI in Office 2007.

- Mac OS X version now includes Flash MPP for improved support for Flash files with multimedia on Mac OS.
- InDesign Plug-In update supports communication with InDesign for Creative Suites 3.
- Option to print documents to a FedEx Kinkos office in the USA. English only.
- Direct render of Dynamic forms
- FIPS 140 Support

#### **Issues addressed by the Acrobat 8.1 update**

Below is a partial listing of bugs that were fixed in the Adobe Acrobat 8.1 update.

1405636 After form data import ,the content of the rich text field entered on the first page was not being displayed on 2nd and 3rd page, but the fields on the 2nd and 3rd page were bound to the same data element.

1356447 PDF files with double-byte characters in the title were not displayed in the browser with IIS compression switched on.

1470557 Viewer did not refresh the screen so that highlights were not properly displayed using the Object Data Tool.

1388417 SnippetRunner caused memory corruption.

1439192 Menu was blacklisted from javascript.

1471545 Color was not rendered correctly for the first rectangle object in a section of a PDF document.

1493398 CPU usage was 100% when updater is evoked.

1497160 Double-clicking Signature caused a crash.

1421700 Citrix: Type 1 fonts shifted by one character, (e.g. A becomes B in certain environments on some printers).

1468255 Mac only: When printing 2 "Pages per Sheet" set in driver properties, the first page print normally, then all subsequent pages were mirror printed.

1459136 When Microsoft Fax print driver was the default printer, Reader could not print to Microsoft Fax print driver because copy count was set to zero and disabled.

1371378 Citrix: When using UPD on Presentation Server 4 or later and the client computer has Color PS printer driver, output was black and white.

1467648 JS print call launched from OpenAction on Windows was ignored if no printer name was specified.

1468246 Mac only: When duplex printing, the last, odd numbered page was printed as mirrored image.

1490252 In the German Mac Print dialog, the option to print Even Pages Only was labeled Even and Odd Pages, but when selected it would print Even pages only.

1512880 Converting PDF with transparency to PDFX compliance not possible.

1382713 Full screen VR was not working.

1433252 Executing xmlhttpdata.applyXPath returned "undefined" message.

1438076 Javascript Print Params was not working when passed to a viewable print dialog.

1431234 Executing xmlhttpdata.applyXPath does not work.

1456582 Accessibility: Read Out Loud did not announce labels, states of radio buttons or checkboxes in forms.

1499191 Windows only: "Microsoft Visual C++ Runtime Library" Runtime Error opening PDF.

1478298 Bookmarks in bookmark pane disappear when clicking on links.

1471488 Red boxes appear over graphics when printed to some PostScript printers.

1508367 Certificate parsing error when you try to sign a PDF if a Windows generated peer-2-peer certificate is installed in the Windows Certificate Store

1497132 Grayscale raster images in AutoCAD drawing missing from PDF when using PDFMaker

1488286 Spool sizes of files sent to PCL printers larger than previous versions of Acrobat, which increased print times.

1448468 Typewriter tool text is red instead of black.

1436561 Outlook 2000 crashes with runtime error when accepting meeting invite.

## **Navigating through disabled form fields in Acrobat and Adobe Reader 9 may invoke a script linked to the field.**

### **Issue**

For accessibility reasons, Adobe Acrobat 9.0 and Adobe Reader 9.0 allow tabbing through read-only fields. In some cases, this may generate a warning message.

### **Reason**

The warning message may appear if there is an event written on the read-only field. This event will be executed when the user navigates to the field.

This problem did not exist in Reader 7.x because tabbing through the disabled fields was not permitted, and any events written on these fields were ignored.

### **Solution**

Set the fields as Protected instead of read-only or instruct the users to ignore the message.

## **Missing or Garbled Text when converting or combining PDF documents in Acrobat 9 (TechNote Video)**

### **Issue**

Text does not display or print correctly after you convert or combine documents in Acrobat 9.

- Text appears to melt or characters overlap
- Text is scrambled, garbled, or is replaced by "garbage" characters.
- Some text appears in subscript.
- Text prints incorrectly

## Reason

Embedding prevents font substitution when readers view or print the file, and ensures that readers see the text in its original font.

## Solution

Play the video below to learn how to resolve this issue.

If you prefer text instruction, you can read the [HTML version](#).

# Missing or Garbled Text when converting or combining PDF documents in Acrobat 9

## Issue

Text does not display or print correctly after you convert or combine documents in Acrobat 9.

- Text appears to melt or characters overlap.
- Text is scrambled, garbled, or displays as "garbage" characters.
- Some text appears in subscript.
- Text prints incorrectly.

## Solution

Embedding prevents font substitution when readers view or print the file and ensures that readers see the text in its original font.

The text below explains how to embed fonts. Alternatively, you can [view a video](#).

Embedding fonts into Acrobat 9 through Distiller:

- 1 Launch Acrobat.
- 2 Choose Advanced > Print Production > Acrobat Distiller.
- 3 Select Standard in Default settings.
- 4 Go to Settings and select Edit Adobe PDF Settings.
- 5 Select Fonts and in the font source window select the fonts you want to Add.
- 6 Click Save As and then OK.

**Note:** This solution creates a new job option file in which all the fonts that you have selected are always embedded.

## Message "content preparation progress" when opening a PDF file

### Issue

When opening a PDF with Acrobat or Reader, on Windows XP or Vista, the message

"Content Preparation Progress.Please wait while the document is being prepared for reading." Status: Processing page \_\_\_\_ of \_\_\_\_.

appears before the PDF opens.

### Solution

1. Go to Edit > Preferences > Reading.
2. Under "Screen Reader Options" select "Only read the currently visible pages".

### Background information

When setting up documents for reflow this message may be displayed. Changing the preference within Reading allows Acrobat to process the current page only.

## Manually remove Adobe Reader | 7.x on Windows

### Overview

Adobe recommends that you use the Adobe Reader 7.0 uninstaller in the Add/Remove Programs utility in Windows to remove Adobe Reader 7.0 from the computer. Occasionally, however, damaged files or a partial installation can prevent the Adobe Reader 7.0 uninstaller from working correctly. They can also cause the uninstaller to leave files or empty application folders on the system after the removal is performed. You could also notice Adobe Reader 7.0 missing from the Add/Remove Programs list. Or, you could find that the installer only displays the Repair and Remove options when you try to install Adobe Reader 7.0.

Manually removing Adobe Reader 7.0 ensures that all files and folders are removed.

These instructions are for removing Adobe Reader 7.0. If you have other versions of Adobe applications installed, remove only the files below that relate to Adobe Reader 7.0. These steps also remove any extra content (for example, Goodies or Functional Content) installed with Adobe Reader 7.0. If you reinstall Adobe Reader 7.0, reinstall its extra content as well.

**Note:** It's possible that your system doesn't contain all of the files and folders listed in this document. If you do not find a listed file or folder on your system proceed to the next file or folder on the list.

### Before you begin

Some of these procedures require you to locate hidden files and hidden folders. Some procedures require you to locate files by their full filenames, which include extensions (for example, example\_filename.ini). By default, Windows Explorer doesn't show hidden files, hidden folders, or filename extensions that it recognizes.

To show hidden files, hidden folders, and all filename extensions in Windows Explorer, do the following:

- 1 In Windows Explorer, choose Tools > Folder Options.
- 2 Click the View tab in the Folder Options dialog box.
- 3 In Advanced Settings, select Show Hidden Files And Folders.
- 4 Deselect Hide Extensions For Known File Types.
- 5 Click OK.

#### **Remove Adobe Reader 7.0 using the uninstaller**

The uninstaller is designed to remove everything Adobe Reader 7.0 installs. When you start Adobe Reader 7.0 for the first time, or when you modify the preferences, new folders and files could be created. To ensure removal of all additional folders and files, proceed to "Remove remaining folders and files for Adobe Reader 7.0" below after you use the uninstaller.

To use the uninstaller, do the following:

- 1 Choose Start > Control Panel.
- 2 Double-click Add/Remove Programs.
- 3 Select Adobe Reader 7.0 and click Remove.
- 4 Follow the onscreen instructions to remove Adobe Reader 7.0..

#### **Prepare the computer to remove Adobe Reader 7.0**

Before proceeding with the following steps, print the directions. Restarting in Diagnostic or Safemode typically disables Internet access.

- 1 Delete Adobe Reader Speed Launcher.lnk from Documents and Settings\All Users\Start Menu\Programs\Startup.
- 2 Enable diagnostic or safe mode for Windows.

#### **Enable diagnostic mode for Windows XP**

- 1 Quit all applications.
- 2 Choose Start > Run, type msconfig in the Open textbox, and click OK.
- 3 Click the Startup tab and Services tab. Record all unselected items by name as the order may change.
- 4 Click the General tab, and choose Diagnostic startup.
- 5 Click OK, and restart Windows.**Note:** Upon restart, you are notified that the System Configuration Utility has changed the way that Windows starts up. Click OK, and when the System Configuration Utility appears, click Cancel.
- 6 Right-click icons in the Notification Area (called the System Tray in earlier versions of Windows) to close or disable any startup items that are still active.

#### **Reenable startup items and services for Windows XP**

After completing all of the steps in this document, reenable startup items for Windows XP.

- 1 Choose Start> Run.
- 2 Type msconfig in the Run dialog box, and click OK.

- 3 Click the General tab, and choose Normal Startup.
- 4 Deselect any items that you wrote down in Step 3 of the previous section.
- 5 Click Apply, and restart Windows for the changes to take effect.

#### **Enable safe mode for Windows 2000**

**Note:** Windows 2000 does not have the MSConfig utility for disabling start items. You can manually disable the items or obtain the MSConfig utility for Windows XP.

- 1 Click Start, and then click Shut Down.
- 2 Click Restart, and then click OK.
- 3 When you see the message Please select the operating system to start, press F8.
- 4 Use the arrow keys to highlight the appropriate safe mode option, and then press Enter.
- 5 Use the arrow keys to highlight an operating system, and then press Enter. **Note:** See the Microsoft website for additional information about this process.

#### **Reenable the startup items for Windows 2000**

After completing all of the steps in this document, reenable startup items for Windows 2000.

- 1 Restart the computer.

#### **Remove Adobe Reader 7.0 registered files using the command prompt**

- 1 Acrobat registers a numerous files with the operating system during the installation. It's necessary to remove these files to successfully remove the application. You can remove registered files from the operating system when the shell is not running.
- 2 Press Control-Alt-Delete and choose Task Manager.
- 3 On the Processes tab, select explorer.exe and choose End Process (items on your desktop disappear). **Important:** The Task Manager remains open during this process
- 4 Click Yes in the warning box.
- 5 Choose File > New Task.
- 6 Under Open, type cmd and click OK.
- 7 Minimize the Task Manager.
- 8 Type cd "C:\Program Files\Aobe\Acrobat 7.0\ActiveX" and press Enter.
- 9 Type del AcroPDF.dll and press Enter.
- 10 Type del pdfshell.dll and press Enter.
- 11 Type exit and press Enter.
- 12 Maximize the Task Manager.
- 13 In Task Manager, choose File > New Task.
- 14 Type explorer.exe and click OK. (Your desktop reappears.)
- 15 Exit the Task Manager.

#### **Remove remaining folders and files for Adobe Reader 7.0**

Back up any personal files you want to save from the following directories, and then remove the listed folders and files:

Program Files\Adobe\Acrobat 7.0\Reader

Program Files\Common Files\Adobe\Acrobat

Program Files\Internet Explorer\PLUGINS\nppdf32.dll

Documents and Settings\User Name\Application Data\Adobe\Acrobat

Documents and Settings\All Users\Application Data\Adobe\Acrobat

Documents and Settings\All Users\Desktop\Adobe Reader 7.lnk

Documents and Settings\All Users\Start Menu\Programs\Adobe Reader 7.lnk

Program Files\Netscape\Netscape Browser\plugins\nppdf32.dll

### **Remove remaining registry entries for Adobe Reader 7.0**

Remove the application registry keys from the registry, if they are available.

**Note:** Log in to the computer as an Administrator to modify your registry.

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't support editing the registry, which contains critical system and application information. For information on the Windows Registry Editor, see the documentation for Windows or contact Microsoft Technical Support. It's possible that you don't have all of these files.

**Important:** Make a backup copy of the registry before you edit it.

- 1 Choose Start > Run, and type regedit in the Open textbox; click OK.
- 2 Navigate to one of the registry keys listed below and select it in the left panel. It appears in the registry editor as a folder.
- 3 Choose Edit > Delete. Click Yes in the Confirm Key Delete dialog box.
- 4 Repeat steps 1-3 as necessary for any remaining registry entries.

### **Remove the following registry entries**

HKEY\_CURRENT\_USER\Software\Adobe\Adobe Reader

HKEY\_LOCAL\_MACHINE\Software\Adobe\Adobe Reader

HKEY\_LOCAL\_MACHINE\Software\Adobe\Repair\Adobe Reader HKEY\_LOCAL\_MACHINE\Software\Adobe Systems\Common Install\Shared Service\B2E57000

HKEY\_CLASSES\_ROOT\Installer\Features\68AB67CA3301B7447A50000000000020

HKEY\_CLASSES\_ROOT\Installer\Products\68AB67CA3301B7447A50000000000020

### **Complete the removal**

Empty your Recycle Bin and restart your computer.

## **Manually remove Acrobat Standard 8.x | Windows**

### **Overview**

Adobe recommends that you use the Adobe Acrobat 8 uninstaller in the Add/Remove Programs utility in Windows to remove Adobe Acrobat 8 from the computer. Occasionally, however, damaged files or a partial installation prevent the Adobe Acrobat 8 uninstaller from working correctly. Or the uninstaller leaves files or empty application folders on the system after the removal is performed. You sometimes also notice Adobe Acrobat 8 missing from the Add/Remove Programs list. Or, you could find that the installer only displays the Repair and Remove options when you try to install Adobe Acrobat 8.

Manually removing Adobe Acrobat 8.0 ensures that all files and folders are removed. These instructions are for removing Adobe Acrobat 8.0. If you have other versions of Adobe applications installed, then be sure to remove only the files below that relate to Adobe Acrobat 8.0. These steps also remove any extra content (for example, Goodies or Functional Content) installed with Adobe Acrobat 8.0. If you reinstall Adobe Acrobat 8.0, reinstall its extra content as well.

**Note:** It's possible that doesn't contain all of the files and folders listed in this document. If you don't find a listed file or folder on your system, proceed to the next file or folder on the list.

### **Before you begin**

Some of these procedures require you to locate hidden files and hidden folders. Some procedures require you to locate files by their full filenames, which include extensions (for example, example\_filename.ini). By default, Windows Explorer doesn't show hidden files, hidden folders, or filename extensions that it recognizes.

To show hidden files, hidden folders, and all filename extensions in Windows Explorer, do the following:

- 1 In Windows Explorer, choose Tools > Folder Options.
- 2 Click the View tab in the Folder Options dialog box.
- 3 In Advanced Settings, select Show Hidden Files And Folders.
- 4 Deselect Hide Extensions For Known File Types.
- 5 Click OK.

### **Remove Adobe Acrobat 8.0 using the uninstaller**

The uninstaller is designed to remove everything Adobe Acrobat 8.0 installed. When you start Adobe Acrobat 8.0 for the first time, or when you modify the preferences, new folders and files can be created. To ensure the complete removal of all additional folders and files, proceed to "Remove remaining folders and files for Adobe Acrobat 8.0" below, after you use the uninstaller.

To use the uninstaller, do the following:

- 1 Choose Start > Control Panel.
- 2 Double-click Add/Remove Programs.
- 3 Do one of the following:
  - If you installed Adobe Acrobat 8.0 from the Adobe Acrobat 8.0 CD/DVD, then select Adobe Acrobat 8.0 and click Remove. Follow the onscreen instructions to remove Adobe Acrobat 8.0.
  - If you installed Adobe Acrobat 8.0 from the Creative Suite CD/DVDs, then select Creative Suite and click Remove. Follow the onscreen instructions to remove the Adobe Acrobat 8.0 component.

**Note:** When you run the uninstaller, you are prompted to remove, keep, or transfer activation. If you plan to reinstall Adobe Acrobat 8.0 on the same machine, consider keeping your activation. However, after you complete the manual removal, it's often necessary to reactivate Adobe Acrobat 8.0. If you plan to install Adobe Acrobat 8.0 on a different machine, transfer your activation.

### **Prepare the computer to remove Adobe Acrobat 8.0 Standard**

Before proceeding with the following steps, print the directions. Restarting in Diagnostic or Safe Mode typically disables Internet access.

- 1 Delete Adobe Acrobat Speed Launcher from Documents and Settings\All Users\Start Menu\Programs\Startup.
- 2 Enable Diagnostic or Safe Mode for Windows.

### Enable Diagnostic mode for Windows XP

- 1 Quit all applications.
- 2 Choose Start > Run, type **msconfig** in the Open textbox, and click OK.
- 3 Click on the Startup tab and Services tab. Record all deselected items.
- 4 Click the General tab, and choose Diagnostic startup.
- 5 Click OK, and restart Windows. **Note:** During startup, you are notified that the System Configuration Utility has changed the way that Windows starts up. In that window, click OK, and when the System Configuration Utility appears, click Cancel.
- 6 Right-click icons in the Notification Area (called the System Tray in earlier versions of Windows). Choose to close or exit or disable any startup items that are still active.

### Reenable startup items and services for Windows XP

After completing all of the steps in this document, reenabling startup items for Windows XP.

- 1 Choose Start > Run.
- 2 Type **msconfig** in the Run dialog box, and click OK.
- 3 Click the General tab, and choose Normal Startup.
- 4 Deselect any items that you wrote down in Step 3 of the previous section.
- 5 Click Apply, and then allow Windows to restart for the changes to take effect.

### Enable Safe Mode for Windows 2000

**Note:** Windows 2000 does not include the System Configuration Utility for disabling start items. You can manually disable the items or obtain the System Configuration Utility for Windows XP.

- 1 Click Start, and then click Shut Down.
- 2 Click Restart, and then click OK.
- 3 When you see the message, "Please select the operating system to start," press F8.
- 4 Use the arrow keys to highlight the appropriate Safe Mode option, and then press Enter.
- 5 Use the arrow keys to highlight an operating system, and then press Enter. **Note:** See the Microsoft website for additional information about this process.

### Reenable the startup items for Windows 2000

After completing all of the steps in this document, reenabling startup items for Windows 2000.

- ? Restart the computer.

### Grant full control permissions to all installed files and folders

Give Administrators Full Control of the Acrobat 8.0 folder and replicate permissions down to child objects.

### Reset Permission Using Windows Security

- 1 Click Start > Run, type **cmd**, and click OK.
  - 2 Type a line of the bold commands below and press enter after each:
- Note:** If any error messages are received after typing any of the below command verify the command and try again.

```
c:\cacls "C:\Program Files\Adobe\Acrobat 8.0" /T /E /C /G administrators:Fexit
```

Important: Enter spaces between /T, /E, /C, and /G in the third line.

### Remove Adobe Acrobat 8.0 registered files using the command prompt

- 1 Acrobat registers many files with the operating system during the installation. Remove all files to successfully remove the application. You can remove registered files from the operating system with the shell is not running.
- 2 Press Control-Alt-Delete and choose Task Manager.
- 3 On the Processes tab, select explorer.exe and choose End Process (items on your desktop disappear). **Important:** The Task Manager remains open during this process
- 4 Click Yes in the warning box.
- 5 Choose File > New Task.
- 6 Under Open, type **cmd** and click OK.
- 7 Minimize the Task Manager.
- 8 Type **cd C:\Program Files\Adobe\Acrobat 8.0\Acrobat Elements** and press Enter.
- 9 Type **del ContextMenu.dll** and press Enter.
- 10 Type **cd C:\Program Files\Common Files\Adobe\Acrobat\ActiveX** and press Enter.
- 11 Type **del AcroIEHelper.dll** and press Enter.
- 12 Type **del AcroPDF.dll** and press Enter.
- 13 Type **del pdfshell.dll** and press Enter.
- 14 Type **exit** and press Enter.
- 15 Maximize the Task Manager.
- 16 In Task Manager, choose File > New Task.
- 17 Type **explorer.exe** and click OK. (Your desktop reappears.)
- 18 Exit the Task Manager.

### Remove remaining folders and files for Adobe Acrobat 8.0

Back up any personal files you want to save from the following directories, and then remove the listed folders and files:

Program Files\Adobe\

- Acrobat 8.

Program Files\Common Files\Adobe\

- Acrobat

Program Files\Common Files\Macrovision Shared\

- FLEXnet Publisher

Program Files\Internet Explorer\PLUGINS\

- nppdf32.dll

Documents and Settings\[User Name]\Application Data\Adobe\

- Acrobat
- Adobe PDF

Documents and Settings\All Users\Application Data\Adobe\

- Acrobat
- Adobe PDF
- ALM

Documents and Settings\All Users\Application Data\FLEXnet\

- adobe\_00080000\_tsf.data

Documents and Settings\All Users\Desktop\

- Adobe Acrobat 8 Standard.lnk

Documents and Settings\All Users\Start Menu\Programs\

- Adobe Acrobat 8 Standard.lnk
- Acrobat Distiller 8.lnk

Windows\system32\spool\drivers\w32x86\3\

- ADGELP.INI
- ADPDF8.BPD
- ADPDF8.PPD
- ADREGP.DLL
- ADUIGP.DLL
- Ps5ui.dll
- Pscript.hlp
- PSCRIPT.NTF
- PSCRIPT5.DLL

Windows\system32\spool\drivers\w32x86\

- ADGelP.INI
- ADPDF8.PPD
- ADReGP.dll
- ADUIGP.DLL
- PS5UI.DLL
- PSCRIPT.HLP
- pscript.ntf
- PSCRIPT5.DLL

Windows\system32\

- adobePDE.dll

Program Files\Netscape\Netscape Browser\plugins\

- nppdf32.dll

### **Remove remaining registry entries for Adobe Acrobat 8.0**

Remove the application registry keys from the registry, if they are available.

**Note:** It's necessary to log in to the computer as an Administrator to modify your registry.

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't support editing the registry, which contains critical system and application information. For information on the Windows Registry Editor, see the documentation for Windows or contact Microsoft Technical Support. It's possible that you don't have all of these files.

**Important:** Make a backup copy of the registry before you edit it.

- 1 Choose Start > Run, and type **regedit** in the Open textbox; click OK.
- 2 Navigate to one of the registry keys listed below and select it in the left panel; it appears in the registry editor as a folder.
- 3 Choose Edit > Delete. Click Yes in the Confirm Key Delete dialog box.
- 4 Repeat steps 1-3 as needed for any remaining registry entries.

**Remove the following registry entries**

HKEY\_CURRENT\_USER\Software\Adobe\Acrobat Distiller  
 HKEY\_CURRENT\_USER\Software\Adobe\Acrobat Elements  
 HKEY\_CURRENT\_USER\Software\Adobe\Acrobat PDFMaker  
 HKEY\_CURRENT\_USER\Software\Adobe\Adobe Acrobat  
 HKEY\_CURRENT\_USER\Software\Adobe\ALM  
 HKEY\_CURRENT\_USER\Software\Adobe\PDF Settings  
 HKEY\_CURRENT\_USER\Software\Adobe\ALM\AcrobatStandard-8.0-ALL

HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Repair\Adobe Acrobat  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Acrobat Distiller  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Acrobat Elements  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Acrobat PDFMaker  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Adobe Acrobat  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Adobe Type Manager  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\PDF Admin Settings  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\PDF Owner

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\68AB67CA33010000ABE700000000030  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-1033-0000-BA7E-000000000003}  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Adobe Acrobat 8 Standard

HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Features\68AB67CA33010000ABE700000000030  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Products\68AB67CA33010000ABE700000000030

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Word\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Excel\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\MS Project\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\PDFMOutlook.PDFMOutlook  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\PowerPoint\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Publisher\Addins\PDFMaker.OfficeAddin

HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Adobe\Adobe Acrobat

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Low Rights\ElevationPolicy\{191DA03B-FBE7-4579-B64D-273DC8358F1B}  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Low Rights\ElevationPolicy\{907131E3-3ECF-4027-B0EB-3324883441D1}

**Complete the removal**

Empty your Recycle Bin and restart your computer.

## Manually remove Acrobat Standard | 7.x on Windows

### Overview

Adobe recommends that you use the Adobe Acrobat 7.0 uninstaller in the Add/Remove Programs utility in Windows to remove Adobe Acrobat 7.0 from the computer. Occasionally, however, damaged files or a partial installation can prevent the Adobe Acrobat 7.0 uninstaller from working correctly. And, they can cause the uninstaller to leave files or empty application folders on the system after the removal is performed. You could also notice Adobe Acrobat 7.0 missing from the Add/Remove Programs list. Or, you could find that the installer only displays the Repair and Remove options when you try to install Adobe Acrobat 7.0.

Manually removing Adobe Acrobat 7.0 ensures that all files and folders are removed.

These instructions are for removing Adobe Acrobat 7.0. If you have other/previous versions of Adobe applications installed, remove only the files below that relate to Adobe Acrobat 7.0. These steps also remove any extra content (for example, Goodies or Functional Content) installed with Adobe Acrobat 7.0. If you reinstall Adobe Acrobat 7.0, reinstall its extra content as well.

**Note:** It's possible that your system doesn't contain all of the files and folders listed in this document. If you do not find a listed file or folder on your system, proceed to the next file or folder on the list.

### Before you begin

Some of these procedures require you to locate hidden files and hidden folders. Some procedures require you to locate files by their full filenames, which include extensions (for example, example\_filename.ini). By default, Windows Explorer doesn't show hidden files, hidden folders, or filename extensions that it recognizes.

To show hidden files, hidden folders, and all filename extensions in Windows Explorer:

- 1 In Windows Explorer, choose Tools > Folder Options.
- 2 Click the View tab in the Folder Options dialog box.
- 3 In Advanced Settings, select Show Hidden Files And Folders.
- 4 Deselect Hide Extensions For Known File Types.
- 5 Click OK.

### Remove Adobe Acrobat 7.0 using the uninstaller

The uninstaller is designed to remove everything Adobe Acrobat 7.0 installs. When you start Adobe Acrobat 7.0 for the first time, or when you modify the preferences, new folders and files can be created. To ensure the complete removal of all additional folders and files, proceed to "Remove remaining folders and files for Adobe Acrobat 7.0" below after you use the uninstaller.

To use the uninstaller, do the following:

- 1 Choose Start > Control Panel.
- 2 Double click Add/Remove Programs.
- 3 Do one of the following:
  - If you installed Adobe Acrobat 7.0 from the Adobe Acrobat 7.0 CD, then select Adobe Acrobat 7.0 and click Remove. Follow the onscreen instructions to remove Adobe Acrobat 7.0.

- If you installed Adobe Acrobat 7.0 from the Creative Suite CDs, then select Creative Suite and click Remove. Follow the onscreen instructions to remove the Adobe Acrobat 7.0 component.

**Note:** When you run the uninstaller, you are prompted to remove, keep, or transfer activation. If you plan to reinstall Adobe Acrobat 7.0 on the same machine, keep your activation. However, after you complete the manual removal, it could be necessary to reactivate Adobe Acrobat 7.0. If you plan to install Adobe Acrobat 7.0 on a different machine, transfer your activation.

### **Prepare the computer to remove Adobe Acrobat 7.0 Standard**

Before proceeding with the following steps, print the directions. Restarting in Diagnostic or Safe mode typically disables Internet access.

- 1 Delete Adobe Acrobat Speed Launcher from Documents and Settings\All Users\Start Menu\Programs\Startup.
- 2 Enable diagnostic or safemode for Windows.

### **Enable diagnostic mode for Windows XP**

- 1 Quit all applications.
- 2 Choose Start > Run, type **msconfig** in the Open textbox, and click OK.
- 3 Click the Startup tab and Services tab. Record all deselected items by name, as the order can change.
- 4 Click the General tab, and choose Diagnostic startup.
- 5 Click OK, and restart Windows.**Note:** Upon reboot, you are notified that the System Configuration Utility has changed the way that Windows starts up. Click OK, and when the System Configuration Utility appears, click Cancel.
- 6 Right-click icons in the Notification Area (called the System Tray in earlier versions of Windows) to close or disable any startup items that are still active.

### **Reenable startup items and services for Windows XP**

After completing all of the steps in this document, reenabling startup items for Windows XP.

- 1 Choose Start > Run.
- 2 Type msconfig in the Run dialog box, and click OK.
- 3 Click the General tab, and choose Normal Startup.
- 4 Deselect any items that you wrote down in Step 3 of the previous section.
- 5 Click Apply, and restart Windows for the changes to take effect.

### **Enable safe mode for Windows 2000**

**Note:** Windows 2000 does not have the MSConfig utility for disabling start items. You can manually disable the items or obtain the MSConfig utility for Windows XP.

- 1 Click Start, and then click Shut Down.
- 2 Click Restart, and then click OK.
- 3 When you see the message Please select the operating system to start, press F8.
- 4 Use the arrow keys to highlight the appropriate safe mode option, and then press Enter.
- 5 Use the arrow keys to highlight an operating system, and then press Enter. **Note:** See the Microsoft website for additional information about this process.

### **Reenable the startup items for Windows 2000**

After completing all of the steps in this document, reenable startup items for Windows 2000.

? Restart the computer.

### **Remove Adobe Acrobat 7.0 registered files using the command prompt**

- 1** Acrobat registers a numerous files with the operating system during the installation. It's necessary to remove these files to successfully remove the application. You can remove registered files from the operating system with the shell is not running.
- 2** Press Control-Alt-Delete and choose Task Manager.
- 3** On the Processes tab, select explorer.exe and choose End Process (items on your desktop disappear). **Important:** The Task Manager remains open during this process
- 4** Click Yes in the warning box.
- 5** Choose File > New Task.
- 6** Under Open, type cmd and click OK.
- 7** Minimize the Task Manager.
- 8** Type cd "C:\Program Files\Adobe\Acrobat 7.0\ActiveX" and press Enter.
- 9** Type del AcroPDF.dll and press Enter.
- 10** Type del pdfshell.dll and press Enter.
- 11** Type exit and press Enter.
- 12** Maximize the Task Manager.
- 13** In Task Manager, choose File > New Task.
- 14** Type **explorer.exe** and click OK. (Your desktop should reappear.)
- 15** Exit the Task Manager.

### **Remove remaining folders and files for Adobe Acrobat 7.0**

Rename the Distiller DLL files before attempting to remove the folders. Change the filename extension from .dll to .old for the following files.

Program Files\Adobe\Acrobat 7.0\Distillr\

- adistres.dll
- AcroDistDLL.dll

Back up any personal files you want to save from the following directories, and then remove the listed folders and files:

Program Files\Adobe\Acrobat 7.0

Program Files\Common Files\Adobe\Acrobat

Program Files\Internet Explorer\PLUGINS\nppdf32.dll

Documents and Settings\[User Name]\Application Data\Adobe\

- Acrobat
- Designer
- Adobe PDF

Documents and Settings\All Users\Application Data\Macrovision\SafeCast\Product Licenses\

- B2883000.dat

- BD6FA000.dat

Documents and Settings\All Users\Application Data\Adobe\

- Acrobat
- Designer
- Adobe PDF

Documents and Settings\All Users\Desktop\Adobe Acrobat 7 Standard.lnk

Documents and Settings\All Users\Start Menu\Programs\

- Adobe Acrobat 7 Standard.lnk
- Acrobat Distiller 7.lnk

Windows\system32\spool\drivers\w32x86\3\

- ADGELP.INI
- ad2kregp.dll
- ad2kuigp.dll
- adpdf7.bpd
- adpdf7.ppd
- Ps5ui.dll
- Pscript.hlp
- PSCRIPT.NTF
- PSCRIPT5.DLL

Windows\system32\spool\drivers\w32x86\

- ADGelP.INI
- ADPDF7.PPD
- ADReGP.dll
- AD2kUIGP.DLL
- PS5UI.DLL
- PSCRIPT.HLP
- pscript.ntf
- PSCRIPT5.DLL

Windows\system32\adobePDF.dll

Program Files\Netscape\Netscape Browser\plugins\nppdf32.dll

### **Remove remaining registry entries for Adobe Acrobat 7.0**

Remove the application registry keys from the registry, if they are available.

**Note:** Log in to the computer as an Administrator to modify your registry.

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't support editing the registry, which contains critical system and application information. For information on the Windows Registry Editor, see the documentation for Windows or contact Microsoft Technical Support. It's possible that you don't have all of these files.

**Important:** Make a backup copy of the registry before you edit it.

- 1 Choose Start > Run, and type regedit in the Open textbox. Click OK.
- 2 Navigate to one of the registry keys listed below and select it in the left panel. It appears in the registry editor as a folder.
- 3 Choose Edit > Delete. Click Yes in the Confirm Key Delete dialog box.
- 4 Repeat steps 1-3 as necessary for any remaining registry entries.

**Remove the following registry entries**

HKEY\_CURRENT\_USER\Software\Adobe\Acrobat Distiller  
 HKEY\_CURRENT\_USER\Software\Adobe\Acrobat Elements  
 HKEY\_CURRENT\_USER\Software\Adobe\Acrobat PDFMaker  
 HKEY\_CURRENT\_USER\Software\Adobe\Adobe Acrobat

HKEY\_LOCAL\_MACHINE\Software\Adobe\Acrobat Distiller  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Acrobat Elements  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Adobe Acrobat  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Repair\Adobe Acrobat  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Uninstall\{AC76BA86-0000-0000-0000-000000000000}  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\CommonFiles\{AC76BA86-1033-0000-BA7E-000000000002}  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\CommonFiles\{AC76BA86-1033-0000-BA7E-100000000002}

HKEY\_LOCAL\_MACHINE\Software\Adobe Systems\Common Install\Shared Service\B2896000

HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\Adobe Acrobat 7.0 Standard  
 HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-1033-0000-BA7E-000000000002}  
 HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\Adobe Acrobat 7.0 Standard - V  
 HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-1033-0000-BA7E-100000000002}

HKEY\_LOCAL\_MACHINE\Software\Classes\Installer\Features\68AB67CA33010000ABE7010000000020  
 HKEY\_LOCAL\_MACHINE\Software\Classes\Installer\Products\68AB67CA33010000ABE7010000000020  
 HKEY\_LOCAL\_MACHINE\Software\Classes\Installer\Patches\8E768F6B290FE5C4ABE7CA07B58AFE54

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Word\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Excel\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\MS Project\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\PDFMOutlook.PDFMOutlook  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\PowerPoint\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Publisher\Addins\PDFMaker.OfficeAddin

**Complete the removal**

Empty your Recycle Bin and restart your computer.

## Manually remove Acrobat 8 | Windows

## Overview

Adobe recommends that you use the Adobe Acrobat 8 uninstaller in the Add/Remove Programs utility in Windows to remove Adobe Acrobat 8 from the computer. Occasionally, however, damaged files or a partial installation can prevent the Adobe Acrobat 8 uninstaller from working correctly. They can also cause the uninstaller to leave files or empty application folders on the system after the removal is performed. Sometimes, Adobe Acrobat 8 is missing from the Add/Remove Programs list. Or, you find that the installer only displays the Repair and Remove options when you try to install Adobe Acrobat 8.

Manually removing Adobe Acrobat 8 ensures that all files and folders are removed. These instructions are for removing Adobe Acrobat 8. If you have other/previous versions of Adobe applications installed, then be sure to remove only the files below that relate to Adobe Acrobat 8. These steps also remove any extra content (for example, Goodies or Functional Content) that you have installed with Adobe Acrobat 8. If you reinstall Adobe Acrobat 8, reinstall its extra content as well.

**Note:** It's likely that yours doesn't contain all of the files and folders listed in this document. If you do not find a listed file or folder on your system, you proceed to the next file or folder on the list.

## Before you begin

Some of these procedures require you to locate hidden files and hidden folders. Some procedures require you to locate files by their full filenames, which include extensions (for example, example\_filename.ini). By default, Windows Explorer doesn't show hidden files, hidden folders, or filename extensions that it recognizes.

To show hidden files, hidden folders, and all filename extensions in Windows Explorer:

- 1 In Windows Explorer, choose Tools > Folder Options.
- 2 Click the View tab in the Folder Options dialog box.
- 3 In Advanced Settings, select Show Hidden Files And Folders.
- 4 Deselect Hide Extensions For Known File Types.
- 5 Click OK.

## Remove Adobe Acrobat 8 using the uninstaller

The uninstaller is designed to remove everything installed by Adobe Acrobat 8. When you start Adobe Acrobat 8 for the first time, or when you modify the preferences, Acrobat sometimes creates new folders. To ensure the complete removal of all folder and files, proceed to "Remove remaining folders and files for Adobe Acrobat 8" below after using the uninstaller.

Use the uninstaller:

- 1 Choose Start > Control Panel.
- 2 Double click Add/Remove Programs.
- 3 Do one of the following:
  - If you installed Adobe Acrobat 8 from the Adobe Acrobat 8 CD/DVD, then select Adobe Acrobat 8 and click Remove. Follow the onscreen instructions to remove Adobe Acrobat 8.
  - If you installed Adobe Acrobat 8 from the Creative Suite CD/DVDs, then select Creative Suite and click Remove. Follow the onscreen instructions to remove the Adobe Acrobat 8 component.

**Note:** When you run the uninstaller, you are prompted to remove, keep, or transfer activation. If you plan to reinstall Adobe Acrobat 8 on the same machine, consider keeping your activation. However, after you complete the manual removal, it's likely that you'll have to reactivate Adobe Acrobat 8. If you plan to install Adobe Acrobat 8 on a different machine, transfer your activation.

## Preparing the computer to remove Adobe Acrobat 8 Professional

Before proceeding with the following steps, Adobe highly recommends printing the directions. Restarting in Diagnostic or Safe mode typically disables Internet access.

- 1 Delete Adobe Acrobat Speed Launcher from Documents and Settings\All Users\Start Menu\Programs\Startup.
- 2 Enable diagnostic or Safe mode for Windows.

### Enable diagnostic mode for Windows XP

- 1 Quit all applications.
- 2 Choose Start > Run, type **msconfig** in the Open textbox, and click OK.
- 3 Click the Startup tab and Services tab. Record all deselected items.
- 4 Click the General tab, and choose Diagnostic startup.
- 5 Click OK, and restart Windows.**Note:** Upon restart, you are notified that the System Configuration Utility has changed the way that Windows starts up. Click OK, and when the System Configuration Utility appears click Cancel.
- 6 Right-click icons in the Notification Area (called the System Tray in earlier versions of Windows) to close or disable any startup items that are still active.

### Reenable startup items and services for Windows XP

After completing all of the steps in this document reenabled startup items for Windows XP.

- 1 Choose Start> Run.
- 2 Type **msconfig** in the Run dialog box, and click OK.
- 3 Click the General tab, and choose Normal Startup.
- 4 Deselect any items that you wrote down in Step 3 of the previous section.
- 5 Click Apply, and restart Windows for the changes to take effect.

### Enable safe mode for Windows 2000

**Note:** Windows 2000 does not have the MSConfig utility for disabling start items. You can manually disable the items or obtain the MSConfig utility for Windows XP.

- 1 Click Start, and then click Shut Down.
- 2 Click Restart, and then click OK.
- 3 When you see the message, "Please select the operating system to start," press F8.
- 4 Use the arrow keys to highlight the appropriate safe mode option, and then press Enter.
- 5 Use the arrow keys to highlight an operating system, and then press Enter. **Note:** See the Microsoft website for additional information about this process.

## Reenable the startup items for Windows 2000

After completing all of the steps in this document, reenable startup items for Windows 2000.

? Restart the computer.

## Grant full control permissions to all installed files and folders

Give Administrators Full Control of the Acrobat 8 folder and replicate permissions down to child objects.

### Reset Permission Using Windows Security

1 Click Start > Run, type **cmd**, and click OK.

2 Type each of the bold command below and press enter:

- If any error messages are received after typing any of the below command, verify the command and try again.

`c:cacls "C:\Program Files\Adobe\Acrobat 8.0" /T /E /C /G administrators:Fexit Important: Enter spaces between /T, /E, /C, and /G in the third line.`

## Remove Adobe Acrobat 8 registered files using the command prompt

1 Acrobat registers many files with the operating system during the installation. To successfully remove the application, it's necessary to remove these files. Registered files can be removed from the operating system with the shell is not running.

2 Press Ctrl+Alt+Delete and choose Task Manager.

3 On the Processes tab, select `explorer.exe` and choose End Process (items on your desktop disappear). **Important:** Keep the Task Manager open during this process

4 Click Yes in the warning box.

5 Choose File > New Task.

6 Under Open, type **cmd** and click OK.

7 Minimize the Task Manager.

8 Type `cd "C:\Program Files\Adobe\Acrobat 8.0\Acrobat Elements"` and press Enter.

9 Type `del ContextMenu.dll` and press Enter.

10 Type `cd "C:\Program Files\Common Files\Adobe\Acrobat\ActiveX"` and press Enter.

11 Type `del AcroIEHelper.dll` and press Enter.

12 Type `del AcroPDF.dll` and press Enter.

13 Type `del pdfshell.dll` and press Enter.

14 Type `exit` and press Enter.

15 Maximize the Task Manager.

16 In Task Manager, choose File > New Task.

17 Type `explorer.exe` and click OK. (Your desktop reappears.)

18 Exit the Task Manager.

## Remove remaining folders and files for Adobe Acrobat 8

Back up any personal files you want to save from the following directories, and then remove the listed folders and files:

Program Files\Adobe\

- Acrobat 8.

Program Files\Common Files\Adobe\

- Acrobat

Program Files\Common Files\Macrovision Shared\

- FLEXnet Publisher

Program Files\Internet Explorer\PLUGINS\

- nppdf32.dll

Documents and Settings\[User Name]\Application Data\Adobe\

- Acrobat
- Designer
- Adobe PDF

Documents and Settings\All Users\Application Data\Adobe\

- Acrobat
- Designer
- Adobe PDF
- ALM

Documents and Settings\All Users\Application Data\FLEXnet\

- adobe\_00080000\_tsf.data

Documents and Settings\All Users\Desktop\

- Adobe Acrobat 8 Professional.lnk

Documents and Settings\All Users\Start Menu\Programs\

- Adobe Acrobat 8 Professional.lnk
- Acrobat Distiller 8.lnk
- Adobe LiveCycle Designer 8.0.lnk

Windows\system32\spool\drivers\w32x86\3\

- ADGELP.INI
- ADPDF8.BPD
- ADPDF8.PPD
- ADREGP.DLL
- ADUIGP.DLL
- Ps5ui.dll
- Pscript.hlp
- PSCRIPT.NTF

- PSCRIPT5.DLL

Windows\system32\spool\drivers\w32x86\

- ADGelP.INI
- ADPDF8.PPD
- ADReGP.dll
- ADUIGP.DLL
- PS5UI.DLL
- PSCRIPT.HLP
- pscript.ntf
- PSCRIPT5.DLL

Windows\system32\

- adobePDF.dll

Program Files\Netscape\Netscape Browser\plugins\

- nppdf32.dll

## Remove remaining registry entries for Adobe Acrobat 8

Remove the application registry keys from the registry, if they are available.

**Note:** Log in to the computer as an Administrator to modify your registry.

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't support editing the registry, which contains critical system and application information. For information on the Windows Registry Editor, see the documentation for Windows or contact Microsoft Technical Support. It's likely that you do not have all of these files.

**Important:** Make a backup copy of the registry before you edit it.

- 1 Choose Start > Run, and type **regedit** in the Open textbox; click OK.
- 2 Navigate to one of the registry keys listed below and select it in the left panel; it appears in the registry editor as a folder.
- 3 Choose Edit > Delete. Click Yes in the Confirm Key Delete dialog box.
- 4 Repeat steps 1-3 as needed for any remaining registry entries.

### Remove the following registry entries

HKEY\_CURRENT\_USER\Software\Adobe\Acrobat Distiller HKEY\_CURRENT\_USER\Software\Adobe\Acrobat

Elements HKEY\_CURRENT\_USER\Software\Adobe\Acrobat PDFMaker

HKEY\_CURRENT\_USER\Software\Adobe\Adobe Acrobat HKEY\_CURRENT\_USER\Software\Adobe\Designer\8.0

HKEY\_CURRENT\_USER\Software\Adobe\PDF Settings

HKEY\_CURRENT\_USER\Software\Adobe\ALM\AcrobatProfessional-8.0-ALL

HKEY\_LOCAL\_MACHINE\Software\Adobe\Acrobat Distiller  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Acrobat Elements  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Acrobat PDFMaker  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Adobe Acrobat  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Repair\Adobe Acrobat  
 HKEY\_LOCAL\_MACHINE\Software\Adobe\Designer\8.0 HKEY\_LOCAL\_MACHINE\Software\Adobe\PDF  
 Admin Settings HKEY\_LOCAL\_MACHINE\Software\Adobe\PDF Settings  
  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\ UserData\S-1-5-  
 18\Products\68AB67CA330100007706000000000030  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\ {AC76BA86-1033-0000-  
 7760-0000000000003} HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\  
 Adobe Acrobat 8 Professional  
  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Products\68AB67CA330100007706000000000030  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Features\68AB67CA330100007706000000000030  
  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Word\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Excel\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\MS Project\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\PDFMOutlook.PDFMOutlook  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\PowerPoint\Addins\PDFMaker.OfficeAddin  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Publisher\Addins\PDFMaker.OfficeAddin  
  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Adobe\Adobe Acrobat  
  
 HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Low Rights\ElevationPolicy\ {191DA03B-  
 FBE7-4579-B64D-273DC8358F1B} HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Low  
 Rights\ElevationPolicy\ {907131E3-3ECF-4027-B0EB-3324883441D1}

## Complete the removal

Empty your Recycle Bin and restart your computer.

# Long load time | PDF files | SmartCard | Acrobat, Reader

## Issue

It takes a long time to open a PDF file on a Smart Card.

## Solution

Update to Acrobat 9.4.5, 10.1, or later.

## Additional information

This behavior occurs regardless of whether you're using the Smart Card for Acrobat, or for some other external application.

After the Smart Card is inserted, Acrobat detects there is a certificate available. It tries to validate the Smart Card by checking the certificate chain in the Acrobat and the Windows trust stores. There is a known issue in Acrobat where the algorithm performing this certificate check is inefficient and loops through the chain multiple times. Adobe can improve the performance of the certificate check. However, it has no influence over the other components that lead to the total load time where a Smart Card is inserted. There are also known delays in the Smart Card, the reading device and driver, and in the Windows trust store.

## Link HTML to PDF page | Acrobat 7, Acrobat 3D

### What's covered

Open a PDF file to a specific page

Open a PDF file to a set destination

HTML pages can contain links that open PDF files within a web browser by using an Adobe Acrobat product (Adobe Acrobat Professional or Standard, Adobe Acrobat 3D, or Adobe Reader) plug-in that is installed into supported versions of Netscape Navigator, Mozilla Firefox, Microsoft Internet Explorer or Safari (Mac OS). When you open a PDF file within a web browser, the first page of the PDF file will be shown by default. You can add a string into the HTML link so a PDF file opens and jumps to a specified page or set destination. To use either of these two methods, do the following:

#### Open a PDF file to a specific page

To target an HTML link to a specific page in a PDF file, add `#page=[page number]` to the end of the link's URL.

For example, this HTML tag opens page 4 of a PDF file named `myfile.pdf`:

```
<A HREF="http://www.example.com/myfile.pdf#page=4">
```

**Note:** If you use UNC server locations (`\\servername\folder`) in a link, then set the link to open to a set destination using the procedure in the following section. If you use URLs containing local hard drive addresses (`c:\folder\`), then you cannot link to page numbers or set destinations. With Adobe Acrobat 7.0 products, a link to a page number only works if you use HTTP or HTTPS locations. UNC server locations will only work if you use the set destinations method outlined in the following section of this document.

#### Open a PDF file to a set destination

A destination is the end point of a link represented by text in the Destinations tab. Destinations enable you to set navigation paths across a collection of Adobe PDF documents. Linking to a destination is recommended when linking across documents because, unlike a link to a page, a link to a destination is not affected by the addition or deletion of pages within the target document.

To set a Destination in Acrobat 7.0 (Professional or Standard):

1. Set the Zoom and page location to the way you want it on the screen.
2. Select View > Navigation Tabs > Destinations to open the Destinations tab.
3. Select Options > New Destination from the Destinations tab.
4. Give the Destination a name.
5. Create an HTML link that points to this destination by adding `#[destination name]` to the end of the links URL.

For example, this HTML tag opens a destination named "glossary" in a PDF file named `myfile.pdf`:

<A HREF="http://www.example.com/myfile.pdf#glossary">

For more information about destinations, please see the Complete Acrobat 7.0 Help (open Acrobat, choose Help > Complete Acrobat 7.0 Help) and choose the Destinations section under the Index tab. Also, see <http://partners.adobe.com/public/developer/en/acrobat/PDFOpenParameters.pdf>.

## Additional Information

[326332](#): First page is always shown when you use an HTML hyperlink to open a PDF file to specific page (Acrobat 7.x, Acrobat 3D)

# Known issues and bugs | Acrobat and Reader 9

## Summary

Adobe Acrobat 9 and Adobe Reader 9 software is a significant upgrade that transform the process of creating and sharing electronic documents. Acrobat and Reader 9 delivers native support for Adobe Flash technology and the ability to unify a wide range of content in rich PDF Portfolios. It also offers access to real-time capabilities for conavigating a PDF document with colleagues.

## Products

- Adobe Reader 9
- Adobe Acrobat 9 Pro Extended
- Adobe Acrobat 9 Pro
- Adobe Acrobat 9 Standard

## Requirements

### Reader for Windows

- Intel 1.3-GHz processor
- Microsoft Windows 2000 with Service Pack 4, Windows Server® 2003; Windows XP Professional, Home Edition, or Tablet PC Edition with Service Pack 2 or 3; Windows Vista® Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1
- 128 MB of RAM (256 MB recommended)
- 335 MB of available hard disk space
- Microsoft Internet Explorer 6.0, 6.0 with Service Pack 1, or 7.0; Firefox 2.0 or 3.0

### Reader for Mac OS

- PowerPC G4, G5, or Intel processor
- Mac OS X v10.4.11â“10.5.3

- 128 MB of RAM (256 MB recommended)
- 405 MB of available hard-disk space
- Safari 2.0.4 or later

### **Acrobat Pro Extended for Windows**

- 1.3-GHz or faster processor
- Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3 (32 bit and 64 bit); Windows Server 2003 (with Service Pack 2 for 64 bit); or Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1 (32 bit and 64 bit)
- Internet Explorer 6.0
- 512 MB of RAM
- 2.35 GB of available hard-disk space
- 1024 x 768 screen resolution
- DVD-ROM drive
- Video hardware acceleration (optional)

### **Supported UNIX platforms for Adobe 3D Capture Utility (optional)**

- Sun Solaris 2.8: UltraSPARC® processor
- IBM AIX 5.2: POWER4 or PowerPC® 604 processor
- SGI IRIX 6.5: RISC 5000 processor
- HP-UX 11.0: PA-RISC 2.0 processor
- UNIX Capture Utility: 200 MB of available hard-disk space

### **Acrobat Pro for Windows**

- 1.3-GHz or faster processor
- Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3 (32 bit and 64 bit); Windows Server 2003 (with Service Pack 2 for 64 bit); or Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1 (32 bit and 64 bit)
- Internet Explorer 6.0
- 256 MB of RAM (512 MB recommended)
- 2.13 GB of available hard-disk space
- 1024 x 768 screen resolution
- DVD-ROM drive
- Video hardware acceleration (optional)

### **Acrobat Pro for Mac OS**

- PowerPC G4 or G5 or Intel® processor
- Mac OS X v10.4.11 or 10.5
- 256 MB of RAM (512 MB recommended)
- 1.42 GB of available hard-disk space

- 1024 x 768 screen resolution
- DVD-ROM drive

### **Acrobat Standard for Windows**

- 1.3-GHz or faster processor
- Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3 (32 bit and 64 bit); Windows Server 2003 (with Service Pack 2 for 64 bit); or Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1 (32 bit and 64 bit)
- Internet Explorer 6.0
- 256 MB of RAM (512 MB recommended)
- 985 MB of available hard-disk space
- 1 024 x 768 screen resolution
- DVD-ROM drive
- Video hardware acceleration (optional)

### **Languages**

English, French, German, and Japanese

### **Distribution**

Full installers

### **Release date**

June 25 2008

### **Known issues and workarounds**

#### **1677726: Administrative installation with GPO is not supported for combined Reader and AIR installer**

Currently, only Reader supports administrative installation with GPO.

#### **1625896: Saving an Excel 2007 workbook as a PDF creates a layout that differs from the layout in the Excel 2007 workbook**

This issue is a known issue with Microsoft Excel 2007 as noted in Microsoft KB 941506. To resolve this problem, configure the DPI settings in Excel 2007 to match the dpi settings of the PDF file. For more information, see [kb403530](#).

#### **1583743: Printing attachments from an "unopened" email in Outlook 2003 and 2007 fails**

If you try and print attachments in Outlook 2003 or 2007 without opening the email, you get an error. To work around the issue, open up the email first, then print attachments. For more information, see [kb403531](#).

### **1511555: Some PostScript fonts do not print properly on SHARP AR-M455N printers with PCL 6**

If PostScript fonts are not printing correctly on a SHARP AR-M455N printer with PCL 6, updating the driver corrects the problem. Visit the [SHARP website](#) for the updated driver. For more information, see [kb403722](#).

### **1668237: Printing failures reported on HP Postscript clones using Microsoft PostScript driver**

If printing fails using an HP clone printer with a Microsoft PostScript driver, updating the driver with an HP PostScript driver corrects the problem. For more information, see [kb403734](#).

### **1683042: Exported PostScript files are large**

It is possible that exported PostScript files are large. The workaround is to change Acrobat 9.0 color management settings to match Acrobat 8.0. Choose File > Save As > PostScript > Settings. Go into the Color management pane and select the Color Handling option from Acrobat Color Management to Printer Color Management. This setting reverts to Acrobat 8.x settings and causes comparable PostScript file sizes.

### **1833314: Word/Excel crash when user other than person who installed Acrobat clicks "Embed Video."**

If a user who didn't install Acrobat tries to embed a video from Microsoft Word or Excel, they experience a crash of the Word/Excel application. The workaround is to add the registry key HKEY\_CURRENT\_USER\Software\Adobe\Adobe Acrobat\9.0\InstallPath set (Default) to C:\Program Files\Adobe\Acrobat 9.0\Acrobat, where "C:\Program Files\Adobe\Acrobat 9.0" is the application install folder.

### **1823702: Excel 2007 Crashes when creating PDF with all cells selected**

If a user selects all cells within an Excel spreadsheet, then uses the ribbon option to create a PDF with the "Selection" option, Excel crashes. Use the print method instead.

### **1695917: PDF Creation Add-in is disabled in Microsoft application**

Microsoft applications disable add-ins as a fail-safe if the application is prematurely closed. (For example, add-ins are disabled when the system shuts down improperly during PDF creation.) If this issue happens, see [kb403561](#) for solutions.

### **1678119: Table of Content hyperlinks are not created in PDF if "Use hyperlinks instead of page numbers" is deselected in Word**

If the "Use hyperlinks instead of page numbers" option is OFF for the table of contents when converting a Word document to PDF, then no hyperlinks are created in the PDF. To work around this issue, enable the "Use hyperlinks instead of page numbers" option.

### **1663317: Two-page display becomes one-page display when converting Word 2007 to PDF**

If a PDF is created from a Word 2007 document in book layout view, the PDF is created as a single page instead of a two-page display. To work around this issue, do the following:

- 1 Click the Create PDF icon in the Acrobat ribbon.
- 2 With all default settings, save the PDF.
- 3 Open the PDF in Acrobat or Reader.
- 4 Choose File > Print.
- 5 Under Page Handling, select Booklet Printing from the Page Scaling pop-up menu.

- 6 Click OK.

### **1802672: Unable to create PDF from web capture on Windows 2008 Server (32 bit and 64 bit)**

Check whether your Internet Explorer advanced security setting "Enable third-party browser extensions" is ON. The default is OFF on Windows 2008 Server, which blocks extensions from loading. To use this feature on Windows 2008 Server, do the following:

- 1 Launch IE and select Tools > Internet Options.
- 2 Click the Advanced tab and go to Browsing.
- 3 Check Enable Third-party Browser Extensions.
- 4 Restart Internet Explorer.

### **1701952: Kodak i1220 doesn't scan using Memory Mode as Data Transfer method**

While using the Kodak i1220, a "Compression chosen is not supported" error occurs during scanning. Use the following workaround:

- 1 Launch Acrobat.
- 2 Choose File > Create PDF > From Scanner > Custom Scan.
- 3 In the Custom Scan dialog box, select the installed driver.
- 4 Click Options in the Input section.
- 5 Set Data Transfer Method as Native Mode.
- 6 Initiate the scan process. Or, remove any compression settings in scanner's user interface while scanning (Set compression to None).

### **3129205: JPN: User doesn't see what they type in Japanese until they commit the value in Portfolio**

While editing a Portfolio, you can input text in fields such as file title, file description, and cover page. However, you don't see what they are typing in Japanese until you commit the value. (Or, press space twice to get a candidate window > choose one of the candidates > then commit the value.)

## **Known issues | Acrobat X, Reader X**

This document contains known issues and troubleshooting tips not covered in the Acrobat and Reader documentation. Adobe identified the following issues at the time Acrobat X and Reader X were released. Problems that arose since release are covered in separate TechNotes or [release notes](#). If an update fixes an issue, the version number is noted. Bugs associated with an issue in this document appear in brackets [].

See [Reader Support](#) or [Acrobat Support](#) for other late-breaking information and known issues.

### **System requirements**

Make sure that your system meets the minimum System Requirements for your product:

- [Acrobat X Pro](#)
- [Acrobat X Standard](#)
- [Adobe Reader X](#)

- Any changes in system requirements for successive Acrobat/Reader updates are mentioned in respective [Release notes](#).

For Windows Server 2003 SP2 and Windows XP SP2 for 64 bit, Microsoft Hot Fix KB930627 is required. See [support.microsoft.com/kb/930627](http://support.microsoft.com/kb/930627).

## How to search for issues

### Search/Navigate this document

As a comprehensive list covering two products, this document is unusually long. To quickly find an issue covered in this document, use your web browser search feature.

- 1 Press:**Windows:** Ctrl + F **Mac OS:** Command + F
- 2 Then type your issue in the browser search box. The location of this search box depends on your browser. It usually appears at either the bottom of the window or below the menu bar or ribbon at the top of the window. **Microsoft Internet Explorer:**

**Mozilla Firefox:**

**Apple Safari:**

**Google Chrome:**

### Search for other TechNotes

Many issues are covered in separate TechNotes. To search for other issues and troubleshooting steps:

- 1 Go to [Reader Support](#) or [Acrobat Support](#).
- 2 Type your issue or error message in the search box.
- 3 Click the Search icon.

## Known issues on Windows

### Installation/Licensing

- Acrobat and Reader do not successfully install if the destination path contains double-byte or special characters. The problem only occurs when installing at a path that is in a different code page than the host OS. [2730985, 2714530]

- 1406 error in Reader web installer: This problem appears when a virus checking program such as McAfee is installed with maximum protection. It can come even in some other unknown scenarios. (It comes only with VC runtime libraries registration in GAC assembly cache.) A similar article is already published in the Adobe Knowledgebase at <http://kb2.adobe.com/cps/329/329137.html> [2640298]
- Acrobat X and Reader X can connect only to LiveCycle ES2 SP1 and later service versions. [2514825]
- The Files In Use dialog isn't displayed when you choose Help > Repair Acrobat Installation. This issue occurs when another user is viewing a PDF (using Acrobat) at the same time through Citrix. This issue also occurs in the WTS environment where a user can even uninstall the application, while another user is using it. Workaround: Admin can disable repair for standard user by creating key DISABLE\_REPAIR in the registry [2655803]
- If Acrobat X is installed with CS3, and CS3 is reinstalled or repaired, then Acrobat 8 gets reinstalled along with Acrobat X. Also, trying to install Acrobat 8 stand-alone over Acrobat X stand-alone displays a message that a more advanced product is already installed. [2672869]
- After Acrobat 10.0.1 is installed using an Admin Install Point (AIP), the 10.1 patch doesn't install over the 10.0.1 installation. The following message appears. "The upgrade cannot be installed by the Windows Installer service because the program to be upgraded may be missing, or the upgrade may update a different version of the program. Verify that the program to be upgraded exists on your computer and that you have the correct upgrade." TechNote [cpsid\\_88814](#) [2818745]
- (Vista 64 bit) Acrobat fails to start and displays the error: "The application has failed to start because its side-by-side configuration is incorrect. Please see the application event log for more detail." The workaround is to restart your computer. [2743784]
- In Acrobat X and later, choosing Help > Repair Acrobat Installation breaks the deactivation of Acrobat that the installation of AcrobatVolumeLicensingNoActivation.msi forces. [2678369]

## Updating

- The Updater entry in Preferences vanishes if the icheck registry (under HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Adobe ARM\1.0\ARM) is changed manually. If icheck registry is changed manually, the Updater entry vanishes in the next launch and reappears again in the next launch. [2399623]
- {FIXED in 10.1} Acrobat or Reader can freeze or stop working if you start either application while updates are being installed. [2386548, 2392307, 2586729]
- Error 1310 or 1321 appears when trying to patch Acrobat or Reader (Help > Check for Updates or double-click the patch directly). The Process Monitor logs indicate that Crash Plan is backing up files at the same time that Acrobat or Reader is trying to patch the files. The workaround is not to update the product while CrashPlan is backing up files. [2815059]

## Uninstalling Reader

- On Vista, uninstalling Reader shows the publisher as "Unidentified," when "Adobe Systems" is expected. [2262779]

## Accessibility

- If you have a screen reader running when you install Acrobat X, the focus does not land on any buttons in the end-user license acceptance field. Users must press Tab or Shift+Tab a couple of times to move the cursor to the end-user license acceptance buttons. In Adobe Reader, this issue is not present; users land on the decline button right away. [2704224]

- JAWS 10 does not read Windows+Period, Windows+Comma, Windows+Up, and Windows+Down correctly in a table. The workaround is to turn off the Auto Form Mode option. The Enable Auto Form Mode option is the default setting. When Auto Form Mode is on, press the ESC key, and then enter the Windows + Period key to read the contents of the current column. When Auto Form Mode is off, press the Enter key, and then enter the value. [2384139]
- When running the Accessibility Full Check feature on any XFA-based PDF, the following error occurs: "All of the text in this document lacks a language specification." To pass the Accessibility Full Check, the PDF requires a language (a /Lang tag). [2605924]
- {Fixed in 10.1.1} (Reader) An Application Error appears when Reader is started in Protected Mode on a Windows 7 machine with Speech Recognition running. The workaround is to turn off Protected Mode. (Edit > Preferences > General panel on the left. Deselect the option Enable Protected Mode At Startup.) [2809569]
- (Reader) JAWS is unable to read a PDF opened in a browser when Reader is started in Protected Mode on a Vista machine. The workaround is to turn off Protected Mode [2747010].
- (Reader) JAWS is unable to read a PDF in Mozilla Firefox 4 when Reader is started in Protected Mode. The workaround is to use an earlier version of Firefox. [2866957]

### Comments and annotations

- Localized annotation names are not fully displayed in the search result PDF for Japanese. Only the last three characters are displayed and there's no way to tell which comment type they are. For example, you see "ght test" where it would be "Highlight test" in English. The workaround is to control the amount of "pre" and "post" contextual words in the Windows registry. [2712837]
- In a PDF with numerous comments (500 or more), using Shift+A to select all comments in the Comments List causes Acrobat or Reader to freeze. NOTE: CTRL shortcuts do not work in the Comments List, so CTRL+A also cannot select all comments. [1700615]

### Catalog

- The Catalog feature fails to index folders containing single-byte Unicode characters and with a folder name length is less the eight characters. **Note:** Search also fails to add the index kept in these folders. [1886694]

### Citrix

- The Program Neighborhood Client is not supported. [2867547]
- The App Streaming configuration of XenApp 5 and 6 is not supported. [2810983]
- The FilesInUse dialog box isn't displayed when you choose Help > Repair Acrobat Installation when another user is viewing a PDF using Acrobat through Citrix. This issue also occurs in the WTS environment where a user can even uninstall the application, while another user is using it. Users with standard access should not be able to uninstall the application when it's in use. The workaround is for an administrator to disable repair for standard users by adding the key DISABLE\_REPAIR in the registry. [ 2655803, 2650392]

### Browsers (Internet Explorer, Firefox, Safari, Chrome)

- **Internet Explorer 7:** In a shared review, Internet Explorer 7 becomes unresponsive and the Publish/Delete Comments dialog box does not appear. This behavior happens if you add comments, but then navigate to a different URL without publishing the comments. The workaround is to publish the comments and close the shared review before opening another URL. [2741044]
- **Internet Explorer 9:** Depending on the speed of the system, Internet Explorer 9 sometimes displays a warning to disable Adobe PDF add-ons to speed up browsing. [2856456]

- **Internet Explorer:** With Internet Explorer running in protected mode, the Save Search Results feature fails. A Save As dialog box is displayed, but Acrobat can't open the PDF when it is saved to the desktop. [2708961]
- **Internet Explorer:** With Internet Explorer running in protected mode, the user's printer settings are not honored, and the manufacturer's or deployer's defaults are used. This behavior occurs for IE7/IE8 with Acrobat/Reader 9.x or IE7 with Acrobat/Reader 10.x. The workaround is to disable Internet Explorer protected mode, or upgrade to IE8. [2874948]
- **Internet Explorer:** Pages appear black when you open a PDF with bookmarks in the browser, click a bookmark or two, and then click Reload. This behavior occurs consistently in Safari (32 bit or 64 bit) in Mac OS, and occasionally in Internet Explorer in Windows. [2840208]
- **Internet Explorer/Firefox:** (Windows 7/Reader) When you open a PDF in Internet Explorer or Firefox, some features don't work if the display setting is set to Larger - 150%. (To change this setting, choose Control Panel > Appearance And Personalization > Display > Make Text And Other Items Larger Or Smaller.) For example, nothing happens if you click a toolbar, a navigation button, or a button in the semi-transparent floating toolbar at the bottom of the page. The workaround is to turn off Protected Mode, or change the display setting to "Medium - 125%" or "Smaller - 100% (default)." [2811420]
- **Firefox:** Firefox stops working in the following workflow, when Microsoft Office and Acrobat 10.1 are installed. 1) Start Firefox and drag a PDF onto the Firefox window to open it. 2) Click the Show Acrobat Toolbar button in the semi-transparent floating toolbar at the bottom of the page. 3) Click the Comment taskbar on the upper-right side of the PDF. 4) Click the Options button in the Comments List panel and select Export To Word. 5) When the Save Changes Before Exporting dialog box appears, click Save. Firefox hangs. [2847787]
- **Firefox:** In Firefox 4, a blank page appears when Acrobat is installed into a custom double-byte path. [2832730, 2714530, 2837121]
- **Google Chrome:** Chrome does not honor the default PDF owner at the window or tab level. If a PDF is open in Chrome with a nonowner, and another PDF is opened in a new window or tab, it opens with the nonowner. For example, suppose that a user has Acrobat 9 installed on their system, and then they install Reader X and give ownership to Reader X while installing. They open a PDF in Chrome, and then launch Reader X and change ownership to Acrobat 9. If the user opens a new Chrome window or tab, and then opens a PDF, the PDF opens in Reader X. The workaround is to restart Chrome. [2694988]
- **HTTPS:** {FIXED in 10.1.3} (Occurs after Acrobat/Reader 10.1.2 update) PDF is not rendered when present on a secured site. Workaround is to refresh page (F5). [TechNote](#) [3087872]

## Firefox

- Acrobat crashes when converting a web page from Firefox 3.5.5. {The problem was fixed in Firefox 3.5.6}. [2493712]
- You can't view PDF in Firefox when both Reader 8 and Acrobat X Pro are installed. This problem occurs when Firefox was installed last. The workaround is to repair Acrobat X (Help > Repair Acrobat Installation). [1765498]

## Collaboration – e-mail-based review

The merge dialog appears before the Flash multimedia dialog box. The initiator cannot merge comments into the original PDF. This problem can occur with e-mail-based reviews if the original PDF contains multimedia content. Here's a typical scenario:

- 1 Open a PDF with multimedia, add a sticky note comment, and save the PDF.
- 2 Select Comments > Attach For Email review and email the PDF.
- 3 Reviewer opens PDF, and selects Tools > Comment & Markup > Line, and adds a line to the document.
- 4 Reviewer clicks Send Comments button to return the comments.

5 Initiator double-clicks the PDF attached to the reviewer's email.

6 When the merge comments dialog displays, click Yes.

The multimedia dialog appears and the error message about the running task appears on top of it. Clicking OK displays the message that the review document could not be found. [1918612]

### Collaboration – shared review

- When the reviewer of a shared review adds a comment and submits it, the initiator of the review doesn't see the comment in the right location. Instead, the comment appears at the lower left, behind the PDF. [2734285]
- A file can't be sent for shared review more than once. [1779748]
- {FIXED in 10.1} Initiating a shared review fails when the PDF is opened from a network location. It also fails when creating the review file on the same shared location where the file is originally kept using a Saved Profile. An error message appears: "The comment repository location cannot be the same as the document location. Choose a different location for your comment repository." A workaround is to initiate a shared review by choosing the Internal Server option and then entering all the details of the network location. [2737699]
- Internet Explorer 7 becomes unresponsive and the Publish/Delete Comments dialog box does not appear. This behavior happens if you add comments, but then navigate to a different URL without publishing the comments. The workaround is to publish the comments and close the shared review before opening another URL. [2741044]

### Collaboration – browser-based review

- The Document Message Bar (DMB) doesn't appear once the user switches from offline to online mode. Refreshing the browser doesn't help. The problem occurs on Windows 2008 Server and Windows Server 2003. [2664477]

### Collaborate Live (Reader)

- Collaborate Live disconnects and connects continuously with Reader in Protected Mode. The workaround is to turn off Protected Mode. (Edit > Preferences > General panel on the left. Deselect the option Enable Protected Mode At Startup.) Then, re-enable Protected Mode when you finish your task. [2738036, 2635536]

### Combine files

- You can't combine files if you have both Acrobat and Reader installed and also have a PDF open in Reader (or Reader running in the background). If you right-click a file of a supported format and choose Combine Supported Files In Acrobat, the Combine Files dialog box doesn't open. The same result occurs if you choose Run and type `acrobat /n`. The workaround is to use the Run command to start Acrobat. Then click the Create button in the toolbar and choose Combine Files Into A Single PDF. [2605772]
- Dragging or dropping an Outlook email folder to the Combine Files dialog fails when the Outlook email account is set to use Japanese. The Outlook email account always has Japanese characters in the folder path. For example: Outlook:\???????%20-%20guitar%20\aaaaa, where ??????? is supposedly Japanese characters, turns into garbage characters. Due to the garbage characters, dragging an Outlook email folder to the Combine Files dialog fails. [2618079]
- The Combine Files feature does not start from the Getting Started window when using a Microsoft Office 2007 file on Windows XP (Service Pack 3). Start Acrobat X and click Combine Files Into PDF from the Getting Started window. Then add a \*.docx file. Select the file and click the Choose Pages button. This error appears: "Word cannot start the converter: msword632.wpc. After awhile, the Server Busy Warning dialog appears. The workaround on a Windows 32-bit machine is to delete this registry entry:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Shared Tools\Text Converters\Import\MSWord6.wpc.  
[2713003]

## Forms – Distribute

- A problem occurs in the Forms Distribute process if Protected View is set to All Files (Edit > Preferences > Security (Enhanced) > Enable Enhanced Security). If you choose a file that does not contain form fields, the wizard asks if you want to auto-detect form fields. Clicking Yes stops the process, and no information appears. [2849144]

## PDF creation

- The Adobe PDF Printer does not support "Enable advanced printing features." Turn off "Enable advanced printing features" for Adobe PDF Printer to work correctly.[2633953]
- Some characters in a text box are lost when the text box is converted to PDF. This issue can occur on a Vista 32-bit Japanese system. A possible workaround is to make the text box wider before converting. [1625896]
- The Adobe PDF Printer does not create a PDF/A compliant file from Access objects. Error displayed is: "Glyphs missing in embedded font." [2431563, 1780417]
- Cannot print PowerPoint and web page to PDF on Windows XP 64 bit. The issue only occurs on Windows XP 64-bit SP2. The issue reproduces with Internet Explorer 7, Internet Explorer 8, and PowerPoint 2003, and in Excel 2003, Word 2003, and Office 2007. The message "The printer command is invalid." appears when you print Word 2003 to PDF, but the PDF can be created. A workaround is to install the latest Windows Updates on XP SP2 64 bit. Then printing to Adobe PDF from PowerPoint 2003, Word 2003, and IE 8.0 works as expected. [2619079]
- Windows 2003 R2 64-bit server, Excel 2003/2007 PDFMaker and the Adobe PDF printer display the following error: "Your file could not be printed due to an error on Adobe PDF on Ne00." {The Microsoft [hotfix](#) corrects the problem}. [2609554]
- When printing an Excel Workbook to Adobe PDF Printer, and selecting the Entire Workbook for printing or multiple Active Sheets, a problem occurs. You are prompted for the name of the target PDF multiple times and multiple PDFs are created instead of a single one. The workaround is to use the Excel PDFMaker. [2513126]
- If you select more than one worksheet in Excel, and then choose File > Print > Adobe PDF, the error "The printer command is invalid" appears. If only one tab is selected, page is printed properly. This problem occurs on 64-bit Windows 2003, using Office 2007. The problem does not occur on 32-bit systems with the same configuration. {The Microsoft [hotfix](#) corrects the problem}. The issue occurs due to bug in GDI. [2609751]
- Excel 2003/2002: Adobe PDF Printer creates a blank page when a selected chart is printed with print quality set to 3600+ dpi. [2401800]

## PDF Portfolios

- Reader displays garbage characters when you preview web content HTML when the URL redirects to a PDF posted on the web server. [2711118]
- When a PDF Portfolio is created in Acrobat 9 and then opened in Acrobat X, the thumbnails for any Secured PDFs are smaller than expected. [2723975]
- Sometimes previews are blurry in Acrobat or Reader. The workaround is to turn off Protected Mode (Reader) or Protected View (Acrobat). [2835361]

## Lotus Notes PDFMaker

- If McAfee Antivirus is installed before Acrobat (and the McAfee add-in is present in Lotus Notes), the Acrobat PDFMaker toolbar doesn't install in Lotus Notes. This problem occurs in McAfee and Lotus Notes version combinations where McAfee AntiVirus gets installed (supported) in Lotus Notes. For Example: McAfee VirusScan 8.0i with Lotus Notes 6.0.x, McAfee VirusScan 8.5i with all Lotus Notes versions (even with Lotus Notes 7.0.x). The Acrobat menu commands appear correctly in Lotus Notes. Only the Acrobat PDFMaker toolbar fails to install. [1374378]

- A Lotus Notes conversion to PDF fails if PDFLibPI.ppi is missing from "...\Acrobat 9.0\PDFMaker\pdfplug\_ins\" folder. [1884332]
- All the HTML FORM Elements in mail, such as Text Field, Check Boxes, Radio Buttons, and Drop Down menu are lost in the created PDF. [1884359]
- (Lotus Notes 7/8.5) Acrobat in Protected View does not open PDF attachments when Lotus Notes is used. [2837673]

### Office PDFMaker

- The Office Starter Edition includes limited-functionality versions of Word and Excel. PDFMaker does not load in these versions of Word or Excel, and options to convert to Adobe PDF are not available. [2767226]
- (Windows Vista with Office 2010 64 bit) Right-clicking an Office document and choosing Convert To Adobe PDF And Email creates the PDF. However, the new message composer doesn't open. [2870975]
- (Windows Vista and Server 2008 with Office 2010 64 bit) When you install Acrobat 10.1, PDFMaker features are inactive, and cannot be enabled. To correct the issue, repair the Acrobat installation (Help > Repair Acrobat Installation). [2838036, 2837792]

### Word PDFMaker

- PDFMaker disables the Golder Macro in MS Word 2007 after creating the PDF. If this behavior is not desirable, a workaround is to prevent PDFMaker from disabling the macro. Set the registry entry below to 0:  
HKEY\_CURRENT\_USER\Software\Adobe\Acrobat\PDFMaker\10.0\Word\Settings\DisableMacro Disabling the macro, however, prevents PDF Maker from disabling all macros, which could be a security risk. [2504216, 2324017, 1444894]
- The right-side binding does not appear in the PDF (Acrobat > Create Adobe PDF > Preferences, then click Advanced Settings. [2657332]

### Outlook PDFMaker

If Outlook is online with Exchange (cached Exchange Mode OFF), then PDFMaker can only convert 249 mails through selection. All the mails after that are skipped with Status "Unable to open secured message."

- You can open messages in Outlook in the same session where PDFMaker conversion through selection had failed.
- Folder conversion works fine. PDFMaker successfully converts 10000 mails in an online folder on exchange server.
- Tested for Outlook 2007, Outlook 2003, and Outlook XP. Same behavior irrespective of outlook version. PDFMaker should be able to convert up to 1000 mails through selection with Cached Exchange Mode OFF. [1662502]

### Opening PDFs (Reader)

- A PDF cannot be opened from a virtual drive of Humyo SmartDrive (Trend Micro SafeSync).
- A PDF cannot be opened using any file open method.
- The "Access Denied" error appears.
- A PDF does not open properly in Internet Explorer 7 and a gray browser window appears. (A PDF opens properly in Mozilla 9 and Firefox 3.6.)

For more information, see [forums.adobe.com/thread/801226](http://forums.adobe.com/thread/801226). The workaround is to turn off Protected Mode. (Edit > Preferences > General panel on the left. Deselect the option Enable Protected Mode At Startup.) Then, re-enable Protected Mode when you finish your task. [2825258]

### WMV files (Reader)

- (Windows XP) WMV files don't play in a PDF, even after you choose an "allow" option. (These options appear in the yellow document message bar at the top of the window.) The workaround is to turn off Protected Mode. (Edit > Preferences > General panel on the left. Deselect the option Enable Protected Mode At Startup.) Then, re-enable Protected Mode when you finish your task.. [2632621]

### Smart cards (Reader)

- Reader stops working when you open a file with a smart card inserted in the card reader [2825070]. For more information, see [Protected Mode troubleshooting | Reader X](#).

### Anti-virus software (Reader)

- In certain situations, Reader experiences incompatibility issues with anti-virus software [2873110]. For more information, see [Protected Mode troubleshooting | Reader X](#).

### Preferences (Reader)

- When Reader is started in Windows Server 2003 (Service Pack 1) Compatibility mode, the following error appears when you open Preferences (Edit > Preferences). "This dialog sets preferences and cannot be shown while another PDF document is showing that also sets preferences. Please close that dialog and try again." The workaround is to turn off Protected Mode. (Edit > Preferences > General panel on the left. Deselect the option Enable Protected Mode At Startup.) Then, re-enable Protected Mode when you finish your task. [2770053]

### Protected Mode – Reader

- For the latest troubleshooting information and bug fixes, see [Protected Mode troubleshooting | Reader X](#).

### Third-party plug-ins

- When installing a third-party plug-in, the message "Close Application: AcroRd32.exe" appears, even though only Acrobat is installed on the system. The plug-in can fix this problem by looking at the command line used to create the Reader process. [2873298]

### Flash Player and 64-bit Office

- To embed rich media content in 64-bit Office Document/Presentation, it's necessary to install a 64-bit version of Flash Player for Internet Explorer. Currently, Adobe 64-bit Flash Player is in beta phase. You can download a preview release of Flash Player with the code name "Square" from Adobe Labs at [labs.adobe.com/downloads/flashplayer10\\_square.html](http://labs.adobe.com/downloads/flashplayer10_square.html). **Note:** The beta program does not support automatic updates. Check for availability of 64-bit Adobe Flash Player and install it. [2849696]

### Enhanced security

- An HTTP 404 Server Error appears in LiveCycle / LiveCycle ES / ES2 Workspace. This error occurs when a PDF with a Web Service Definition Language (WSDL) call is opened, and the target server is not in the Reader Privileged Locations list in Enhanced Security Preferences. When add the server to the Privileged Locations list by clicking the Yellow Bar at the top of the Reader document, the error message appears. The workaround is to get back to the workflow forms list in the user interface and reopen the form. The form opens successfully with no yellow bar, because the server is added to the privileged list. [2631101]
- Reader displays a different warning with Enhanced Security on than with Enhanced Security off when you open a file that needs Japanese fonts. The workaround is to install the latest version of the Japanese Language Support package. [2713868]

## Adobe Digital Editions

- {FIXED in 10.1} You can't start Adobe Digital Editions using Help > Digital Editions in Acrobat or Reader. The workaround is to install Adobe Digital Editions from <http://www.adobe.com/products/digitaleditions/?source=acromenu>. Then start the program from the operating system. [2737169]

## PDF ownership

- The selected Default PDF Handler for Reader X can't identify Acrobat 8 and mention it in Adobe Products installed to be selected as default handler. [2687788]
- The selected Default PDF Handler is not able to change ownership for PDX files. Only PDF files are supported. [2693724]
- Uninstalling Reader X breaks PDF ownership for Adobe PDF Preview Handler when both Acrobat 9 and Reader X are installed on the system. Reader X has ownership before it is uninstalled. Also when the PDF properties are viewed by right-clicking the file and selecting Properties > PDF, the fields are blank. To return ownership to Acrobat 9, use Help > Repair. [2726364]

## Adobe PDF printer

- When converting a file to PDF using the Adobe PDF printer in the Print dialog box, the conversion quits and the following message is displayed. "Adobe PDF Settings file read error in: C:\Documents and Settings\All Users\Application Data\Adobe\Adobe PDF\Settings\Standard.joboptions..." The workaround is to make sure that the Decimal Symbol for Regional Options is a period. 1) In the Control Panel, double-click Regional and Language Options. 2) On the Regional Options tab, click Customize. 3) On the Numbers tab, make sure that a period is selected, then click OK, Apply. [2759743]
- Printing a web page to the Adobe PDF printer sometimes freezes the computer. The workaround is to use the Convert Web Page to PDF command in any supported web browser. [2823388]
- In Word 2010 and Acrobat 10.x, A4 pages convert to letter-size PDFs. For workarounds, see [support.microsoft.com/kb/284867](http://support.microsoft.com/kb/284867). [2838802]

## Printing

- Acrobat does not print a file in Booklet format when printing to HP 4700 and HP 2840 All-In-One printers. [2390174]
- Printing PDF attachments from Outlook 2003/2007 fails and the following message appears: "There was an error opening this document. The selected file cannot be found." This behavior occurs when you right-click the attachment without opening the email and choose Print, or choose file > Print. In the Print dialog box, the option Print Attached Files is selected. [2390159]
- Xerox printers shrink page content to 1/10 or 1/20 of the original size, and print the content in the upper left part of the paper. This behavior occurs when both of these options are selected in the Print dialog box: Choose Paper Source By PDF Page Size and Use Custom Paper Size When Needed. [2392553]
- {FIXED in 10.1.3} (Occurs after Reader 10.1.2 update): Reader does not print (that is, the application Crashes or nothing happens). [TechNote](#) [3088576]
- {FIXED in 10.1.3} (Occurs after Reader 10.1.2 update): Reader sets Duplex printing ON by default. [TechNote](#) [3088596]

## Preflight

- {FIXED in 10.1.3} (Occurs after Acrobat 10.1.2 update): Acrobat crashes when closing/exiting Acrobat after accessing Preflight panel. [TechNote](#) [3089118]

## Save/Save As

- When saving a PDF to a Microsoft Word DOCX file, OCR is run on pages that have already been OCR'd using Searchable Image. The resulting file shows scanning errors. The original, corrected text should have been retained when saving to DOCX. [2715278]
- When you create a PDF from a selected area of a PDF opened in a web browser, the new PDF isn't saved in the specified folder. This issue happens only in Windows 7 X64, on a PDF opened in a web browser. [2715278]
- After deleting a page and saving the document, one of the other pages is randomly deleted. The workaround is to do a Save As after deleting the page. [2869530]
- Save As > Microsoft Word > Word Document does not create accurate word output from Hebrew text in PDF files. [2838335]
- When you open a PDF in a web browser, and create a PDF from a selected area, the new PDF isn't saved in the specified folder. This issue happens only in Windows 7 X64, on a PDF opened in a web browser. [2679903]

## Scanning

- When you scan monochrome newspaper articles, black patches appear in the resulting PDF. The workaround is to use the scanner's native interface mode. Choose File > Create > PDF From Scanner > Custom Scan. Then click the Options button and choose Show Scanner's Native Interface from the User Interface menu. [1846078]
- After scanning with Hewlett-Packard scanners, the page is cropped, or the page size is either smaller or larger than specified. [2886627] See also, [Scanning Letter size document results in Legal size PDF | HP | Acrobat](#).

## Split documents

- Splitting a PDF by bookmarks and using a bookmark name for the filename results in a "Bad parameter" error. [1866994]

## LiveCycle forms

- Data disappears from the master page after adding a subform on body pages. For example, this issue occurs when you open a LiveCycle form and select Print Preview, and then click the Add button. [1862393]

## LiveCycle Rights Management

- To secure documents with Adobe LiveCycle Rights Management ES, install the certificate using Internet Explorer only. Acrobat does not pick the certificates from any other browser. See also the [LiveCycle ES2 Release Notes](#). [2582622]
- Reader 10.0.1/10.1 and Acrobat 10.1 stop working when a policy-protected customer form is opened and then closed. The workaround is to use an earlier version of Reader or Acrobat. [2841426]
- {FIXED in 10.1.1} Relevant error messages do not appear when a secured document fails to load in the browser. Instead, the regular HTML error page appears. [2830882]

## Keyboard shortcuts

The following keyboard shortcuts do not work in Acrobat Protected View.

- File > Close: **Ctrl+W**

- Exit: **Ctrl+Q**
- Previous View: **Alt+Left Arrow**
- Menu Bar: **F9**
- Hide/Unhide Toolbars: **F8 / Alt+F8**
- Tile > Horizontally/Vertically: **Shift+Ctrl+K / Shift+Ctrl+L**
- Cascade: **Shift+Ctrl+J**
- Rulers (in a browser): **Ctrl+R**

The workaround is to turn off Protected View. (Choose Edit > Preferences, select Security (Enhanced) from the Categories on the left, select Off for Protected View.) [2843198]

## Known issues on Mac OS X

### Installation

- If the startup volume is case sensitive, Acrobat doesn't install successfully. This issue does not apply to Reader. [2594334]
- You cannot install Acrobat to a custom location on Mac OS 10.5 (Leopard series). Customization is supported on Mac OS 10.6 and later. [2704639]
- {FIXED in 9.4.2} The 9.3.3 uninstall removes "Save as Adobe PDF.action" script and Save as Adobe PDF.app vers. 10.0 that Acrobat X installs. The workaround is to reinstall Acrobat X. [2689706]
- {FIXED in 9.4.2} The 9.3.3 uninstall removes AdobePDFViewer.plugin version 10.0 installed by Reader X (or Acrobat X). The workaround is to repair the Acrobat X installation solves the problem. [2689626]
- {FIXED in 9.4.2} The Acrobat patch and repair always replaces "Save As Adobe PDF.action" even if a later version is present. If Acrobat X and Acrobat 9.4 coexist, and you install the patch for Acrobat 9.4.1, it downgrades the "Save As Adobe PDF.action." Similarly, self-healing and repair of Acrobat downgrades the version of "Save As Adobe PDF.action." The workaround is to reinstall Acrobat X. [2688562]
- If Acrobat X or Reader X is installed on a system with Acrobat 9 or Acrobat 8 already installed, then Acrobat X or Reader X takes ownership of the Safari plug-in. If you uninstall Acrobat 9 or Acrobat 8, then the plug-in for viewing a PDF in Safari is also uninstalled. As a result, a PDF opens with Apple Preview and not Acrobat or Reader, even if Acrobat X or Reader X is present in the system. The workaround is to reinstall (or rerun the installer .pkg) Acrobat X installation, which restores the Safari plug-in. [2684577] Also see [Compatibility Advisory Regarding Adobe Reader plug-in and Acrobat plug-in with Safari 5.1](#) (cpsid\_90885).
- If Acrobat X is installed remotely using SSH when no user is logged in, this error appears: "(ConnectAndCheck) Untrusted apps are not allowed to connect to or launch Window Server before login." This error is repeated twice for different files. However, installation finishes correctly and Acrobat X starts, but the installer log includes warnings. [2715376]
- Sometimes the Installation Type pane shows the Change Install Location button. The button opens the Destination Select pane. However, the Destination Select pane does not allow any customization. The appearance of the Change Install Location is erratic and is tied to the appearance of the Destination Select pane. The Destination Select pane does not appear on every installation. The appearance of the pane can depend on the pace at which you click through the user interface. [2668391]

- If power to the Mac machine is switched while installing Acrobat X, the Acrobat installation fails every time thereafter. To fix the problem, do the following: 1. Delete the PDApp folder. 2. Download AAM from Adobe.com at <http://www.adobe.com/go/applicationmanager>. 3. Install downloaded AAM build. 4. Retry the installation of Acrobat [2726223]

## Updating

- If you run both Reader 10.1 and Acrobat 10.1 patches simultaneously through the command line, the Acrobat patch fails to install. The update succeeds later. It fails when both are running simultaneously. The next time if you check for updates, the update works correctly. [2866121]

## Uninstalling

- If you install the Safari plug-in during Reader installation, then you cannot remove the plug-in later. For example, you cannot specify that the default Mac OS X Preview opens PDFs in the browser. [2685190] For more information, see [Troubleshoot Safari plug-in problems | Acrobat X, Reader X](#) (cpsid\_90885).
- Uninstalling CS4 from a system that has both CS4 and Acrobat X installed removes some color profiles from folder /Library/Application Support/Adobe/Color/Profiles. The profiles removed are: CIERGP.icc PAL\_SECAM.icc SMPTE-C.icc WideGamutRGB.icc The workaround is to reinstall Acrobat X or rerun the Acrobat X installer (.pkg), to reinstall the profiles. [2674888]

## Acrobat X and Acrobat 9 coexistence

- When Acrobat 9 and Acrobat X are both installed on the same machine, Acrobat 9 replaces the Acrobat X Save as PDF action in Library/Automator. This causes Acrobat X to crash. The recommendation is to avoid having Acrobat 9 and Acrobat X installed on the same machine. [2736944]

## Browser

- (Mac OS X 10.6.4) When Reader X is installed, the AdobePDFViewer plug-in is created in \Library\InternetPlugins folder with version 10.0, permission root\wheel. If Acrobat 9 or Reader 9 is installed later, the Reader X (10.0) AdobePDFViewer plug-in is still installed. In this case, you cannot change the Acrobat\Reader 9.0 preference Display PDF In Browser to disable the PDF viewer plug-in or change the version to 9 from 10. This issue occurs only when Reader X is installed first. The workaround is to manually delete the Reader X plug-in, and then select the 9.0 plug-in from the Display PDF In Browser option. (Acrobat/Adobe Reader > Preferences > Internet) [2751439]
- The latest installed AdobePDFViewer plug-in is not honored. For example, if you install Reader 10.0.1 and later install Acrobat X, the default application to view a PDF in a browser is supposed to be Acrobat. Instead, the default application is Reader. The workaround is to delete the AdobePDFViewer.plugin from /Library/Internet Plug-Ins. Then, if you install Acrobat X, the PDF viewer plug-in are installed and associated with Acrobat X. [2801058, 2800287]

## Comments and annotations

- Localized annotation names are not fully displayed in the search result PDF for Japanese. Only the last three characters are displayed and there's no way to tell which comment type they are. For example, you see "ght test" instead of "Highlight test" in English. This behavior is as designed [2712837]
- Opening a file containing many annotations (for example, 3000), and then selecting all of them in the Comments pane can cause Acrobat or Reader to hang. [1700615]

### Collaboration – email-based review

The merge dialog appears before the Flash multimedia dialog so the initiator cannot merge comments into the original PDF. This problem can occur with email-based reviews if the original PDF contains multimedia content. Here's a typical scenario:

- 1 Open a PDF with multimedia, add a sticky note comment, and save the PDF.
- 2 Select Comments > Attach For Email Review and email the PDF.
- 3 Reviewer opens PDF, and selects Tools > Comment & Markup > Line, and adds a line to the document.
- 4 Reviewer clicks Send Comments button to return the comments.
- 5 Initiator double-clicks the PDF attached to the reviewer's email.
- 6 When the merge comments dialog displays, click Yes.

The multimedia dialog appears and the error message about the running task appears on top of it. Clicking OK displays the message that the review document could not be found. [1918612]

### Collaboration – Review Tracker

- Upper ASCII and double-byte characters in the filename do not appear correctly in Tracker. The same problem occurs in the submit form dialog. This problem occurs on Mac OS 10.5.6 (9G21), but not on Mac 10.5.5. The URL box and title in Safari show the same characters. The workaround is to update to Mac OS 10.5.8. [2256138]

### Collaboration – Shared Review

- A file can't be sent for Shared Review more than once. [1779748]
- {FIXED in 10.1} A Shared Review initiation fails on a file opened from a network location. This issue occurs when you create the review file on the same shared location where the file is originally kept using a Saved Profile. An error message can appear: "The comment repository location cannot be the same as the document location. Choose a different location for your comment repository." A workaround is to initiate a Shared Review by choosing the "internal server" option and then entering all the details of the network location. [2737699]

### Adobe Digital Editions

- {FIXED in 10.1} You can't start Adobe Digital Editions using Help > Digital Editions in Acrobat or Reader. The workaround is to install Adobe Digital Editions from <http://www.adobe.com/products/digitaleditions/?source=acromenu>. Then, start the program from the operating system. [2737169]

### Enhanced security

- Reader displays a different warning with Enhanced Security on than with Enhanced Security off when you open a file that needs Japanese fonts. The workaround is to install the latest version of the Japanese Language Support package. [2713868]

### Fonts

- (Japanese) The default font in the Add Or Edit Text Box tool (Typewriter tool), is supposed to be Kozuka Mincho Pr6N R (KozMin), as on Windows. Only the initial (after installation) font selection is affected. The recommendation is to change the font to the correct setting, which then becomes the default font setting. [2870914]

### LiveCycle

- Acrobat X and Reader X connect only to LiveCycle ES2 SP1 and higher version servers. [2514825]

- {FIXED in 10.0.1} Reader Mac 64-bit Browser only: Rights management is broken at Ubiquity Level 2 PDF files in Reader X 64-bit mode inside the Safari browser. The workaround is to use Reader X in 32-bit mode. [2688555]

### PDF creation

- Localized compression options in PDF job settings always revert to None (Czech, Polish, and Hungary). The workaround is to launch Distiller in English by removing the localized .lproj files from the resource folder in the Distiller application. [2585347]

### PDF Portfolios

- Reader displays garbage characters when you preview web content HTML when the URL redirects to a PDF posted on the web server. [2711118]
- When a Portfolio containing secured PDFs are created in Acrobat 9 and then opened in Acrobat X, the thumbnails for the Secured PDFs are smaller than expected. [2723975]

### Save As

- When saving a PDF to a Microsoft Word DOCX file, OCR is run on pages that have already been OCR'd using Searchable Image. The resulting file shows scanning errors. The original, corrected text should be retained when saving to DOCX. [2715278]

### Scanning

- After scanning with Hewlett-Packard scanners, the page is cropped, or the page size is either smaller or larger than specified. [2886627] See also, [Scanning Letter size document results in Legal size PDF | HP | Acrobat](#).

### More Help topics

[Release Notes | Acrobat, Reader](#)

[Known issues | Acrobat X Suite](#)

## Install updates | Adobe Reader, Acrobat

Adobe recommends that update to the latest version to take advantage of security and stability improvements. Updates can be installed as described below.

For information about the latest version, see the [Release Notes](#).

### Updating automatically from the product

To install Adobe Reader and Acrobat updates from Adobe Updater, do the following:

- 1 Launch Adobe Reader or Acrobat.
- 2 Choose **Help > Check for Updates**.
- 3 Follow the steps in the Updater window to download and install the latest updates.

## Updating Adobe Reader on the web

- 1 Open Reader and choose **Help > About Adobe Reader**. Note your product version.
- 2 Go to <http://get.adobe.com/reader/>. The web page automatically detects your OS and Reader version.
- 3 If the web page indicates that a newer version is available, choose **Install Now**.
- 4 Click the downloaded file and follow the instructions.



## Updating Adobe Reader and Adobe Acrobat manually

Installers for all supported products also appear on the product download pages (except for the full Acrobat). You can download and manually install these products as follows:

- 1 Open the product.
- 2 Choose **Help > About Acrobat** or **Adobe Reader**.
- 3 Note the version.
- 4 Close the product.
- 5 If you do not have the latest version installed, download the needed installer from the following locations:
  - [Adobe Reader full installers and updates for Windows](#)
  - [Adobe Reader full installers and updates for Macintosh](#)
  - [Adobe Acrobat updates for Windows](#)
  - [Adobe Acrobat updates for Macintosh](#)
- ? Click the installer to start the installation process.

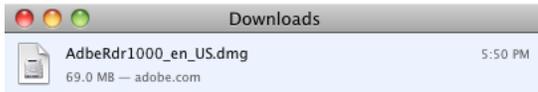
## Install Adobe Reader X | Mac OS

Installing Adobe Reader X is a two-step process. First you download the installation package, and then you install Reader from that package file. You do not have to remove the older version of Reader before installing Reader X.

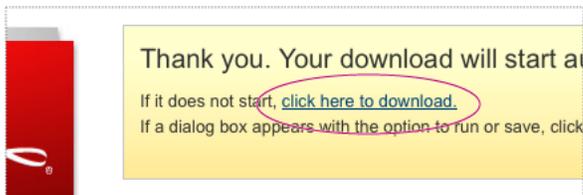
### Mac OS (Firefox)

- 1 Print these instructions. Once you click the Downloads link in the next step, the Adobe.com web page replaces these instructions.
- 2 Go to the Adobe Reader [Downloads](#) page.
- 3 On the Downloads page, click Download Now. **Note:** You need Mac OS 10.5.8 or later to run Reader 10.1. If your operating system doesn't support Reader 10.1, click the link "Do you have a different language or operating system?" and choose an earlier version of Reader.

- 4 When asked whether to open or save the .dmg file, select Save File, and then click OK. **Important:** If you do not see this dialog box, another window could be blocking it. Try moving any other windows out of the way.
- 5 Double-click the .dmg file. If you don't see the Downloads window, choose Tools > Downloads.



- 6 If the download package doesn't appear in the Downloads window and a Thank You screen remains visible, click the download link on the Thank You screen.



- 7 Double-click the Adobe Reader X Installer.pkg to start the installation.



- 8 If a dialog box appears telling you to quit Reader, close Reader, and then click OK.
- 9 When the Install Adobe Reader X dialog box appears, click Continue. Follow the onscreen instructions to install Reader X.



## Mac OS (Safari)

- 1 Print these instructions. Once you click the Downloads link in the next step, the Adobe.com web page replaces these instructions.
- 2 Go to the Adobe Reader [Downloads](#) page.
- 3 On the Downloads page, click Download Now. **Note:** You need Mac OS 10.5.8 or later to run Reader 10.1. If your operating system doesn't support Reader 10.1, click the link "Do you have a different language or operating system?" and choose an earlier version of Reader.

The Downloads page appears with a progress bar.

- 4 If a dialog box appears telling you to quit Reader, close Reader, and then click OK.
- 5 When the Install Adobe Reader X dialog box appears, click Continue. Follow the onscreen instructions to install Reader X.



- 6 When the Install Succeeded window appears, click Close.

## Need help?

If you have trouble downloading Reader after trying the steps in this TechNote, try downloading the Reader installer directly by clicking this link: [get.adobe.com/reader/direct](http://get.adobe.com/reader/direct). Select your operating system, language, and version, and then click Download Now. Follow the onscreen instructions to complete the download.

To see if other users are experiencing similar download and installation problems, visit the [Reader user-to-user forum](#), or the [Deployment & Installation forum](#) on AcrobatUsers.com. Try posting your problem on the forums for interactive troubleshooting. When posting on forums, include your operating system and product version number.

### More Help topics

[Install Adobe Reader X | Windows](#)

[Can't download, install Reader | Quick fix](#)

## Install Reader 9 MUI with a subset of languages

### Issue

If you are using Reader 9 MUI (multi-language user interface), you sometimes want to install only a subset of languages rather than all the available languages.

### Solutions

You can install the MUI version with a subset of languages using two different methods:

#### 1. Edit the setup.ini file.

Edit the setup.ini in the same folder as the setup.exe file. You can specify what languages you want to install as seen below (English, French, and Spanish, for example):

```

\[Product]

msi=AcroRead.msi

Languages=1033;1036;1034

1033=English (United States)

1036=French (France)

1034=Spanish (Traditional Sort)

CmdLine=TRANSFORMS="AcroRead.mst"

PATCH=AdbeRdrUpd940_mui_cum.msp

```

Start the installation using the setup.exe file and it uses the options specified in the setup.ini file.

## 2. Use the command line installer.

Use a command similar to the following:

```
msiexec /i AcroRead.msi TRANSFORMS=AR94.mst LANG_LIST=DEU
```

where AR94.mst can be a custom MST transformation with customer-specific Reader configurations. This command line installs the German (DEU) and English languages. The English language is always installed even if it is not explicitly listed in the LANG\_LIST.

## Additional information

This type of installation is important for large organizations who want to reduce the Reader installation footprint because of harddisk capacity. You can find more information about deploying Reader in an enterprise environment in the following document:

[http://kb2.adobe.com/cps/837/cpsid\\_83709/attachments/Acrobat\\_Enterprise\\_Administration.pdf](http://kb2.adobe.com/cps/837/cpsid_83709/attachments/Acrobat_Enterprise_Administration.pdf)

# Install Help files for offline use | Adobe Reader | 9, 10

You can't access Help from within Adobe Reader, and receive an HTML error page. The Help files for Adobe Reader are only available online with an active Internet connection to Adobe.com in Adobe Reader 9 and above.

There are three ways to view the Adobe Reader Help.

## Solution 1: Create a local PDF file containing the Help content

You can reference this PDF file locally. Or, put the PDF file in a central location where users can access it (for example, on a network location or your internal web server). Here are the example PDF files for Adobe Reader 9 in English and German:

[Adobe\\_Reader\\_9.0\\_Help.pdf](#) (English)

[Adobe\\_Reader\\_9.0\\_Hilfe.pdf](#) (German)

**Note:** To create PDF files of the Adobe Reader 9 Help for other languages, go to the Help page for your language on Adobe.com. (Use a computer where you have Adobe Acrobat installed.) Use the Acrobat Web capture plug-in to export the page as a PDF. Then, use Acrobat to fix the links in the PDF file and correct any structural issues.

For Reader X, the Help is now available online as PDF, so you can download it from [http://help.adobe.com/en\\_US/reader/using/reader\\_X\\_help.pdf](http://help.adobe.com/en_US/reader/using/reader_X_help.pdf).

## **Solution 2: Reconstruct the online Help documentation for Adobe Reader within your organization's intranet environment**

You can deploy the Adobe Reader Help pages on your internal web server where everyone in your organization can access them using a browser.

Download the .zip file below and extract it, maintaining the folder structure. Deploy the files to an internal web server. These Help files are available in English and German.

[Adobe\\_Reader\\_9.0\\_HTML\\_Help.zip](#)

## **Solution 3: Use Customization wizard to tune the Adobe Reader installation.**

In an enterprise environment, you can configure Adobe Reader for all users to point to the custom Help documentation automatically. Use the script in this solution to disable the standard Help menu in Adobe Reader. Then, replace it with a custom Help menu pointing to the Help documentation from solution 1 or 2, above.

For solution 1 (local PDF file), create a custom folder in your Adobe Reader installation using Customization wizard, and put the local PDF file in there. (For example, create a folder in C:\Program Files\Adobe\Reader <version>\Help.) Place the [WinReader\\_Local\\_Help.js](#) file into the Javascripts folder in Customization wizard (C:\Program Files\Adobe\Reader <version>\Reader\Javascripts).

For solution 2 (HTML Help files), put the Reader HTML files on your local intranet server. Then, place the [WinReader\\_Intranet\\_Help.js](#) file into the Javascripts folder in Customization wizard (C:\Program Files\Adobe\Reader <version>\Reader\Javascripts).

Now when Adobe Reader is launched on the user's computer the Help menu link is replaced with your custom link. There can be a short delay before the link is updated after starting Adobe Reader.

## **Additional information**

In Adobe Reader 8, the Help files are available within the product and can be accessed without an Internet connection. If you don't have an Internet connection on the computers where Adobe Reader 9 or later is installed, then you cannot access the Help online.

# **Installation interrupted | Acrobat 9, Reader 9**

This document can help you resolve problems that interrupt the installer for Adobe Acrobat and Adobe Reader. These problems can manifest themselves in many ways, including (but not limited to) a frozen cursor or screen, or an error.

**Note:** Unless otherwise specified, all solutions in this document include both Acrobat and Adobe Reader.

Different factors can interrupt the installation of an application, including the AutoPlay feature, incorrect data in the Windows registry, and hardware problems. To get the most from this document, perform the tasks in order. Keep a log of the tasks you perform and the results of each, including errors or problematic behavior. If necessary, Adobe Technical Support can use this information to better assist you.

**Note:** This document doesn't address problems related to serial numbers. For these problems, contact Adobe Customer Services at US: (800) 833-6687, UK: 0207 365 0733. For other countries, visit [Adobe.com](http://Adobe.com) and select your country via the link at the top of the page.

## Beginning troubleshooting

These tasks can help you resolve the most common installation problems. Before performing any of these tasks, back up all personal files. Always restart the computer after a system error occurs to refresh its memory. Continuing to work without restarting the computer can compound the problem.

### 1. Make sure that the system meets the minimum requirements for your product.

#### Adobe Reader 9

- 1.3-GHz processor or higher
- Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3 (32 bit and 64 bit). Or Windows Server 2003 (with Service Pack 2 for 64 bit). Or Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1 (32 bit and 64 bit). Microsoft Windows 7 Starter, Home Premium, Professional, Ultimate, or Enterprise (32 bit and 64 bit). Or Microsoft Windows 2000 Service Pack 4.

**Note:** Microsoft Windows 7 requires Adobe Reader 9.2 or later.

- Internet Explorer 6 or greater is required.
- 128 MB of installed RAM (256 MB recommended)
- 335 MB of available hard disk space**Note:** The installer creates temporary files during installation so the actual hard disk space required at that time is greater than the values listed.
- 800 x 600 minimum screen resolution
- Video hardware acceleration optional

#### Acrobat 9 Standard

- 1.3-GHz processor or higher
- Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3 (32 bit and 64 bit). Or Windows Server 2003 (with Service Pack 2 for 64 bit). Or Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1 (32 bit and 64 bit).
- Internet Explorer 6 or greater is required.
- 256 MB of ram (512 MB recommended)
- 985 MB of available hard-disk space**Note:**The installer creates temporary files during installation so the actual hard disk space required at that time is greater than the values listed.
- 1,024 x 768 screen resolution
- DVD-ROM drive

#### Acrobat 9 Pro

- 1.3-GHz processor or higher

- Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3 (32 bit and 64 bit). Or Windows Server 2003 (with Service Pack 2 for 64 bit). Or Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1 (32 bit and 64 bit).
- Internet Explorer 6 or greater is required.
- 256 MB of ram (512 MB recommended)
- 2.13 GB of available hard-disk space **Note:** The installer creates temporary files during installation so the actual hard disk space required at that time is greater than the values listed.
- 1,024 x 768 screen resolution
- DVD-ROM drive

### **Acrobat 9 Pro Extended**

- 1.3-GHz processor or higher
- Microsoft Windows XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3 (32 bit and 64 bit). Or Windows Server 2003 (with Service Pack 2 for 64 bit). Or Windows Vista Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1 (32 bit and 64 bit).
- Internet Explorer 6 or greater is required.
- 512 MB of RAM
- 2.35 GB of available hard-disk space
- 1,024 x 768 screen resolution
- DVD-ROM drive

### **Supported UNIX platforms for Adobe 3D Capture Utility (optional)**

- Sun Solaris 2.8: UltraSPARC processor
- IBM AIX 5.2: POWER4 or PowerPC 604 processor
- SGI IRIX 6.5: RISC 5000 processor
- HP-UX 11.0: PA-RISC 2.0 processor
- UNIX Capture Utility: 200 MB of available hard-disk space

To check how much RAM is installed, choose Start > Control Panel, and double-click System. The amount of RAM is listed in the lower half of the General tab in System Properties.

To check available hard disk space, open Windows Explorer, and select the disk on which you want to install Acrobat. The amount of available space appears at the bottom of the Explorer window. (If the available space doesn't appear, choose View > Status Bar, and make sure that Status Bar is selected.) Make sure that the Windows disk has at least 10% of its space available, even if you install Acrobat on a different disk or partition.

To increase available hard disk space, search for and delete any \*.tmp files on your computer. For instructions, see Windows Help.

## **2. Check the DVD and DVD drive. (Acrobat only)**

Dust or dirt on a DVD can interfere with an installation and prevent the DVD drive from recognizing the disc. Examine the Acrobat DVD for dirt, dust, or fingerprints. Gently wipe the bottom of the disc from the center outward with a soft, lint-free cloth.

Verify that the DVD drive can read other DVDs. If it can't, then examine the DVD caddy or loading tray for dirt, and clean it with a lint-free cloth. If it still can't read other DVDs, then contact the DVD drive manufacturer or the computer manufacturer.

### **3. Log in as an Administrator, and then install Acrobat.**

Log in to the local machine with the Administrator account and install Acrobat.

### **4. Create a different (Administrator) user account and then install Acrobat.**

A user account can be corrupt or have security settings that prevent the installer from working properly. Installing Acrobat under a new user account can circumvent these issues. For instructions on how to create a user account, see Windows Help.

### **5. Install Acrobat from the hard disk instead of the CD.**

Device driver conflicts can prevent Acrobat from installing directly from the CD. Install Acrobat from setup files copied to your hard disk to avoid conflicts.

- 1 Insert the Acrobat disc into the DVD drive.
- 2 Copy the Acrobat folder from the Acrobat disc to your desktop.
- 3 Run the Acrobat installer from the Acrobat folder on your desktop, and then follow the onscreen instructions to complete installation.

### **6. Install Acrobat in simplified mode. (Windows XP and Vista)**

Software and services that load automatically with Windows (for example, virus protection utilities) can cause problems. Try reinstalling Acrobat while Windows is in simplified mode. If this method doesn't resolve the problem, try installing and running Acrobat on a different computer, or on a different hard drive.

Copy the Acrobat installation files to the desktop:

- 1 Insert the first Acrobat disc into your DVD drive.
- 2 Create a folder on your desktop named "Acrobat Install."
- 3 Click Start, and then click Computer.
- 4 Right-click the DVD drive, and then click Explore.
- 5 Copy the Acrobat folder from the DVD to the folder you created on your desktop.

Start either Windows XP or Vista in simplified mode:

- 1 Choose Start, type msconfig in the Search box, and press Enter.
- 2 On the Startup tab, click Disable All.
- 3 On the Services tab, select Hide All Microsoft Services, click Disable All, and then click OK.
- 4 In the System Configuration dialog box, click OK then Restart.
- 5 Start the Acrobat installer "setup.exe" in the Acrobat folder, and then follow the onscreen instructions.

Re-enable startup items and services:

- 1 Choose Start, type msconfig in the Search box, and press Enter.
- 2 Choose Normal Startup on the General tab, click OK, and restart the computer.

## Intermediate troubleshooting

If the tasks in the previous section don't solve the problem, try the following intermediate troubleshooting tasks.

**Note:** These steps free up hard disk space and remove any damaged files (permanent and temporary) that the installer must overwrite but can't. Normally, the installer removes temporary files after it completes an installation. If problems occur, temporary files are not removed. The installer can return an error the next time you try to install Acrobat.

- 1 Exit from all applications.
- 2 Uninstall Acrobat.
- 3 Search for and delete any .tmp files on your computer.
- 4 Delete the following items, if present, from the Documents and Settings/[user profile]/Local Settings/Temp folder:
  - Folders: \_istmp[x].dir
  - Files: \_ins[x].\_mp\_inst32i.ex\_inz[x].\_mp\_isdel.exe\_istmp[x].dir\_setup.dll\_setup.lib\_wutl[x].dll ~ins[x].~mp where "[x]" is any number

### 7. Install Acrobat to a different hard disk.

Hard disk problems can prevent Acrobat from installing correctly. By installing Acrobat to a different hard disk, you can verify if the original hard disk is preventing installation.

### 8. Repair and defragment hard disks, and then install Acrobat.

Installation problems can occur if hard disks contain damaged sectors or fragmented files. Repair and defragment hard disks by using the error-checking tool and the Disk Defragmenter utility included with Windows. You can also use a third-party disk utility, such as Symantec Norton Utilities. Run these utilities on each hard disk or partition. For instructions, see Windows Help or the documentation included with the utility.

After you repair and defragment hard disks, install Acrobat in simplified mode. (For instructions, see task 6 in "Beginning troubleshooting.")

**Note:** Make sure that the disk utility repairs any errors that it detects. If you defragment a disk that contains errors, you can lose data. If the utility detects errors that it cannot fix, contact the computer manufacturer for assistance.

### 9. Check the system for viruses.

System viruses can cause erratic behavior and prevent Acrobat from installing. Use current anti-virus software, such as McAfee VirusScan, to check your system for viruses. Make sure that you have the latest virus definitions for the anti-virus software you use. Although virus infections are rare, they can cause strange system behavior, including system errors. Running virus-detection software regularly prevents viruses from damaging software on your system. For instructions, see the documentation for the anti-virus software.

### 10. Custom install Acrobat components.

An individual component can cause Acrobat to install incorrectly. By installing the components separately, you can isolate the one that causes the problem.

To custom install Acrobat components:

- 1 Start the Acrobat installer.
- 2 Click Next in the Adobe Acrobat 9 Setup dialog box.
- 3 Follow the onscreen instructions to read the introduction, select a language, and accept the license agreement.
- 4 Enter your name, your organization (optional), and the serial number for your copy of the program. Click Next.

- 5 Click Next in the PDFMaker Installation And Integration Information dialog box.
- 6 Select a Custom installation, and then click Next.
- 7 Click Next in the Caching The Installer dialog box.
- 8 Deselect all the components to install the core features of Acrobat, and then click Next.
- 9 After the core features are installed, start the Acrobat installer and select Modify. Then select a desired component.
- 10 Click Update to begin the component installation, and then click Finish to complete the installation.
- 11 Repeat steps 9-11 to install each remaining component.

## Advanced troubleshooting

If the tasks in the previous section don't resolve the problem, then hardware can be conflicting with Acrobat. Try to install Acrobat on a different computer to determine if the problem is unique to your computer. If the problem is unique to your computer, contact the computer manufacturer. If the problem occurs on multiple computers, contact Adobe Technical Support for a new DVD.

## Still need help?

### 1. Visit the forums.

See if other users are experiencing similar installation problems by visiting the user-to-user forums at <http://www.adobe.com/support/forums/main.html>, or the [Deployment & Installation forum](#) on AcrobatUsers.com. Try posting your problem on the forums for interactive troubleshooting. When posting on forums, include your operating system and your product's version number.

### 2. Contact Adobe Technical Support

Chat with a customer service specialist if a Chat Now button appears to the upper right, or try the other [support resources](#). Have your serial number ready. If you can't locate your serial number, see [Find a product serial number](#) (tn\_15290).

## High CPU usage by Acrobat after closing | Windows 8

### Issue

After you close Acrobat 10.1.7 or 11.0.03 on Windows 8, it continues to use portion of the CPU. Acrobat.exe continues to show up in taskbar even after you've closed the Acrobat application.

### Solution

**Disclaimer:** This procedure involves editing the registry. Adobe doesn't provide support for editing the registry, which contains critical system and application information. Make sure to make backup of system's registry before making these edits. (<http://windows.microsoft.com/en-us/windows7/Back-up-the-registry>). For more information about the registry, see the Windows Help.

After creating registry backup, follow the steps below:

- 1 Launch regedit (Press the shortcut “Windows key + R” to open the Run dialog, type regedit and press OK).
- 2 Click OK on the UAC dialog if asked.
- 3 Navigate to the key: [HKEY\_CURRENT\_USER\Software\Microsoft\Windows NT\CurrentVersion\AppCompatFlags\Layers]
- 4 Under this key, find a value that matches the Acrobat.exe installation location on your computer. For example, it could be "C:\Program Files (x86)\Adobe\Acrobat 11.0\Acrobat\Acrobat.exe."
- 5 Delete just this value (for Acrobat.exe) by right-clicking the value, and selecting delete.
- 6 Restart the system (optional), and then launch and close Acrobat.

### Additional information

An incompatibility between Acrobat 11.0.03 and Acrobat 10.0.7 with the Program Compatibility Assistant on Windows 8 causes this issue.

## Hi DPI, Retina display support | Acrobat, Reader

### Rendering issues on Windows Hi DPI and Macintosh Retina screens

Windows 8.1 64-bit Hi-DPI and Macintosh Retina screens scale application user interfaces differently than lower resolution screens. On these machines, Acrobat and Adobe Reader versions earlier than 11.0.07 can show blurry icons, dialog edges going off the screen, object misalignment, and blurry text and controls.

These problems are significantly reduced with the 11.0.07 update.

For more detail, see the [Release Notes](#). 10.x products do not support the Retina display on Macintosh.

### 11.0.07 scaling settings

Acrobat and Reader now take advantage of Hi-DPI monitors and can scale the user interface to 200%. This scaling is automatically enabled using system settings and can be customized by choosing **Preferences > General > Scale for screen resolution**. The value is set to Auto by default, but it can be forced to 100% or 200%. The user's system control panel other items such as the font size, menu items, and drop-down lists, rather than application's preferences.

11.0.07 scaling settings options and behavior are as follows:

- Auto
  - For settings up to 150%, display the UI at 100%
  - For settings 150% or higher, display the UI at 200%
- 100%
- 200%

## Registry configuration

If you need scaling settings other than 100% or 200%, you can fine-tune your configuration by editing a registry preference.

Caution: Editing the registry is for advanced users and requires administrator privileges. Errors can cause serious problems that can require you to reinstall Windows. Edit the registry at your own risk.

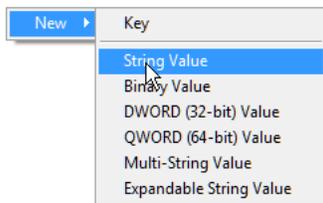
The UI icons are designed to fit look good at settings of 100% and 200%. At other settings, some icons can appear stretched.

To configure your scaling settings:

- 1 At the taskbar, choose Start.
- 2 Type: regedit.exe and press Return. The registry editor opens.
- 3 Navigate to one of the following:

**Reader:** HKEY\_CURRENT\_USER\Software\Adobe\Acrobat Reader\11.0\AVGeneral **Acrobat:** HKEY\_CURRENT\_USER\Software\Adobe\Adobe Acrobat \11.0\AVGeneral

- 1 If dDPIScaling does not exist in the right pane, right click and choose **New > String Value**.
- 2 Right click dDPIScaling and choose **Modify**.
- 3 Set the value as needed. For example, 1.2 = 120%, 1.5 = 150%, 1.7 = 170%, and so on. A value of 0.0 means that the application chooses what setting to use.
- 4 Restart the product.



## Machine settings for 11.x Macintosh users

Some installations earlier than 11.0.07 are low resolution by default. To verify your setting, select the Acrobat or Reader application, go to **File/Get Info** and determine whether the **Open in Low Resolution** setting is dimmed.

### Workaround 1

- 1 Open Applications/Adobe Acrobat XI Pro/Adobe Acrobat Pro.app/Contents/Info.plist.
- 2 Find NSHighResolutionCapable.
- 3 If the value is false, change it to true.
- 4 Restart the product.

### Workaround 2

- 1 Open a terminal window.
- 2 Enter touch /Applications/Adobe\ Acrobat\ XI\ Pro/Adobe\ Acrobat\ Pro.app/
- 3 Deselect "Open in Low Resolution" so that the application opens in high resolution.

# Handling of Byte-Range requests in IIS 7.5 Web Server causes Adobe Reader web browser plug-in to fail loading PDF documents

## Issue

When using Adobe Reader web browser plug-in in Internet Explorer, Firefox, Safari, or other browsers to browse to a PDF document hosted under IIS (Internet Information Services) 7.5 web server, the PDF document does not load properly or the browser appears to be hanging while loading the document. This behavior is not consistent; other PDF documents serve with no problems.

**Note:** This issue occurs because IIS 7.5 web server coalesces merged byte-range requests into a single byte-range request. The response generated for such requests is not handled correctly by the Adobe Reader web browser plug-in.

The same issue exists in the Firefox web browser. Firefox is designed to detangle the response and send it to the Adobe Firefox plug-in (which is different from the one in Internet Explorer), but it drops the response as well, resulting in the same behaviors.

The Adobe Reader Safari plug-in shares the same issue.

## Solution

Two solutions are available.

### Solution 1

A supported hot fix for IIS 7.5 web server is available from Microsoft. However, this hot fix is intended to correct only the problem that is described in this article. Apply this hot fix only to systems that are experiencing this specific problem. This hot fix might receive additional testing. Therefore, if you are not severely affected by this problem, Adobe recommends that you wait for the next software update that contains this hot fix.

<http://support.microsoft.com/kb/979543/en-us>

### Solution 2

For Internet Explorer only, update to Adobe Acrobat 9.3/Adobe Reader 9.3 or later.

Firefox and Safari are still impacted by this issue if the server is not updated with the hot fix mentioned in Solution 1.

## Additional information

IIS 7.5 web server introduced an optimization to handle especially Byte-Range Request whose result is a single Byte-Range Request (called Merged Byte-Range Request). With this optimization, IIS7.5 web server does not send the media type in the body of the response and hence treats a Merged Byte-Range Request as a single Byte-Range Request.

Previous versions of IIS web server treated a request of multiple Byte-Ranges whose result is a single Byte-Range in the same manner as a Byte-Range Request whose result is not a single Byte-Range, and in both cases the response contained the media type in the same location.

# Form, Review Tracker loses workflow data | Upgrade | Acrobat 9 to Acrobat X

## Issue

Workflow information is not automatically migrated after you uninstall Acrobat 9 and install Acrobat X.

That is, tracking information (workflows) for Email-based Reviews, Server-based Shared Reviews, and Form Distribution initiated using Acrobat 9 do not appear in Acrobat X Tracker.

## Solution

Note: If new workflows have been initiated using Acrobat X, then following these solutions overwrites the new workflows information, and Tracker loses the data. Therefore, check for any existing workflows in Review Tracker and don't proceed if you want to preserve latest Acrobat X workflows. (To open Review Tracker from Acrobat X, choose Comment > Review > Track Reviews.)

Workflow information for Acrobat 9 is stored in the following locations:

### Windows XP

- %appdata%\Adobe\Acrobat\9.0\Forms
- %appdata%\Adobe\Acrobat\9.0\Collab
- %appdata%\Adobe\Acrobat\9.0\Synchronizer

### Windows Vista/Win7

- C:\Users\\AppData\Roaming\Adobe\Acrobat\9.0\Forms
- C:\Users\\AppData\Roaming\Adobe\Acrobat\9.0\Collab
- C:\Users\\AppData\LocalLow\Adobe\Acrobat\9.0\Synchronizer

### Mac OS X 10.4.11 / 10.5.x / 10.6.x(Intel):

- ~/Library/Application Support/Adobe/Acrobat/9.0/Forms
- ~/Library/Application Support/Adobe/Acrobat/9.0/Collab
- ~/Library/Application Support/Adobe/Acrobat/9.0/Synchronizer

## Solution 1

Launch Acrobat X and update the user Identity. Make sure that the Email Address is same as what was set in Acrobat 9 to ensure that the workflows are categorized correctly in Review Tracker.

- On Windows: Choose Edit > Preferences > Identity.
- On Mac OS: Choose Acrobat > Preferences > Identity.

Quit Acrobat X.

- On Windows: Choose Task Manager > Processes, and close AdobeCollabSync.exe.
- On Mac OS: From Activity Monitor, Quit or ForceQuit AdobeResourceSynchronizer process.

Browse to the Collab, Forms, and Synchronizer folders for Acrobat 9 (directory paths mentioned above).

Move (copy and paste) the files and folders inside Collab, Forms, and Synchronizer folders to the applicable directory mentioned below. Overwrite any existing files:

### Windows XP

- %appdata%\Adobe\Acrobat\10.0\Forms
- %appdata%\Adobe\Acrobat\10.0\Collab
- %appdata%\Adobe\Acrobat\10.0\Synchronizer

### Windows Vista/Win7

- C:\Users\\AppData\Roaming\Adobe\Acrobat\10.0\Forms
- C:\Users\\AppData\Roaming\Adobe\Acrobat\10.0\Collab
- C:\Users\\AppData\LocalLow\Adobe\Acrobat\10.0\Synchronizer

### Mac OS X 10.5.8 / 10.6.x

- ~/Library/Application Support/Adobe/Acrobat/10.0/Forms
- ~/Library/Application Support/Adobe/Acrobat/10.0/Collab
- ~/Library/Application Support/Adobe/Acrobat/10.0/Synchronizer

In Windows, browse to the ...\\Adobe\\Acrobat\\10.0\\Synchronizer\\metadata folder. In Mac OS, browse to the ~/Library/Application Support/Adobe/Acrobat/10.0/Synchronizer/metadata folder.

In the metadata folder, delete any copies of 'Synchronizer100 and then rename Synchronizer90 to Synchronizer100.

Relaunch Acrobat X and open Tracker.

### Solution 2

If, after following Solution 1, you notice that e-mail-based reviews or server-based shared reviews did not migrate, then follow the steps below:

Open any existing review-enabled PDF (xyz\_review.PDF, which you had received or sent) in Acrobat X. Or, Launch Acrobat X and initiate a dummy email-based or server-based shared review (not Form distribution).

- 1 Then, follow [Solution 1](#) .

## Field data missing | PDF forms filled and saved using Adobe Reader X for mobile

### Issue

The form fields in a form opened in Adobe Acrobat or Reader for desktop can show the form fields as blank. The PDF was filled on a mobile device (using Adobe Reader X for mobile), and then sent it back as an email attachment or via any other mode.

*Note: Issue **doesn't** occur if the PDF form recipient uses Acrobat or Adobe Reader for desktop to fill and submit form data.*

## Solution

In **Acrobat or Reader for desktop** (Windows or Mac OS X), disable field highlighting:

- Click the "Highlight Existing Fields" button on the purple Document Message Bar as shown [here](#).
- Or, disable desktop Reader's/Acrobat's field highlighting preference: Edit > Preferences > Forms > Under 'Highlight Color' - Deselect Show Border Hover Color For Fields.

## Additional information

**Adobe Reader 10.2 for Mobile** brings all new support for filling PDF forms (in addition to [other features](#)). However, some forms have fonts or use text that Adobe Reader for Mobile cannot yet encode correctly. Therefore, for these fonts, Adobe Reader for mobile uses an image snapshot of the field.

The desktop version of Reader or Acrobat hides such image fields when field highlighting is turned ON. Therefore, the form fields can appear blank when viewed in Acrobat or Reader for desktop.

# Font handling in Acrobat Distiller | Acrobat 3D, Acrobat 6.0, 7.0 Professional

## What's covered

- [About Windows and Mac OS fonts](#)
- [How Acrobat Distiller uses fonts](#)
- [How font types affect text in PDF files](#)
- [How PostScript printer drivers handle TrueType fonts in Windows](#)

The fonts you use determine your output when you convert documents to PDF format in Adobe Acrobat Distiller. (Acrobat Distiller is both a feature of Adobe Acrobat and a stand-alone application.) The font type (such as TrueType, PostScript) affects the general appearance of text in the PDF file and whether that text can be searched, edited, or printed.

Use this document to understand how Acrobat Distiller handle fonts and improve your PDF output.

## About Windows and Mac OS fonts

Acrobat Distiller recognizes all Windows and Mac OS fonts; however, the type of font that you use (for example, TrueType) determines how Acrobat Distiller handles the information for that font.

Windows font types include: Type 1 fonts (or PostScript fonts), Type 3 fonts, Windows bitmap and vector fonts, TrueType fonts, and Open Type Fonts from Adobe (Windows 2000 and XP). Mac OS font types include: Type 1 fonts, Apple TrueType dFonts, TrueType fonts, and OpenType Fonts from Adobe.

In addition to the font type, Acrobat Distiller uses the font character set to determine what font information to include in the PDF files it creates. Character sets for Type 1 fonts, for example, can include one or more of the ISO Latin 1, Expert, Small Capitals and Old Style Figures (SC & OSF), Symbolic, Cyrillic, and Kanji character sets:

-- The ISO Latin 1 character set (or standard Type 1 character set) includes the standard English, French, Italian, and German alphabet characters, as well as punctuation characters and numbers.

- Expert character sets include fraction and ligature characters for the English alphabet.
- SC & OSF character sets contain specially designed letters and numbers to customize a document's appearance.
- Symbol character sets contain non-text characters, rather than alphabet characters.
- Cyrillic character sets contain the alphabet characters for languages, such as Russian and Ukrainian.
- Kanji (Japanese) character sets contain double-byte Japanese characters. See the Kanji Fonts section of this document for information about when you can use and view Kanji fonts in PDF files.

### **How Acrobat Distiller uses fonts**

For Acrobat Distiller to successfully convert a document to a PDF document, it must reference each font in the original document through the following processes as the document is converted first to PostScript, then to PDF.

#### **Checking for the PostScript name**

Acrobat Distiller looks for a PostScript font name and adds it to the PDF document. PostScript font names are usually listed in the name table of a font. (The name table stores font information, such as name, style, and copyright.) If a PostScript name isn't available, Acrobat Distiller uses the system's name for the font. For example, if the original document includes a TrueType font that's installed on the system, Acrobat Distiller derives the BaseFont and FontName from the font's name table.

If the font is a Type 42 font, Acrobat Distiller creates a name table for the font from a matching system font; Type42 fonts typically don't include name tables. For more information about Type 42 fonts, see "TrueType Fonts" in the "How Font Types Affect Text in PDF Files" section of this document.

#### **Adding a description of the fonts**

To each PDF file it creates, Acrobat Distiller adds a description of Type 1 fonts that use the ISO Latin 1 character set. If you open a PDF file on a computer that has these fonts installed, Acrobat uses the installed fonts to display and print the PDF file. If the fonts aren't installed, Acrobat uses the font descriptions to create substitute fonts that resemble the original fonts.

#### **Embedding the fonts**

If font embedding is enabled, Acrobat Distiller embeds TrueType and Type 3 fonts, and Type 1 fonts that don't use the ISO Latin 1 character set (such as symbol or expert characters). Acrobat Distiller 7.0 can embed OpenType fonts; however, the application that created the original document determines which OpenType font characteristics can be embedded. If you embed an OpenType font that is based on a Type 1 font, Acrobat Distiller embeds it as a CFF/Type 2 font. Acrobat Distiller embeds Open Type fonts that are based on TrueType fonts as TrueType fonts.

A font that is embedded in a PDF file is always available for viewing and printing, whether or not it's installed on the system. However, you cannot edit text in the PDF file unless the font is installed. If you try to edit text that uses an embedded font and the font isn't installed, Acrobat returns a warning and uses a substitute font instead.

#### **Font permissions**

Acrobat Distiller acknowledges and preserves the original font permissions, even if a PDF file is redistilled. Fonts that have restricted permissions can't be embedded and will cause Acrobat Distiller to return an error during the conversion process. Similarly, fonts that don't use a character encoding format, such as WinAnsi or MacRoman, may cause Acrobat Distiller to return an error if you try to embed them.

#### **Converting the fonts**

If Acrobat Distiller can't interpret or find the font information it needs from a font, it substitutes the font. In rare instances, Acrobat Distiller converts such fonts to bitmap images, which prevents the font from being searched, scaled, or edited. Acrobat Distiller typically converts PCL fonts and Windows vector (outline) fonts to bitmap images. See the "How Postscript Printer Drivers Handle TrueType Fonts in Windows" section in this document.

### Font descriptors

Acrobat Distiller embeds a font descriptor (that is, font information) for each font that it embeds. A descriptor can include the following information:

Descriptor	What the descriptor means
Ascent	The maximum height above the baseline reached by the characters in the font, excluding accents.
CapHeight	The y-coordinate of the top of the flat capital letters (for example, 'E'), measured from the baseline.
Descent	The maximum depth below the baseline reached by characters in the font.
Flags	The attributes of the font, including fixed-width, serif, symbolic, script, italic, small caps, all caps, or other attributes.
FontBBox	A bounding box that is the smallest rectangle capable of containing any characters in the character set if drawn on top of each other.
ItalicAngle	The angle in degrees of the dominant vertical strokes; usually negative.
StemV	The width of the vertical stems in characters.
AvgWidth (optional)	The average width of characters in the font.
FontFile (optional)	The complete typeface outline. Present only when the font or font subset is embedded.
Leading (optional)	The desired line spacing between lines of text.
MaxWidth (optional)	The maximum width of characters in the font.
MissingWidth (optional)	The width to use with unencoded characters (that is, those not included in the character set).
StemH (optional)	The width of horizontal stems in characters.
XHeight (optional)	The y-coordinate of the top of the flat non-ascending lowercase characters (for example, "z"), measured from the baseline.
FontFamily (optional)	The family to which the font belongs (for example, typeface "Times Bold Italic" belongs to the "Times" FontFamily).
FontStretch (optional)	A variation of the font that affects the horizontal dimension (for example, UltraCondensed, SemiCondensed, Normal, Expanded).
FontWeight (optional)	The weight or thickness of a font.

### How font types affect text in PDF files

The type of font you use can affect how text in your PDF files appears and prints, and whether or not the text is searchable and editable

### Bitmap fonts

If a PDF file contains fonts that have been converted to bitmap images, the viewers won't process the images as fonts, but will instead display and print the images just like any other bitmap images. Text converted to bitmaps, however, isn't searchable or editable.

### **dFonts (Mac OSX only)**

These fonts are native to the Mac OS X system and are identical to standard font suitcase files except that the font resources are stored in the data fork of the file. Acrobat Distiller handles dFonts the same as other TrueType fonts on Mac OS.

### **Kanji fonts**

You can create PDF files that contain Kanji fonts using both Kanji and English-language versions of Acrobat Distiller. (For English-language versions of Acrobat Distiller, you must install the appropriate font support package.) Acrobat automatically displays Asian fonts that are embedded in a PDF file. If Asian fonts aren't embedded, Acrobat can display them after you install the appropriate font support package. For information about installing font support packages, see document , "Viewing and Printing Asian Fonts in PDF Files Using Roman Acrobat Viewers."

### **Multiple Master (MM) fonts**

Because multiple master fonts (such as Minion MM) create specific instances of a font based on the properties of a document and where the font is used, Acrobat Distiller cannot embed them. Instead, Acrobat Distiller adds a subset of the font, which has a unique font ID. Because MM fonts generate these instances dynamically, you cannot embed the fonts or edit them in Acrobat. Adobe Technical Support recommends that you don't use MM fonts if you need to edit or embed fonts in Acrobat. For more information on MM fonts, see document [328600](#) , "Multiple Master Fonts General Information."

### **OpenType Fonts from Adobe**

OpenType format is based on Type 1 and combine outline, metric, and bitmap data into a single font file. OpenType format includes advanced typography features that most applications have not yet taken advantage of; as a result, these applications recognize and treat OpenType format as TrueType fonts. This treatment affects the way OpenType Fonts from Adobe are embedded in PDF files. Type 1 font embedding requirements apply to Type 1-based Open Type Fonts from Adobe. TrueType embedding requirements apply to TrueType-based OpenType fonts.

You can embed OpenType Fonts from Adobe in Acrobat Distiller 7.0 if you select PDF 1.6 compatibility, however the OpenType-specific features will be available only in Acrobat 7.0. (Choose Settings > Edit Adobe PDF Settings, click the General tab and choose Acrobat 7.0 (PDF 1.6) from the Compatibility pop-up menu.)

### **Symbol fonts**

Because each symbol font contains unique characters and character sets, Acrobat Distiller always embed these fonts to prevent them from being substituted.

### **TrueType fonts**

TrueType fonts that have installation and editing permissions can be embedded in a PDF file by Acrobat Distiller. If the font doesn't include these permissions, Acrobat Distiller embeds a font subset (that is, only the characters of the font that are used in the document).

**Note:** Acrobat Distiller doesn't report subsets of TrueType fonts in its log file. And even though the TouchUp Text tool in Acrobat lists the fonts as embedded in the Text Attributes dialog box, you cannot edit a font subset with this tool because the system can't recognize the font subset's unique font ID and map it to the original TrueType font on the system. If you edit a font subset with the TouchUp Text Tool, Acrobat substitutes the font with a sans serif or serif equivalent.

When you use Acrobat Distiller to create PDF files, text formatted with TrueType fonts may not be searchable, depending on how the font information was written into the PostScript file. In these cases, PostScript printers convert the TrueType font as a Type 42 font, which best preserves the font's characteristics, such as searchability. The Type 42 font format exists primarily as a way for PostScript interpreters to download non-PostScript (TrueType) fonts. A Type 42 font consists of a PostScript language "wrapper" around a TrueType font. A Type 42 font is usually generated by a printer driver to download TrueType fonts to a PostScript printer that includes a TrueType rasterizer. By this method the TrueType font is interpreted directly by Acrobat Distiller, which provides the most accurate description of the original TrueType font. Variables that can affect this font information include: the application that created the PostScript file, the font itself, the PostScript printer driver, and the PostScript Printer Description (PPD) file. If text formatted with TrueType fonts is unsearchable in a PDF file created with Acrobat Distiller, change one or more of these variables and then re-create the PDF file.

Information is written into a PostScript file either by the application that generates PostScript code or by the PostScript printer driver. For more information, see that application's documentation, or see "How Postscript Printer Drivers Handle TrueType Fonts in Windows" in this document.

### **Type 1 fonts**

For both appearance and searchability, Type 1 fonts offer reliable conversion to PDF. Because Type 1 fonts don't need to be converted to another format when the font (or a subset of the font) is embedded in a PostScript file, they offer the best results when you use Acrobat Distiller.

To embed Type 1 fonts, the following conditions must be met:

1. In the Adobe PDF Settings dialog box, the font appears in the AlwaysEmbed list in the Fonts tab and EmbedAllFonts is set to True.
2. No symbols are used (except the symbol for pi).
3. The font size is within an appropriate range (this is, the CharStrings dict leng value is greater than 115 but less than 229). You can check the CharStrings dict leng value in a font editing application.

### **Type 3 fonts**

Because Type 3 fonts use the entire PostScript computer language to express a font, they can include specifications that Type 1 fonts cannot, such as shading, color, and fill. However, Type 3 fonts aren't optimized for size or performance, so characters may appear bolder than their Type 1 counterparts.

Type 3 fonts are always embedded in PDF files, so they're always available in Acrobat or Adobe Reader (except on Mac OS X, which doesn't support Type 3 fonts). Acrobat and Adobe Reader convert the Type 3 characters to bitmap images and then display them. When you print to a PostScript printer, Acrobat and Adobe Reader use your PostScript printer driver to download the font to the printer. When you print to a non-PostScript printer, the bitmap images print. Type 3 font characters in the ISO Latin 1 character set convert to searchable text in PDF files, although those in the symbol character sets do not. PDF files with embedded Type 3 fonts usually have larger file sizes than those with embedded Type 1 fonts.

### **How Postscript printer drivers handle TrueType fonts in Windows**

When TrueType fonts are sent through the Adobe PostScript printer driver as encoded Type 42 (called Native TrueType in Windows 2000 and XP) or character identifier (CID) fonts (in the case of double-byte or Unicode fonts), the printer driver gives font characters specific font IDs rather than standard font ID information, causing Acrobat Distiller to embed a subset of the font in the PostScript file.

By including a subset of a font, the printer driver decreases the file size, which in turn increases the speed of PostScript file conversion. This process occurs regardless of whether the job options are set to Embed All Fonts.

To embed the entire font when printing to the Adobe PDF printer, you must enable Do Not Send Fonts To Adobe PDF in the Font tab of the Adobe PDF Printer Settings dialog box.

The Adobe PostScript printer driver (AdobePS) for Windows 98, and NT 4.0 includes Send Fonts As settings that control how TrueType fonts are sent to a printer or included in a PostScript file. The Pscript5 printer driver (pscript5.dll) and later for Windows 2000 and later includes TrueType Download settings that control how TrueType fonts are sent to a printer or included in a PostScript file. You can change the settings in the driver's Properties dialog box (Windows 98, and NT 4.0) or in the driver's Advanced Options dialog box (Windows 2000 and XP). The settings vary depending on the features specified in the printer's PPD file. The Microsoft PostScript printer driver for Windows 98 and NT 4.0 includes fewer Send Fonts As settings than AdobePS. For example, the Microsoft PostScript printer driver doesn't include options to send TrueType fonts as Type 42 or Outline fonts.

Use the following guidelines when selecting Send Fonts As settings:

Send Fonts As (Windows 98, or NT 4.0) or TrueType Font Download Option (Windows 2000 and XP)	Results
Outline (AdobePS for Windows 98 or NT, pscript5.dll for Windows 2000 or XP)	With this option, the printer driver uses a font's outline metrics for display and print. This option gives text the look and feel of a font, but text doesn't retain actual font information. This option is often used when a font cannot be embedded due to licensing restrictions. Outline fonts aren't searchable or editable.
As Bitmaps (AdobePS and Windows PostScript printer driver, pscript5.dll for Windows 2000 or XP)	With this option, the printer driver converts TrueType fonts to Type 3 bitmaps. If you don't or can't use the Type 42 (native) option, this option provides greater accuracy in simulating the original TrueType font. Unlike actual Type 3 fonts, however, Type 3 bitmaps aren't searchable. Use this option for text that's formatted at 14 points or smaller, or when printing to low resolution printers. Don't use this option for portable files (for example, EPS files), since it can increase file size.
Native TrueType (AdobePS and Windows PostScript printer driver)	When you distill a document that contains a TrueType font, Acrobat Distiller doesn't recognize the font coding language (because it isn't PostScript), and substitutes a Type 1 PostScript font. Sending TrueType fonts as Type 42 fonts preserves their appearance and prevents substitution with Type 1 fonts. This option is best for preserving text searchability. Keep in mind, however, that other variables also affect searchability.
Don't Send (AdobePS and Windows PostScript printer driver)	With this option, the printer driver won't include TrueType font information in the PostScript file. This option is recommended only for printers or network spoolers that supply fonts.
Bitmap/Outline threshold setting (AdobePS and Windows PostScript printer driver)	This option specifies how small a font's point size must be before it is sent as a bitmap rather than as an outline. Setting the threshold to 1 will prevent fonts from being sent as bitmaps.
Softfont or Device Font (AdobePS for Windows NT and Windows PostScript printer driver for Windows NT)	With the Softfont option, the printer driver sends font description information. This option helps retain appearance, but not searchability. With the Device Font option, the printer driver lets you customize a font substitution table to match each installed font with a printer-resident font. This option may not retain a font's exact appearance, but does retain searchability.

## Additional Information

: Viewing and Printing Asian Fonts in PDF Files Using Roman Acrobat Viewers

[328600](#) : Multiple Master Fonts General Information.

## Find scanner driver versions | Acrobat

One of the first steps in troubleshooting scanning issues is determining the version of the installed scanner driver. Follow the steps below to determine the installed version of your scanner driver. Then go to the manufacturer's website to check for the most recent driver. Update your scanner driver as necessary.

### Windows 7 and Vista

Browse to the driver version in the Device Manager.

- 1 Click Start and choose Control Panel from the pop-up menu.
- 2 Choose the Device Manager in the Control Panel.

If your computer is set to Categories in the Control Panel, choose the Device Manager here:

If your computer is set to either Large Icons or Small Icons, choose the Device Manager here:

In the Device Manager dialog box, click the black arrow to the left of Imaging Devices to display your scanner make and model.

? Click Action, and then click Properties.

? In the Properties dialog box, click the Driver tab to reveal the version of the installed scanner driver.

### Windows XP

Browse to the driver version in the Device Manager. Click Start and choose Control Panel from the pop-up menu.

If your computer is set to Category view, follow these steps:

? Choose Performance and Maintenance.

? On the next screen, choose See Basic Information About Your Computer.

? The System Properties dialog box appears. Click the Hardware Tab and then click Device Manager.

? In the Device Manager dialog box, highlight the installed scanner model under Imaging Devices.

? After highlighting the installed scanner, choose Action and then Properties. In the Properties dialog box, you see the driver version of the scanner.

If your computer is set to Classic View, follow these steps.

- 1 Click Start, and choose the Control Panel from the pop-up menu.
  - 2 In the Control Panel, choose System.
- ? In the System Properties dialog box, click the Hardware tab and then click Device Manager.
- ? In the Device Manager dialog box, highlight the installed scanner model under Imaging Devices.
- ? Choose Action, and then Properties. In the Properties dialog box, you see the driver version of the scanner.

## Mac OS X

- ? To find the scanner driver version in Mac OS X, go to Applications and find the installed scanner software.
- ? Command-click the scanner and choose Get Info from the pop-up menu. The driver version is under the General section of the Info dialog box.

# File association error when you open an embedded Microsoft Office 2007 document in a PDF Portfolio

## Issue

When you try to launch a Microsoft Office 2007 document (\*.docx, \*.pptx, \*.xlsx) embedded in a PDF Portfolio you are presented with the following error message:

"This file does not have a program associated with it for performing this action. Create an association in the Folder Options control panel."

## Reason

Microsoft Office 2007 uses a new XML based document format. Even if you have a previous version of Microsoft Office installed, then these files will not open unless you have downloaded the file format converters from the Microsoft website.

## Solution

**Download and install the Microsoft Office Online File Converters and Viewers.**

You can download the Microsoft Office Online File Converters and Viewers from the Microsoft website at <http://office.microsoft.com/en-us/downloads/HA010449811033.aspx>.

**Additional Information**

An application that can view the specific file types embedded in the PDF Portfolio must be present on your system in order to view those embedded files.

## **Excel 2007 crashes when you create a PDF from 'Selection' for an entire sheet selected**

**Issue**

When you create a PDF with PDFMaker using 'Selection' for the 'Conversion Range', Microsoft Excel 2007 crashes if you have selected the entire worksheet (either via Edit > Select all, or the CTRL-A keyboard short cut).

**Solution**

Do one of the following solutions:

**Solution 1: Only select the actual content in the worksheet instead of selecting all and create the PDF from selection.**

- 1 In Excel 2007, only select the actual content in the work sheet.
- 2 Go to the Acrobat ribbon and choose 'Create PDF'.
- 3 Choose the 'Selection' option in the conversion range.

If you to convert the entire worksheet, then use Solution 2.

**Solution 2: Create a PDF from the entire worksheet using the 'Sheet(s)' option.**

- 1 Go to the Acrobat ribbon and choose 'Create PDF'.
- 2 Choose the 'Sheet(s)' option in the conversion range.
- 3 Add or remove the required sheet(s).
- 4 Click the 'Convert to PDF' button to create the PDF.

## **Error "Unsupported file type" or "damaged file" | Acrobat, Reader X**

## Issue

When Acrobat X or Reader X try to open a PDF, it fails to open and the following error appears:

<product name> could not open "<filename>" because it is either not a supported file type or because the file has been damaged.

## Solution

The file is a malformed PDF. Create a PDF file that conforms to the PDF standard.

## Additional Information

Acrobat X products can strictly enforce adherence to certain aspects of the ISO PDF file format standard for security reasons. Since it is possible to use malformed PDF files as an exploitation vector, nonstandard constructs aren't permitted.

# Error: "Status: Could not save the shared review-enabled PDF file" in Acrobat 9

## Issue

When you create a Shared Review in Acrobat 9 and send an invite to the Shared Review, you get the error message, "Status: Could not save the shared review-enabled PDF file". No email is sent to the reviewers.

## Reason

With Acrobat 9.0 you no longer need to Reader-enable a PDF before you send it for Shared Review; this is done automatically. If you Reader-enable the PDF, then the Send for Shared Review fails. However, the only part of the Shared Review workflow that fails is the sending of an email to the designated Reviewers.

## Solution

### Manually email the link to the PDF.

Manually email the link to the PDF for Shared Review and the reviewers will be able to comment on and review the document as normal.

## Additional Information

In Acrobat 9.0 we streamlined this workflow so you don't have to "Reader Enable" a PDF prior to sending it for Shared Review, that this is done automatically. By doing so causes the Send for Shared Review to fail, although the only portion that fails is the sending of an email to the designated Reviewers, and because of this you need to manually email the link to the PDF for Shared Review and the reviewers will be able to comment and review the document as normal.

# **Error: "A serious error has been detected and Adobe Acrobat 8 Professional cannot continue. Please re-install the application and try again" when you start (Acrobat 8 Professional, Standard)**

## **Issue**

When you start Adobe Acrobat 8 Professional or Standard, you receive the error message "A serious error has been detected and Adobe Acrobat 8 Professional [or Standard] cannot continue. Please reinstall the application and try again."

## **Reason**

Acrobat verifies activation when you start the application. If Acrobat is not able to detect that the activation occurred, then it initiates the process. In order for the activation to complete successfully, you must have an uncorrupted version of the AdobeConfig.xml file on the system.

## **Solution**

### **Initial Steps: Verify the AdobeConfig.xml file.**

- 1 Make sure Acrobat is not open.
- 2 Open the folder C:\Program Files\Adobe\Acrobat 8.0\Acrobat\alm\_config\_files.
- 3 Verify that the filename of AdobeConfig.xml is correct.

After you verify the AdobeConfig.xml file, perform one of the following solutions:

### **Solution 1 (Retail License): Remove and reinstall Acrobat.**

- 1 Remove Acrobat using the Add Or Remove Programs Control Panel (Windows XP) or the Programs And Features Control Panel (Windows Vista).
- 2 Restart the system.
- 3 Reinstall Acrobat.

### **Solution 2 (Volume License): Replace the AdobeConfig.xml file.**

- 1 Contact Customer Service for replacement media or copy the AdobeConfig.xml file from your physical media.
- 2 Make sure Acrobat is not open.
- 3 Place the new AdobeConfig.xml file in the alm\_config\_files folder.
- 4 Try to launch Acrobat.
- 5 If this does not work, try Solution 1 above.

## **Error "... The selected file cannot be found" when you print PDF attachments from Outlook (Acrobat 8 and 9)**

### **Issue**

When you select, but not open, a message with a PDF attachment in Microsoft Outlook 2003 or 2007 and then choose File > Print > Print Attachments, or right-click the message and select Print, you receive the error message, "There was an error opening this document. The selected file cannot be found."

### **Details**

You are using Outlook 2003 or 2007 with Windows Exchange Server 2003.

### **Solution**

Open the message, and the PDF attachment, then choose File > Print in Acrobat or Adobe Reader.

## **Error: "QuickBooks is not currently running, no company file is open, or the connection to Acrobat was denied." (Acrobat 9 on Windows Vista)**

### **Issue**

While running QuickBooks Pro and Adobe Acrobat 9 on Windows Vista, you see the error message, "QuickBooks is not currently running, no company file is open, or the connection to Acrobat was denied. Please open a company file in QuickBooks and approve connection requests from Acrobat."

### **Reason**

There is a known issue where QuickBooks requires User Access Control to be enabled on Windows Vista. (On the QuickBooks support site it is article 1004310) This error message in Acrobat can be caused by the same issue.

### **Solution**

#### **Enable User Access Control.**

- 1 Choose Start > Control Panel.
- 2 Click User Accounts and Family Safety.
- 3 Click Turn User Account Control On.
- 4 Select the Use User Account Control (UAC) to help protect your computer checkbox. Click OK.
- 5 Restart the computer when prompted.

# Error "...OffendingCommand: setdistillerparams..." | Create PDF | Acrobat, Acrobat 3D

## Issue

When you try to create a PDF file with Adobe Acrobat Distiller, you receive a PostScript error log such as:

```
%%[ Error: undefined; OffendingCommand: setdistillerparams; ErrorInfo: CalCMYKProfile U.S. Web Coated (SWOP) v2 ]%%
```

```
%%[ Flushing: rest of job (to end-of-file) will be ignored ]%%
```

```
Error accessing color profile: U.S. Web Coated (SWOP) v2
```

```
%%[ Warning: PostScript error. No PDF file produced. ] %%
```

```
Distill Time: 0 seconds (00:00:00)
```

```
**** End of Job ****
```

When you use PDFMaker in a Microsoft Office application, PDFMaker may return the error message "ERROR" followed by the message "Adobe PDF printer failed to create the PDF file."

## Solutions

Do one or more of the following solutions:

### Solution 1: Reinstall the USWebCoatedSWOP.icc profile.

To download and extract profiles:

1. Download replacement ICC profiles from the adobe website at [www.adobe.com/support/downloads/product.jsp?product=62&platform=Windows](http://www.adobe.com/support/downloads/product.jsp?product=62&platform=Windows)
2. Extract the ZIP file.

**Note:** Windows 2000 users can use a utility such as WinZip or WinRAR to extract the ZIP file by right-clicking the downloaded ZIP file and selecting the Extract option. Windows XP users can right click the ZIP file and select the Extract All Files option.

To install a missing or corrupt profile:

1. Navigate to the USWebCoatedSWOP.icc profile. (The AdobeICCPProfiles\_0805.zip archive contains two directories: CMYK Profiles and RGB Profiles. USWebCoatedSWOP.icc is in the CMYK folder.)
2. Right-click the profile and choose Install Profile.

**Note:** Proceed to Solution 2 if Uninstall Profile is present.

### Solution 2: Remove corrupted profiles and manually reinstall the profiles.

Before you remove corrupted files, download and extract replacement profiles:

1. Download replacement ICC profiles from the adobe website at [www.adobe.com/support/downloads/product.jsp?product=62&platform=Windows](http://www.adobe.com/support/downloads/product.jsp?product=62&platform=Windows)
2. Extract the ZIP file.

**Note:** Windows 2000 users can use a utility such as WinZip or WinRAR to extract the ZIP file by right-clicking the downloaded ZIP file and selecting the Extract option. Windows XP users can right click the ZIP file and select the Extract All Files option.

To remove corrupted profiles and reinstall them:

1. Navigate to the USWebCoatedSWOP.icc profile. (The AdobeICCPProfiles\_0805.zip archive contains two directories: CMYK Profiles and RGB Profiles. USWebCoatedSWOP.icc is in the CMYK folder.)
2. Right-click USWebCoatedSWOP.icc and choose Copy.
3. If you are using a 32-bit edition of Windows then navigate to C:\Program Files\Common Files\Adobe\Color\Profiles\Recommended. If you are using a 64-bit edition of Windows then navigate to C:\Program Files (x86)\Common Files\Adobe\Color\Profiles\Recommended.
4. Delete any listings for USWebCoatedSWOP.icc.
5. Select Edit > Paste.
6. If you are using a 32-bit edition of Windows then navigate to C:\WINDOWS\system32\spool\drivers\color. If you are using a 64-bit edition of Windows then navigate to C:\WINDOWS\sysWOW64\spool\drivers\color.
7. Delete any listings for USWebCoatedSWOP.icc.
8. Select Edit > Paste.

**Solution 3: Remove corrupted profiles from the joboption feature.**

**Note:** This solution eliminates the error message but does not address the source of the issue. Disabling the joboption feature may alter the appearance of colors on screen or during the print process.

1. Choose Start > Programs > Acrobat Distiller to start Distiller.
2. In Distiller, select Settings > Edit Adobe PDF Settings.
3. Click the Color tab.
4. Change the Color Management Policies setting to Leave Color Unchanged.
5. Click Save As.
6. Name the modified joboption, click Save, and then click OK.
7. Repeat steps 2-6 for any additional joboptions that are used to convert files to PDF.
8. Select File > Exit.

**Background information**

This error is caused by corrupted ICC profiles. Acrobat generates the error when it is unable to access or load the profiles.

**Additional Information**

Determine whether your computer is running a 32-bit or a 64-bit edition of Windows (TechNote [kb407673](#))

## **Error: "Adobe PDF creation cannot continue because Acrobat is not activated" when printing to Adobe PDF printer from Internet Explorer 7**

## Issue

When printing to the Adobe PDF Printer from Internet Explorer 7 on Windows Vista, the error "Adobe PDF creation cannot continue because Acrobat is not activated. Click retry after activating Acrobat to continue printing." appears.

## Solution

### Update to Acrobat 8.1 (Professional or Standard).

To download the Adobe Acrobat 8.1 Professional and Standard update, visit the Adobe web site at [www.adobe.com/support/downloads](http://www.adobe.com/support/downloads).

## Additional Information

The Adobe Acrobat 8.1 update fixes a number of issues that were discovered after the release of Adobe Acrobat 8.0 and is compatible with Windows Vista.

# Error "Adobe PDF creation cannot continue because Acrobat is not activated" | Acrobat

## Issue

When you try to create a PDF using Adobe PDF Printer or the Convert to Adobe PDF (PDFMaker function) feature from various applications, you receive the following error:

"Adobe PDF creation cannot continue because Acrobat is not activated."

## Solution

**Note:** The information below is based on the Classic version of Windows XP.

Do one or more of the following:

### Solution 1: Make Adobe PDF Printer the default printer.

To set up the Adobe PDF printer as the default printer:

- 1 Choose Start > Settings > Printers And Faxes (Windows XP) or Start > Settings > Printers (Windows 2000).
- 2 Right-click Adobe PDF, and then choose Set As Default.

### Solution 2: Move the .tsf data file to the Desktop.

- 1 Go to C:\Documents and Settings\All Users\Application Data\FLEXnet.
- 2 Right-click on adobe\_00080000\_tsf.data and choose Copy.
- 3 Paste the file to the Desktop or another location where you can easily find it.
- 4 Go back to C:\Documents and Settings\All Users\Application Data\FLEXnet and delete the adobe\_00080000\_tsf.data file .

- 5 Restart Acrobat and see if it prompts you to activate the software.

### **Solution 3: Move the cache.db file.**

The cache.db file could be causing this issue. If the solutions above do not resolve the issue, follow the steps in this solution.

? Navigate to the following folder

- On Windows: C:\Program Files\Common Files\Adobe\Adobe PCD\cache
- On Mac OS: /Library/Application Support/Adobe/Adobe PCD/cache

2. Move the following files:

- pcd.db
- cache.db
- caps.db

3. Launch Acrobat and you are prompted to reenter the serial number.

**Note:** Removing these files discards product information and serial numbers from the machine. Reenter this data when launching the product.

### **Solution 4: End Process on acrotray.exe in the Task Manager**

- 1 With Acrobat closed perform a CTRL + ALT + Delete on your keyboard.
- 2 Click the Task Manager button.
- 3 Click on the Processes Tab and highlight acrotray.exe in the list of processes.
- 4 Click on the End Process button and click Yes on the Task Manager Warning dialog box.
- 5 Try to re-launch Acrobat.

### **Solution 5: Temporarily disable programs that perform virus scans and repair Acrobat.**

Programs that scan can conflict with the activation process. Before you activate your Adobe software, temporarily disable the following programs:

- Virus protection software (for example, McAfee, Norton Anti-Virus)
- Firewall software (for example, ZoneAlarm, Norton Internet Security Suite)
- Software that stores deleted files or removes temporary files from the system (for example, Norton SystemWorks).

For instructions on how to disable or reenab a program, see its documentation. To disable firewall software, contact your system administrator.

**Important:** Disabling the software firewall can leave your computer vulnerable. Disabling the software does not ensure that all functions of the software are disabled.

Once the software has been disabled, perform a repair of Acrobat:

- 1 Choose Start > Settings > Control Panel.
- 2 Double-click Add or Remove Programs.
- 3 Select the current version of Acrobat and click Change.
- 4 Follow the onscreen instructions to repair Acrobat.

### **Solution 6: Create a local administrator account and then start Acrobat.**

A user account can be corrupt or have security settings that prevent the installer from working properly. Installing Acrobat under a new user account can circumvent these issues. Contact network administrators for assistance creating administrative accounts within a domain. If possible, create a new local administrative account using the steps below.

- 1 Right-click My Computer and click Manage.
- 2 Expand Administrative Tools > Local Users and Groups > Users.
- 3 Right -lick Users and select New User.
- 4 In the New User dialog box, type **Administrator** in the Description field. Complete the remaining fields.
- 5 Deselect User Must Change Password At Next Login and check Password Never Expires, and then click Close.
- 6 Right-click the newly created user and select Properties.
- 7 Select the Member Of tab and click Add.
- 8 Type **Administrators** in the Enter The Object Names To Select field, and click OK.
- 9 Click OK to close the User Properties window.
- 10 Log off the current user and log in to the newly created Administrator account.
- 11 Launch Acrobat again and attempt the activation process.

### **Solution 7: Disable all non Microsoft services and startup items, and then repair Acrobat (Windows XP only).**

Disable startup items and restart Windows in Selective Startup mode:

- 1 Choose Start > Run.
- 2 Type **msconfig** in the Open textbox, and then click OK.
- 3 Click the Services tab, click Hide All Microsoft Services, and then click Disable All.
- 4 Click the Startup tab, click Disable All, and then click OK.
- 5 In the System Configuration dialog box, click Restart.
- 6 In the Desktop dialog box, click OK to start Windows.
- 7 Choose Start > Settings > Control Panel and double-click Add or Remove Programs.
- 8 Select the current version of Acrobat or Adobe Reader and click Change.
- 9 Follow the onscreen instructions to repair Acrobat.

### **Solution 8: Remove all previous versions of Acrobat and then repair the application.**

- 1 Choose Start > Settings > Control Panel and double-click Add or Remove Programs.
- 2 Select Adobe Acrobat 9.x or earlier and click Remove.
- 3 When prompted, confirm that you want to remove the selected application.
- 4 Repeat the above procedure for all previously installed versions of Adobe Acrobat. Starting with the newest version and working toward the oldest.
- 5 Restart the computer.
- 6 Choose Start > Settings > Control Panel and double click Add or Remove Programs.
- 7 Select the current version of Acrobat or Adobe Reader and click Change.
- 8 Follow the onscreen instructions to repair Acrobat.

### **Solution 9: Make sure that permissions are set correctly to the file or path in question.**

**Note:** All solutions require that you be logged in as Administrator or a user that is an Administrator.

#### **Windows 2000**

- 1 Double-click My Computer.
- 2 Right-click the FLEXnet folder found under C:\Documents and Settings\All Users\Application Data\. Right-click Application Data and select Properties.
- 3 Select the Security tab. Make certain that Administrators is listed and permissions for security is set to full control.
- 4 Choose Start > Settings > Control Panel and double-click Add/Remove Programs.
- 5 Select Adobe Acrobat and click Change.
- 6 Follow the onscreen instructions to repair Acrobat.

#### **Windows XP Home**

- 1 Restart in safe mode.
  - a Restart Windows.
  - b Press F8 before Windows starts, when you see a message such as "For Advanced Startup Options...."
  - c Select Safe Mode from the list of startup options. Make sure that Safe Mode appears in each corner of the desktop.
    - If Safe Mode doesn't appear in each corner of the desktop, then repeat steps 6-8.
    - If Safe Mode does appear in each corner of the desktop, then log in as administrator of the local machine.
  - d If a dialog box indicates that Windows is running in Safe Mode, then click OK.
- 2 Choose Start > My Computer.
- 3 Choose Tools > Folder Options, and then click the View tab.
- 4 Right-click the FLEXnet folder found under C:\Documents and Settings\All Users\Application Data. Right-click Application Data and choose Properties.
- 5 Select the Security tab.
- 6 Make certain that Administrators is listed and permissions for security is set to full control.
- 7 Click OK.
- 8 Choose Start > Settings > Control Panel and double-click Add or Remove Programs.
- 9 Select the current version of Acrobat or Adobe Reader and click Change.
- 10 Follow the onscreen instructions to repair Acrobat.

#### **Windows XP Professional**

- 1 Choose Start > My Computer.
- 2 Choose Tools > Folder Options, and then click the View tab.
- 3 In the Advanced Settings, deselect Use Simple File Sharing (Recommended), and click OK.
- 4 Right-click the FLEXnet folder found under C:\Documents and Settings\All Users\Application Data. Right-click on Application Data and choose Properties.
- 5 Select the Security tab.
- 6 Make certain that Administrators is listed and permissions for security is set to full control.

- 7 Choose Start > Settings > Control Panel and double-click Add or Remove Programs.
- 8 Select the current version of Acrobat or Adobe Reader and click Change.
- 9 Follow the onscreen instructions to repair Acrobat.

**Solution 10: Set the proper permissions on the folder in question using the command line.**

- 1 Choose Start > Run, and then type **cmd** in the Open box. Click OK.
- 2 Use the following commands; include quotation marks and press Return at the end of each line. (Also make sure to enter spaces between /T, /E, /C and /G in the third line.)

```
c: cd "C:\Documents and Settings\All Users\Application Data\FLEXnet" cacls "All Users" /T /E /C /G
administrators:F exit
```

**Solution 11: Fix permissions on the registry key for the FLEXnet Licensing Service.**

The Administrators group listed below is the default local administrative group in Windows XP, Vista, and Windows 7.

**Disclaimer:** This procedure involves editing the Windows registry. Adobe doesn't provide support for editing the registry, which contains critical system and application information. Make sure to back up the registry before editing it. For more information about the registry, see the Windows documentation or contact Microsoft.

There are two tasks you can perform before you do these steps to back up your current system and registry:

- Create a restore point on your computer by choosing Start > Programs > Accessories > System Tools > System Restore.
- Back up your registry immediately after you enter the Registry Editor by choosing File > Export. Give the backup copy of the registry a name and location you can remember.

**Windows XP**

- 1 Choose Start > Run, type **regedit** in the Open text field of the Run dialog box, and then click OK.
- 2 Back up your current registry file:
  - a In the Registry Editor dialog box, choose File > Export.
  - b Type a name for the file and select a location.
  - c For Export Range, select All.
  - d Click Save.
- 3 Navigate to this key: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\FLEXnet Licensing Service
- 4 Right-click the FLEXnet Licensing Service key and select Permissions.
- 5 In the Permissions For FLEXnet Licensing Service dialog box, verify that the Administrators and SYSTEM groups are present. Also make sure that Full Control is selected in the Allow column for both groups.
- 6 Click Advanced.
- 7 In the Advanced Security Settings dialog box, click the Owner tab. Then select the Administrators group (1), select "Replace owner on subcontainers and objects" (2), click Apply (3), and click the Permissions tab (4). **Note:** Select the current administrator account if the Administrators group is unavailable.

- 8 In the Permissions tab, select "Replace permission entries on all child objects with entries shown here that apply to child objects" (1) and click OK (2).
- 9 Click OK in the Permissions for FLEXnet Licensing Service dialog box. Windows resets the permissions for each child object to correspond with its parent.
- 10 Close the Registry Editor.

### Windows Vista

- 1 Click Start, type **regedit** in the Start Search text field, and press Enter.
- 2 Back up your current registry file:
  - a In the Registry Editor dialog box, choose File > Export.
  - b Type a name for the file and select a location.
  - c For Export Range, select All.
  - d Click Save.
- 3 Navigate to this key: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\FLEXnet Licensing Service
- 4 Right-click the FLEXnet Licensing Service key and select Permissions.
- 5 In the Permissions For FLEXnet Licensing Service dialog box, verify that the Administrators and SYSTEM groups are present. Also make sure that Full Control is selected in the Allow column for both groups.
- 6 Click Advanced.
- 7 In the Advanced Security Settings window, click the Owner tab. Then select the Administrators group (1), select "Replace owner on subcontainers and objects" (2), click Apply (3), and click the Permissions tab (4).**Note:** Select the current administrator account if the Administrators group is unavailable.
- 8 In the Permissions tab, select "Replace all existing inheritable permissions on all descendants with inheritable permissions from this object" (1) and click OK (2).
- 9 Click OK in the Permissions for FLEXnet Licensing Service dialog box. Windows resets the permissions for each child object to correspond with its parent.
- 10 Close the Registry Editor.

## Additional information

You have been unable to activate Adobe Acrobat or the activation has been corrupted.

# Error "The patch has failed..." | Installing update | Acrobat 8 | Mac OS

## Issue

When you try to install an update for Adobe Acrobat 8 Professional on Mac OS, the update installer returns the following error:

"Update failed. The patch has failed because the application has been modified since it was originally installed (for example, plug-ins may have been disabled). Please go to the Adobe support website for more information regarding how to re-enable disabled components prior to installing the patch. Or, you can install and reinstall the application, and then reinstall the patch."

## Solution

Do one or both of the following solutions:

### Solution 1: Delete the Acrobat updater data file.

- 1 Quit Acrobat.
- 2 In the Finder, navigate to /Applications/Adobe Acrobat 8 Professional.
- 3 Control-click (or right-click) the Adobe Acrobat Professional application icon and choose Show Package Contents from the menu. A new Finder window opens.
- 4 In the new Finder window, open the Contents folder, then open the Resources folder, and then open the AMT folder.
- 5 Move AUMProduct.aup to the Trash.
- 6 Install the update.

### Solution 2: Install the update while logged in to new administrator user account.

Insufficient or damaged permissions in your current user account can prevent a successful installation of an update.

Create a difference administrator user account, log in to it, and then install the update while logged in to the new account.

See [Install or run an Adobe application from within a new user account](#) (Mac OS X) (kb404927) for details.

# Error "The Organizer Database is damaged and will be reset..." | Acrobat 9

## Issue

Adobe Acrobat 9 returns the error message, "The Organizer database is damaged and will be reset the next time Acrobat is launched. Quit the application and close any currently open web browsers."

This error can occur when you open Acrobat, when you quit Acrobat, when you open or close a PDF file, or when Acrobat unexpectedly quits. The error recurs even if you relaunch Acrobat.

## Solution

### Recreate the Organizer90 file.

This error occurs when an Organizer data file named Organizer90 is damaged. Delete Organizer90 to force Acrobat to create an undamaged replacement file.

#### On Mac OS:

- 1 Quit Acrobat.
- 2 In the Finder, choose Go > Home.
- 3 In your Home folder, navigate to Library/Application Support/Adobe/Acrobat.
- 4 In the Acrobat folder, do one of the following:
  - If you are using a PowerPC-based Macintosh computer, then open the 9.0\_ppc folder.
  - If you are using an Intel-based Macintosh computer, then open the 9.0\_x86 folder.
- 5 Move Organizer90 to the Trash.
- 6 Restart the computer.
- 7 Open Acrobat.

#### On Windows:

**Note:** These instructions require that you locate hidden folders. By default, Windows Explorer doesn't show hidden folders. To make hidden folders visible, see [Show hidden files, folders, and filename extensions | Windows XP, Vista, Windows 7 \(kb402324\)](#).

- 1 Close Acrobat.
- 2 In the Windows Explorer, navigate to one of these locations:
  - **Windows XP:** C:\Documents and Settings\[your user name]\Application Data\Adobe\Acrobat\9.0
  - **Windows Vista and Windows 7:** C:\Users\[your user name]\AppData\LocalLow\Adobe\Acrobat\9.0
- 3 Delete Organizer90.
- 4 Restart the computer.
- 5 Open Acrobat.

# Error | No available system font | Edit PDF text

## Issue

When you try to edit text in a PDF file in Adobe Acrobat, you receive the following message:

"All or part of the selection has no available system font. You cannot add or delete text using the currently selected font."

The PDF file was not created on the machine on which it is being displayed.

## Solutions

Use the TouchUp Text Tool (Acrobat 9) or the Edit Document Text Tool (Acrobat 10) to edit the text.

### Acrobat 9

- 1 Choose Tools > Advanced Editing > TouchUp Text Tool.
- 2 Select the text that you want to edit with this tool and right-click (Windows) or Command+Click (Mac OS), and then choose Properties.
- 3 In the TouchUp Properties dialog box, select the Text tab.
- 4 In the Font pop-up menu, select a Font consistent with the current font you are using. (The fonts listed are the fonts that are available on your system.) You can choose to embed the font into the document by checking the Embed checkbox. Or, you can choose a subset of only the characters you want to add by checking the Subset checkbox (which keeps the file smaller).

### Acrobat 10

- 1 Choose Tools > Content > Edit Document Text
- 2 Select the text that you want to edit with this tool and right-click (Windows) or Command+Click (Mac OS), and then choose Properties.
- 3 In the TouchUp Properties dialog box, select the Text tab.
- 4 In the Font pop-up menu, select a Font consistent with the current font you are using. (The fonts listed are the fonts that are available on your system.) You can choose to embed the font into the document by checking the Embed checkbox. Or, you can choose a subset of only the characters you want to add by checking the Subset checkbox (which keeps the file smaller).

## Additional information

If the fonts in a PDF file aren't available on the computer, or they are different versions, it's likely that you can't edit text in the PDF. Changing the text to a font available on the system allows you to edit it the text in the PDF document.

## More Help topics

[Font handling in Acrobat Distiller \(Acrobat 3D, Acrobat 6.0-7.0 Professional\)](#)

## Error: "The License Agreement was not accepted ..." (Internet Explorer 7 and Acrobat 8 or 9 or Adobe Reader 9 on Windows)

### Issue

When you launch Acrobat 8, Acrobat 9, or Adobe Reader 9 a window displays in Internet Explorer 7 that says "The page cannot be displayed" or "Internet Explorer cannot display the web page." After closing that window Acrobat 8, Acrobat 9, or Adobe Reader 9 displays a dialog box stating "License Agreement was not accepted" and closes.

### Solutions

Make sure Internet Explorer has been updated to the latest build. Go to <http://www.microsoft.com/windows/downloads/ie/getitnow.msp> and download the latest version of Internet Explorer 7. If it has, then do one or more of the following solutions:

#### **Solution 1: Disable the Content Advisor in Internet Explorer 7.**

1. In Internet Explorer, choose Tools > Internet Options.
2. In the Internet Options window choose the Content tab.
3. Click Disable.
4. Click OK.
5. Restart Internet Explore.
6. Try to launch Acrobat or Adobe Reader.

#### **Solution 2:Set the registration in the Windows Registry manually.**

1. Click Start > Run > and type in regedit.exe click OK. On Windows Vista, simply type regedit into the Start Search field in the Start menu and hit Enter.
2. Add the following entries into the registry:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Adobe Acrobat\8.0\AdobeViewer. If the AdobeViewer key does not exist, right-click on 8.0 and create new key called AdobeViewer.

"EULA"=dword:00000001

"Launched"=dword:00000001

"Registered"=dword:00000002

#### **Solution 3:Set the EULA\_ACCEPT property from the command line during installation.**

1. Click Start > Run and type in cmd then click OK. On Windows Vista use Start > All Programs > Accessories and then right-click on Command Prompt and choose Run as Administrator
2. Change directory to the installation source (example: CD, network or hard drive location)

Type the following command:

```
msiexec /i acropro.msi ISX_SERIALNUMBER=1118-1419-2250-4202-5399-2872 USERNAME="Mr. User"  
COMPANYNAME="Adobe Systems" EULA_ACCEPT=YES
```

**Note:** Serial number presented above is fake and used for demonstration purposes only. You must provide your own serial number.

# Error "Internal error 2753..." | Install | Adobe Reader

## Issue

When you try to install Adobe Reader, the installer returns the following error message:

"Internal error 2753 Updater.api\_NON\_OPT" or a version of this error message, and then quits.

You sometimes also see the error message during the process of removing a previous version of Adobe Reader.

## Solutions

### **Solution 1: Remove all previous versions of Acrobat and Adobe Reader using Add/Remove programs.**

- 1 From the Control Panel, choose Add/Remove programs.
- 2 Select the most recent version of Acrobat or Adobe Reader in the list and click Remove.
- 3 When prompted, confirm that you want to remove the application.
- 4 Repeat these steps until there are no more Acrobat or Reader entries in the list.
- 5 Restart the computer.

If the Add/Remove Programs control panel does not let you remove the application, try to repair the Reader installation by reinstalling the same Reader version first.

### **Solution 2: Remove the Acrobat or Reader Windows Installer registry keys.**

**Disclaimer:** The Windows registry contains information critical to your computer and applications. Adobe does not provide support for problems that arise from improper modification of the registry. Adobe recommends that you have experience editing system files before you modify the registry. Make sure to back up the registry before modifying it. For more information on the Windows Registry Editor, see your Windows User Guide or contact Microsoft Technical Support.

**Important:** Verify that the correct registry key is selected. When viewing a path of HKEY\_CLASSES\_ROOT\Installer\Features\68AB67CA33010000770600000000030, make sure that only the 68AB67CA33010000770600000000030 is selected. If the name does not match exactly, do not select the item.

- 1 Choose Start > Run.
- 2 In the Open box, type **regedit** and then click OK.
- 3 In the Registry Editor, select the appropriate Acrobat registry key
  - **For Reader 8.0.0, remove:**
    - 32-bit Windows
    - HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Features\68AB67CA7DA73301B7448A0000000020
    - HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Products\68AB67CA7DA73301B7448A0000000020
    - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-518\Products\68AB67CA7DA73301B7448A0000000020

- HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-7AD7-1033-7B44-A80000000002}
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Adobe Reader
    - 64-bit Windows
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Classes\Installer\Features\68AB67CA7DA73301B7448A0000000020
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Classes\Installer\Products\68AB67CA7DA73301B7448A0000000020
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\68AB67CA7DA73301B7448A0000000020
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-7AD7-1033-7B44-A80000000002}
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Adobe\Adobe Reader
    - **For Acrobat X (10):**
      - 32-bit Windows
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\68AB67CA3301004F7706000000000050
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-1033-F400-7760-000000000005}
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Products\68AB67CA3301004F7706000000000050
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Features\68AB67CA3301004F7706000000000050
    - 64-bit Windows
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\68AB67CA3301004F7706000000000050
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-1033-F400-7760-000000000005}
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Classes\Installer\Products\68AB67CA3301004F7706000000000050
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Classes\Installer\Features\68AB67CA3301004F7706000000000050
- 4 Click Edit > Delete.
  - 5 Select Yes when prompted to confirm the deletion.
  - 6 Repeat steps 3-5 on the remaining registry keys and any listed updates that have been applied.
  - 7 Exit the Registry Editor.

## Additional Information

The 2753 error can appear when a (previous) installation of Adobe Reader has become corrupt. It also occurs when Adobe Reader-related entries in the registry become corrupt, prompting the installation to get interrupted.

## Error: "Installation source not available" when performing Acrobat 9.2 update or maintenance

### Issue

When attempting to perform one of several Acrobat 9.2 maintenance processes, you receive the error message "Installation Source Not Available."

This error can occur when you attempt any of the following:

- 1 Install the Acrobat 9.3 update to your Acrobat software version 9.2 on Windows XP SP2. The error message appears when attempting to update the software from the Acrobat menu item, Help > Check For Updates. The error can also occur when manually downloading the updates from adobe.com.
- 2 Repair your Acrobat installation through the Acrobat menu item, Help > Repair Acrobat Installation.
- 3 Repair your Acrobat 9.2 installation using the Acrobat installation DVD.

### Solution

The solution to this issue is on the Microsoft web site. Go to <http://support.microsoft.com/kb/971187>, "How to fix MSI software update registration corruption issues." Follow the step-by-step instructions to resolve the issue.

## Error: "... EPIC\_APP cannot continue ..." (Acrobat 9 on Windows Vista)

### Issue

When you start Adobe Acrobat 9 on Windows Vista, you see the error message, "A serious error has been detected and Adobe EPIC\_APP cannot continue. Please reinstall the application and try again."

### Reason

This issue is usually due to licensing problems.

### Solution

Try one of the following solutions:

#### **Solution 1: Change FLEXNet Licensing Service startup to "Manual".**

- 1 Select Start

- 2 Select Run
- 3 Enter Services.msc
- 4 Select OK
- 5 Double click FLEXNet Licensing Service
- 6 Change the Startup type: to "Manual"

**Solution 2: Run Acrobat.exe as administrator once so it can activate the license.**

- 1 Right click Acrobat.exe
- 2 Select "Run as"
- 3 Select Administrator's Account

**Solution 3: Uninstall Acrobat and reinstall with Admin privileges.**

- 1 Uninstall Acrobat from the system
- 2 Do a clean reboot of Windows Vista
- 3 Install Acrobat with Administrator privileges
  - a Right click setup.exe
  - b Select Properties
  - c Select Compatibility Tab
  - d Select run as Administrator
  - e Run Acrobat once from an administrators account to access Shell32.dll and set the proper settings.

## **Error "A drawing error has occurred" | Acrobat, Reader**

### **Issue**

The error message "A drawing error has occurred" can occur when opening a PDF file in Adobe Reader or Acrobat.

### **Solution**

Regenerate the PDF file. If you are using a third-party application or plug-in to generate the PDF file (for example, iText), then make sure that you have the latest version.

### **Additional information**

This error often occurs when there is a problem with the PDF file itself and Reader or Acrobat is unable to render the PDF properly. (The corresponding error message in German is "Es ist ein Grafikfehler aufgetreten.")

You can also open or check the PDF with other applications (Photoshop, Acrobat, Preflight, CosViewer, and so on) to see if you get any error messages.

**More Help topics**

<http://discussions.virtualdr.com/showthread.php?t=203635>

<http://forums.adobe.com/thread/301397?tstart=2>

## **Error "This document enables Reader capabilities that are no longer enabled..." | Reader 9, X**

**Issue**

When you open PDF files that are Reader-enabled using Reader Extensions server (version 5 or 6) in Reader 9 or later, you receive the following error:

**Solution**

Reader-enable the PDF files again using a later version of the ReaderExtensions server (that is LiveCycle 7, or ES).

**Additional information**

This error occurs because Adobe Reader 9 no longer supports the ubiquity technology provided by ReaderExtensions server version 5 or 6.

Extract from: [http://en.wikipedia.org/wiki/Adobe\\_Acrobat](http://en.wikipedia.org/wiki/Adobe_Acrobat)

"Adobe Reader 9 drops support for Adobe Reader Extensions 5 and 6 which permit Adobe Reader client software to save changes to filled-in forms in PDFs. Adobe Reader Extensions 6.1 and newer are still supported. Legacy PDFs are still viewable, however they open with the warning "This document enables Reader capabilities that are no longer enabled in this Reader version."

This change is discussed in the Reader Extensions upgrade information on adobe.com:

<http://www.adobe.com/products/lifecycle/upgrade/readerextensions.html>

## **Error: "Creation of this signature could not be completed. Platform Exception" when you sign a PDF (Acrobat 8, 9 on Windows)**

## Issue

When you try to digitally sign a PDF in Adobe Acrobat 8 or 9 on Windows, the application returns the error message "Creation of this signature could not be completed. Platform Exception." The error message is followed by one of these expressions:

- "Object already exists. Error Code: 2148073487"
- "Keyset does not exist. Error Code: 2148073494"
- "Key not valid for use in specified state. Error code: 2148073483"

## Solution

Do one or both of the following solutions:

### Solution 1: Re-create the digital ID.

- 1 Open Acrobat.
- 2 Choose Advanced > Security Settings.
- 3 Choose Digital IDs in the list of categories on the left side of the Security Settings window.
- 4 Select the digital ID with which you were trying to sign the PDF.
- 5 Click Remove ID.
- 6 In the confirmation dialog box, click OK.
- 7 Click Add ID.
- 8 Follow the on-screen instructions to re-create the digital ID.
- 9 Click OK.

### Solution 2: Re-create the Crypto folder.

- 1 Close Acrobat.
- 2 In Windows Explorer, do one of the following:
  - On Windows XP, navigate to C:\Documents and Settings\[your user name]\Application Data\Microsoft.
  - On Windows Vista, navigate to C:\Users\[your user name]\AppData\Roaming\Microsoft.

**Note:** These paths include hidden folders. To make hidden folders visible, see "Windows Tip - Show hidden files and folders" (TechNote [kb402324](#)).

- 3 Rename the Crypto folder as Crypto Old.
- 4 Open Acrobat. The Crypto folder will be re-created automatically.

## Error | Create PDF 1.0 extension incompatible | Firefox 4 | Acrobat X

## Issue

When you launch Firefox 4, you receive an error that the Adobe Acrobat - Create PDF 1.0 Extension is incompatible with Firefox 4. Acrobat X is installed.

## Solutions

Do one or more of the following:

- Print to the Adobe PDF printer.
- Use a different Internet browser, such as Internet Explorer, and use the Create PDF plug-in available there
- Reinstall Firefox 3.
- Check for updates to the Acrobat software.

## Additional information

At this time, the extension is not compatible with the Firefox 4 browser. Firefox 4 was released in March 22 2011, after the testing and development of Acrobat X.

Adobe is aware of the issue and is working to resolve it in a future update of the program.

## Error: "Could not start print job" when you print a PDF in Internet Explorer on Windows Vista (Acrobat 8, 9; Adobe Reader 8, 9)

### Issue

When you try to print a PDF file in Internet Explorer 7 on Windows Vista, the file does not print and you receive the error message "Could not start print job."

### Detail

The Display PDF In Browser option is selected in Adobe Acrobat 8 or 9 or in Adobe Reader 8 or 9. (To see this option in Acrobat or Adobe Reader, choose Edit > Preferences > Internet.)

### Reason

Protected Mode is enabled in the Internet Explorer Security settings.

Protected Mode redirects files to a secure Virtualized folder, which replicates the folder structure on your computer but keeps the files isolated from the rest of your computer to protect you from malicious software.

### Solution

Do one of the following solutions:

**Solution 1: Temporarily disable Protected Mode in Internet Explorer 7.**

- 1 In Internet Explorer, choose Tools > Internet Options.
- 2 Choose the Security tab.
- 3 Deselect the checkbox labeled Enable Protected Mode.
- 4 Click OK.
- 5 Close Internet Explorer.
- 6 Re-open Internet Explorer.
- 7 Browse to the PDF file that you want to print.
- 8 Choose File > Print.

**Warning:** Protected Mode can protect your computer from malicious software. You should enable Protected Mode again after you have printed the PDF.

**Solution 2: Use Acrobat or Adobe Reader to print the PDF file.**

- 1 In Internet Explorer, browse to the PDF file that you want to print.
- 2 Choose File > Save As.
- 3 Navigate to the location where you want to save the PDF file.
- 4 Click Save.
- 5 Open Acrobat or Adobe Reader.
- 6 Choose File > Open.
- 7 Navigate to the location you chose in Step 3.
- 8 Select the PDF file.
- 9 Click Open.
- 10 Choose File > Print.

**Solution 3: Use a different web browser.**

Use a different web browser, such as Firefox or Opera, to print the PDF file.

## Error "could not perform recognition"

**Issue**

When you start the Recognize Text Using OCR command, Adobe Acrobat returns the following error:

"Acrobat could not perform recognition (OCR) on this page because: This page contains renderable text."

**Solutions**

Do one or more of the following:

**Solution 1: Obtain a version of the document that does not contain renderable (editable) text.**

This message appears if the PDF document already contains editable text. Obtain a copy of the document that does not contain editable text.

**Solution 2: Convert the PDF to TIFF and back, and then rerun OCR.**

Convert the document to TIFF:

- 1 Open the PDF document in Acrobat and choose File > Save As.
- 2 In the Save As dialog box, choose TIFF (\*.tif, \*.tiff) from the Save As Type (Windows) or Format (Mac OS) pop-up menu. Specify a location, and then click Save. Acrobat saves each page of the PDF document as a separate, sequentially numbered TIFF file.
- 3 Open each TIFF file into Acrobat and run the Recognize Text Using OCR command.

Combine multiple PDF files into one:

- 1 Open Acrobat, and choose File > Create PDF > From Multiple Files.
- 2 Click Browse (Windows) or Choose (Mac OS) to select and add each PDF file. Arrange the files in the Files to Combine section in the way that you want them to appear in the new PDF.
- 3 Click OK.

## Additional information

OCR (Optical Character Recognition), is the process in which Acrobat examines a pixel-based picture of text. It recognizes each character and turns it into editable text. Acrobat compares the image shape and line thickness to the fonts installed on the system during the OCR process. Renderable text is editable text that exists within the PDF file. Acrobat cannot perform OCR on a document that contains renderable text. For more information about OCR, see the Complete Acrobat Help.

# Error: Bad Parameter | Acrobat

## Issue

When you create a PDF using the PDF From Scanner command in Acrobat, the error "Bad Parameter" appears and no PDF is created.

## Solution

In the Configure Presets dialog, choose the scanner attached to your computer from the Scanner pop-up menu.

- 1 From the File menu, choose Create > PDF from Scanner > Configure Presets.
- 2 In the Configure Presets dialog, click the pop-up menu to the right of the Scanner field and choose the scanner connected to your computer.
- 3 Click OK, and then choose Create > PDF From Scanner.

**Note:** Some older scanners do not support presets. When you choose an unsupported scanner from the pop-up menu, a dialog stating "This scanner does not support presets" appears.

## Error "The Adobe Acrobat/Reader that is running cannot ... view PDF ..."

When you view a PDF file on the web, the following error message appears: "The Adobe Acrobat/Reader that is running cannot be used to view PDF files in a web browser. Adobe Acrobat/Reader version 8 or 9 is required. Please exit and try again."

### What's covered

Try this first

- [Repair current installation](#)
- [Remove all previous versions of Acrobat or Reader](#)

More solutions

- [\(Advanced\) Check the registry path for Acrobat or Reader](#)
- [Configure Acrobat or Reader as a helper application](#)
- [Run Acrobat or Reader in a new local administrator account](#)
- [Visit the forums](#)
- [Additional information](#)

### Try this first

#### Repair current installation

Choose Help > Repair Acrobat Installation or Help > Repair Reader Installation.

#### Remove all previous versions of Acrobat or Reader, and then reinstall

Adobe does not support multiple versions of Acrobat or Reader on the same machine. Because Acrobat and Reader work with many products, multiple versions simultaneously installed can lead to software conflicts and errors.

You must have administrator privileges to complete these steps. For more information on administrator privileges, see the Windows documentation or contact Microsoft.

? Do one of the following, depending on your version of Windows:

- (Windows 7) Choose Start > Control Panel > Programs > Programs And Features.
- (Windows Vista) Choose Start > Control Panel > Programs > Programs And Features.
- (Windows XP) Choose Start > Control Panel, and double-click Add Or Remove Programs.

**1** Select Acrobat or Reader, and then click the option to remove or uninstall the program.

**2** Repeat the procedure for all installed versions of the program.

**3** Restart your computer and reinstall Acrobat or Reader. **Note:** For Acrobat, reinstall the program from the Acrobat disk, or download the program from [adobe.com](http://adobe.com). For Reader, download the program from the [Reader Download Center](#). If installing on Vista, right-click the Acrobat or Reader installer and select Run As Administrator.

## More solutions

### 1. (Advanced) Check the registry path for Acrobat or Reader

**Disclaimer:** The registry contains system-related information that is critical to your computer and applications. Before modifying the registry, be sure to make a backup copy of it. Adobe doesn't provide support for problems that can arise from improperly modifying the registry. Adobe strongly recommends that you have experience editing system files before you modify the registry. For information on the Windows Registry Editor, see the documentation for Windows or contact Microsoft Technical Support.

- 1 Choose Start > Run.
- 2 Type **regedit** and click OK.
- 3 Browse to the key HKEY\_CLASSES\_ROOT\Software\Adobe\Acrobat\Exe.
- 4 Make sure that the (Default) value is set for the path where Acrobat or Reader is installed.

The default path for Reader is "C:\Program Files\Adobe\Reader 9.0\Reader\AcroRd32.exe." The default path for Acrobat is "C:\Program Files\Adobe\Acrobat 9.0\Acrobat\Acrobat.exe."

**Note:** If Acrobat or Reader is installed in a different location than the default path, make sure that the key's (Default) value points to the actual location.

For a video demonstration of the procedure, go to [kb2.adobe.com/cps/515/cpsid\\_51501.html](http://kb2.adobe.com/cps/515/cpsid_51501.html).

If the above registry item doesn't exist on the system, do the following:

- 1 Choose Start > Run.
- 2 Type **regedit** and click OK.
- 3 Go to Edit > New > Key and create the missing HKEY\_CLASSES\_ROOT\Software\Adobe\Acrobat\Exe.
- 4 Go to Edit > New > String Value and name this key (Default).
- 5 Select (Default), and then go to Edit > Modify. Type the default path (listed above) in the "Value data" for your product.
- 6 Restart your computer.

### 2. Configure Acrobat or Reader as a helper application

With Acrobat or Reader configured as a helper application, the browser starts the helper application in a separate window and displays PDFs within that window.

- 1 Start Acrobat or Reader.
- 2 Choose Edit > Preferences.
- 3 Select Internet on the left.
- 4 Deselect Display PDF In Browser Using [Acrobat application], and then click OK.
- 5 Quit Acrobat or Reader.

### 3. Run Acrobat or Reader in a new local administrator account

Create a user account that has the same permissions as the account you use when the problem occurs. Or, create a new local administrator account. If the problem doesn't recur when you log on to the new account, then the original user account could be damaged.

For information on setting up a user account, see "Create a user account" in Windows Help And Support, or contact your network administrator. For information on setting up a new local administrator account, see [Create new local administrator account \(Windows Vista\)](#).

#### 4. Visit the forums

See if other users are experiencing similar problems by visiting the forums for [Acrobat, Reader](#), or [AcrobatUsers.com](#). If you don't see your issue listed, post it on the forums for interactive troubleshooting. When posting on forums, include your operating system and your product's version number.

### Additional information

This error can occur when the folder that contains Acrobat or Reader or one of its parent or subfolders has been renamed or moved. This error can also occur if Acrobat or Reader is not defined as the helper application within the browser.

## Error 1714 | Acrobat, Reader

When you install or update Adobe Reader or Acrobat products, the Microsoft Windows Installer displays the following error:

"Error 1714: The older version of Adobe [Acrobat/Reader] cannot be removed. Contact your technical support group."

You sometimes also receive one of the following error messages:

- "Error 1612 Missing source media."
- "The installation source for this product is not available. Verify that the source exists and that you can access it."
- "The feature you are trying to use is on a network resource that is unavailable. Click OK to try again, or enter an alternate path to a folder containing the installation package 'Adobe [product] .msi' in the box below."

### Solutions

#### **Solution 1: Try using the Microsoft Fix it wizard.**

The Microsoft Fix it wizard is available at <http://support.microsoft.com/kb/971187>. The wizard updates the Windows registry so that you can usually uninstall previous versions of the program, or install or update the current version successfully.

**Disclaimer:** Adobe does not support third-party software and provides this information as a courtesy only.

#### **Solution 2: Select the MSI file from the original installation files.**

If the error message allows you to browse to the .msi file, then complete the following steps:

- 1 In the error message box, click Browse.
- 2 Navigate to the original installation files for the product and version you are trying to install and select the .msi file
- 3 Continue with the installation.

### **Solution 3: Remove all previous versions of Acrobat and Adobe Reader using Add/Remove programs.**

- 1 From the Control Panel, choose Add/Remove programs.
- 2 Select the most recent version of Acrobat or Adobe Reader in the list and click Remove.
- 3 When prompted, confirm that you want to remove the application.
- 4 Repeat these steps until there are no more Acrobat or Reader entries in the list.
- 5 Restart the computer and install the application.

### **Solution 4: Attempt to repair Acrobat from the installation disc or cached installer files.**

**Important:** If you do not have the cached installer files, and you have a downloaded version of Acrobat, then redownload the installer. This information also applies to the tryout edition of Acrobat.

To repair Acrobat:

- 1 Insert the Acrobat disc and locate the downloaded installer package, or navigate to the cached installer files. **Note:** By default, the cached installer files are located at x:\Program Files\Adobe\Acrobat 7.0\Setup Files. If the cached installer files are not available, then use the original media.
- 2 Start the installation again from this location.
- 3 Follow the onscreen instructions, and choose to Remove Acrobat.
- 4 Complete the onscreen instructions.

### **Additional information**

The installer information for the previous version of Adobe Reader or Acrobat is missing or has become corrupted. Removing the previous version allows Acrobat to install. Acrobat and Adobe Reader require this information to successfully install a newer version. Some registry cleaners or system maintenance tools can remove registry information needed by the installer and cause this error.

## **Error "1635: This patch package could not be opened" | Acrobat 8, Reader 8**

### **Issue**

When you install Adobe Acrobat or Adobe Reader 8, you receive the following error:

"1635 This patch package could not be opened. Verify that the patch package exists and that you can access it, or contact the application vendor to verify that this is a valid Windows Installer patch package."

### **Solution**

## Remove the Acrobat or Reader Windows Installer registry key.

**Disclaimer:** The Windows registry contains information critical to your computer and applications. Adobe does not provide support for problems that arise from improper modification of the registry. Adobe recommends that you have experience editing system files before you modify the registry. Make sure to back up the registry before modifying it. For more information on the Windows Registry Editor, see your Windows User Guide or contact Microsoft Technical Support.

**Important:** Verify that the correct registry key is selected. When viewing a path of HKEY\_CLASSES\_ROOT\Installer\Features\68AB67CA33010000770600000000030, only the 68AB67CA33010000770600000000030 key should be selected. If the name does not match exactly, do not select the item.

- 1 Choose Start > Run.
- 2 In the Open box, type **regedit** and then click OK.
- 3 In the Registry Editor, select the appropriate Acrobat registry key:
  - **For the Retail, Volume, and Tryout versions of Acrobat 8.x Professional, remove:**
    - HKEY\_LOCAL\_MACHINE\Software\Classes\Installer\Products\68AB67CA33010000770600000000030
  - **For the Retail version of Acrobat 8.x Standard, remove:**
    - HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\Adobe Acrobat 8 Standard
    - HKEY\_LOCAL\_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-1033-0000-BA7E-000000000003}
    - HKEY\_CLASSES\_ROOT\Installer\Features\68AB67CA33010000ABE7000000000030
  - **For Reader 8.0.0, remove:**
    - HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Features\68AB67CA7DA73301B7448A0000000020
    - HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\Products\68AB67CA7DA73301B7448A00000000020
    - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-518\Products\68AB67CA7DA73301B7448A00000000020
    - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{AC76BA86-7AD7-1033-7B44-A80000000002}
    - HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Adobe Reader
- 4 Choose Edit > Delete.
- 5 Select Yes when prompted to confirm the deletion.
- 6 Repeat steps 3-5 on the remaining registry keys and any listed updates that have been applied.
- 7 Exit the Registry Editor.

## Additional Information

This behavior can occur if the Windows Installer registry entries are damaged. Removing these entries and reinstalling the product can resolve the issue.

### Details

- The error can occur during the installation of an update or the full product.
- Another error can be displayed from a more current installer during the removal of an earlier version of the product.

## Error 1602 | Update Acrobat, Reader | 8.1.7, 9.2

### Issue

When you choose Help > Check For Updates in Acrobat or Reader, the Ready To Install dialog box appears. However, when you click Install, the error Error 1602 appears.

### Solution

Delete the ARM folder under the appropriate directory hierarchy.

#### Acrobat 9

- Win XP: C:\Documents and Settings\All Users\Application Data\Adobe\Acrobat\9.2
- Vista: C:\ProgramData\Adobe\Acrobat\9.2

#### Reader 9

- Win XP: C:\Documents and Settings\All Users\Application Data\Adobe\Reader\9.2
- Vista: C:\ProgramData\Adobe\Reader\9.2

#### Acrobat 8

- Win XP: C:\Documents and Settings\All Users\Application Data\Adobe\Acrobat\8.1
- Vista: C:\ProgramData\Adobe\Acrobat\8.1

#### Reader 8

- Win XP: C:\Documents and Settings\All Users\Application Data\Adobe\Reader\8.1
- Vista: C:\ProgramData\Adobe\Reader\8.1

### Additional information

Error 1602 appears if the ARM (Acrobat Refresh Manager) self-update MSI files are missing from the Adobe Reader's Application Data folders.

## Error 1402 | Error 1406 | Acrobat, Reader

When you install Adobe Acrobat or Adobe Reader 7 or later on Windows, one of the following errors appears, and the installation quits:

- Error 1402: Could not open key [key name].
- Error 1406: Could not write value Folders to key [key name].

### TRY THIS FIRST

#### Remove all previous versions of Acrobat or Reader, and then reinstall

Adobe does not support multiple versions of Acrobat or Reader on the same machine. Because Acrobat and Reader work with many products, multiple versions simultaneously installed can lead to software conflicts and errors. In addition, Adobe does not recommend installing both Acrobat and Reader on the same machine. You must have administrator privileges to complete these steps. For more information on administrator privileges, see the Windows documentation or contact Microsoft.

? Do one of the following, depending on your version of Windows:

- (Windows 7) Click Start > Control Panel > Programs > Programs And Features.
- (Windows Vista) Click Start > Control Panel > Programs > Programs And Features.
- (Windows XP) Choose Start > Control Panel, and double-click Add Or Remove Programs.

**1** Select Acrobat or Reader, and then click the option to remove or uninstall the program.

**2** Repeat the procedure for all installed versions of the program.

**3** Restart your computer and reinstall Acrobat or Reader. **Note:** For Acrobat, reinstall the program from the Acrobat disk, or download the program from [adobe.com](http://adobe.com). For Reader, download the program from the [Reader Download Center](#). If installing on Vista, right-click the Acrobat or Reader installer and select Run As Administrator.

The following demonstration shows how to uninstall Acrobat or Reader on Windows XP.

### More solutions

#### 1. (Advanced) Set permissions to their defaults in the registry

- [Vista and Windows 7](#)
- [Windows XP](#)
- [Windows 2000](#) .

**Disclaimer:** The registry contains system-related information that is critical to your computer and applications. Before modifying the registry, be sure to make a backup copy of it. Adobe doesn't provide support for problems that can arise from improperly modifying the registry. Adobe strongly recommends that you have experience editing system files before you modify the registry. For information on the Windows Registry Editor, see the documentation for Windows or contact Microsoft Technical Support.

Perform these steps during Acrobat or Adobe Reader installation. The Administrators group is the default local administrative group for Windows.

### Windows Vista and Windows 7

- 1 Write down the path to the key in the error message and leave the installation running. For example:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf\PersistentHandler.
- 2 Click Start, type **regedit** in the Start Search box, and press Enter. The Registry Editor opens.
- 3 Back up your current Registry file:
  - a In the Registry Editor dialog box, choose File > Export
  - b Type a name for the file and choose the location.
  - c For Export Range, choose All.
  - d Click Save and close Regedit.
- 4 Navigate to the parent of the key referenced in the error message. For example, for the key  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf\PersistentHandler, open (double-click)  
HKEY\_LOCAL\_MACHINE > SOFTWARE > Classes > .pdf.**Note:** These steps may vary slightly depending on the path in the error message.
- 5 Right-click the parent key and select Permissions (HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf).
- 6 Select the Administrators group and verify that Full Control is selected under the Allow column.
- 7 Select the SYSTEM group and verify that Full Control is selected under the Allow column.
- 8 In the Permissions dialog box, click Advanced.
- 9 Click on the Owner tab and select the Administrators group and the option Replace Owner On Subcontainers And Objects, and click OK.**Note:** Select the current administrator account if the Administrators group is unavailable.
- 10 Click the Permissions tab and select the option Replace Permission Entries On All Child Objects.
- 11 Click OK in the Advanced Security Settings dialog box. Windows resets the permissions for each child object to correspond to its parent.
- 12 Minimize the Registry Editor and click Retry.
  - If the error reoccurs with the same key proceed to [solution 2](#) .
  - If the error occurs with another registry key repeat steps 4-11 using the new registry key in the error message. You do not have to back up the registry again.
  - If the error does not occur, finish the Acrobat or Reader installation by following the onscreen instructions. Exit the Registry Editor.

### Windows XP

- 1 Write down the path to the key in the error message and leave the installation running. For example:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf\PersistentHandler.
- 2 Choose Start > Run, type **regedit** in the Open text field of the Run dialog box, and click OK.
- 3 Back up your current Registry file:
  - a In the Registry Editor dialog box, choose File > Export
  - b Type a name for the file and choose the location.
  - c For Export Range, choose All.

- d Click Save and close Regedit.
- 4 Navigate to the parent of the key referenced in the error message. For example, for the key HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf\PersistentHandler, open (double-click) HKEY\_LOCAL\_MACHINE > SOFTWARE > Classes > .pdf. **Note:** These steps may vary slightly depending on the path in the error message.
- 5 Right-click the parent key and select Permissions (HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf).
- 6 Select the Administrators group and verify that Full Control is selected under the Allow column.
- 7 Select the SYSTEM group and verify that Full Control is selected under the Allow column.
- 8 In the Permissions dialog box, click Advanced.
- 9 Click the Owner tab and select the Administrators group and the option Replace Owner On Subcontainers And Objects, and click OK. **Note:** Select the current administrator account if the Administrators group is unavailable.
- 10 Click the Permissions tab and select the option Replace Permission Entries On All Child Objects.
- 11 Click OK in the Advanced Security Settings dialog box. Windows resets the permissions for each child object to correspond to its parent.
- 12 Minimize the Registry Editor and click Retry.
  - If the error reoccurs with the same key proceed to solution 2.
  - If the error occurs with another registry key repeat steps 4-11 using the new registry key in the error message. You do not have to back up the registry again.
  - If the error does not occur, finish the Acrobat or Reader installation by following the onscreen instructions. Exit the Registry Editor.

### Windows 2000

- 1 Write down the path to the key referenced in the error message. For example: HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf\PersistentHandler.
- 2 Choose Start > Run, type **regedt32** in the Run dialog box, and then click OK.
- 3 Back up your current Registry file:
  - a In the Registry Editor dialog box, choose File > Export
  - b Type a name for the file and choose the location.
  - c For Export Range, choose All.
  - d Click Save and close Regedit.
- 4 Choose Start > Run, type **regedt32** in the Run dialog box, and click OK.
- 5 Navigate to the parent of the key referenced in the error message. For example, for the key HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf\PersistentHandler, choose Window > HKEY\_LOCAL\_MACHINE then open (double-click) SOFTWARE > Classes > .pdf. **Note:** These steps may vary slightly depending on the path in the error message.
- 6 Select the parent key (HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\.pdf), and then choose Security Menu > Permissions.

- 7 Select the Administrators group and verify that Full Control is selected under the Allow column.
- 8 Select the SYSTEM group and verify that Full Control is selected under the Allow column.
- 9 In the Permissions dialog box, click Advanced.
- 10 Click the Owner tab, select the Administrators group and the option Replace Owner On Subcontainers And Objects.

**Note:** Select the current administrator account if the Administrators group is unavailable.

- 1 Select the Permissions tab and check "Replace permission entries on all child objects."
- 2 Click OK in the Permissions dialog box. Windows resets the permissions for each child object to correspond with its parent. Click Yes to any prompts.
- 3 Minimize the Registry Editor and click Retry.
  - If the error reoccurs with the same key proceed to solution 2.
  - If the error occurs with another registry key repeat steps 4-11 using the new registry key in the error message. You do not have to back up the registry again.
  - If the error does not occur, finish the Acrobat or Reader installation by following the onscreen instructions. Exit the Registry Editor.

If Acrobat still displays an error message, you can investigate permissions on the particular registry key in question. Occasionally, renaming the key allows the installer to re-create the key and reset the permissions if the key is corrupted. If you can't change permissions or rename that key, contact Microsoft or your hardware vendor for assistance.

## 2. Remove spyware

**Note:** Adobe provides this information as a courtesy only. Adobe Technical Support does not support third-party applications. You are encouraged to read the release notes for these applications before installing.

Scan for these programs with an anti-spyware utility such as Ad-Aware, available at [www.lavasoftusa.com](http://www.lavasoftusa.com) or with anti-spyware software provided by Microsoft at [www.microsoft.com/athome/security/spyware/software/default.mspx](http://www.microsoft.com/athome/security/spyware/software/default.mspx).

## 3. Check your system for viruses

Use current anti-virus software, such as McAfee VirusScan, to check your system for viruses. Make sure that you have the latest virus definitions for the anti-virus software you use. For instructions, see the documentation for the anti-virus software.

## 4. Disable Webroot Spy Sweeper

For more information or help disabling Spy Sweeper, contact [Webroot Corporation](http://www.webroot.com). Adobe technical support does not support third-party applications.

## 5. Disable McAfee VirusScan 8.5 Access Protection

This McAfee software has been known to cause 1406 errors when installing Acrobat or Reader. For more information or help in temporarily disabling McAfee VirusScan 8.5 Access Protection, refer to the following article in the McAfee knowledge base:

<https://kc.mcafee.com/corporate/index?page=content&id=KB52204>

## 6. Visit the forums

See if other users are experiencing similar problems by visiting the Adobe forums for [Acrobat](#) or [Reader](#), or the [Deployment & Installation forum](#) on AcrobatUsers.com. If you don't see your issue listed, post it on the forums for interactive troubleshooting. When posting on forums, include your operating system and your product's version number.

#### **Additional information**

Error 1402 occurs when the Windows installer is unable to read a particular registry key. Installation can fail because the Acrobat or Reader installer attempts to clean up registry keys of previous versions of Acrobat or Reader. This cleanup is necessary to avoid conflicts with Acrobat or Reader plug-ins and add-ins for third-party software.

Error 1406 occurs when the installer cannot successfully write a registry key essential for installation.

**Windows XP and Windows 2000:** If these procedures don't fix the registry permissions, see this [article](#) on microsoft.com.

## **End of support | Office 2003 PDFMakers for Acrobat**

### **End of support for Office 2003 PDFMakers for Acrobat**

Microsoft ends support for Office 2003 on April 8 2014 (along with Windows XP). For more information, visit <http://www.microsoft.com/en-in/windows/endsupport.aspx>.

As a result, Adobe plans to end support for Office 2003 PDFMakers for Acrobat 11.x and Acrobat 10.x after the next quarterly update (expected May 2014).

### **Who is impacted and what does this change mean?**

Existing Acrobat XI and Acrobat X users can continue to use Acrobat PDFMakers for Office 2003. However, after the next quarterly update, Adobe will not release any bug fixes for Office 2003 PDFMakers. In addition, Adobe will not provide technical support for problems specific to running Acrobat with Office 2003. This policy also applies to enterprise customers with maintenance/upgrade and support plans, or a contract that entitles them to maintenance/upgrade and support from Adobe.

### **What if I need help?**

If you have any questions, you can post them to Adobe [Acrobat forums](#) and get suggestions from community users and experts.

### **Additional information**

- [List of compatible web browsers and PDFMaker applications](#)

- [Support for Office 2003 ending](#)

## End of support | Reader 9 and Acrobat 9 (and earlier)

As stated in the [Adobe Support Lifecycle Policy](#), Adobe provides five years of product support, starting from the general availability date of Adobe Reader and Adobe Acrobat. In line with this policy, support for Adobe Reader 9.x and Adobe Acrobat 9.x ended on June 26 2013.

**Note:** Adobe supports only the most recent major version of Adobe Reader for Linux, which is version 9.x.

### End of support

End of Support means that Adobe no longer provides technical support or distribute runtimes. This policy affects product and security updates for all derivatives of a product or product version (localized versions, minor upgrades, operating systems, dot and double-dot releases, and connector products).

### Recommendation to customers

Adobe strongly recommends that customers update to the latest versions of [Adobe Reader](#) and [Adobe Acrobat](#). By updating installations to the latest versions, customers benefit from the latest functional enhancements and improved security measures.

### Additional resources

For more information on the Adobe Support Lifecycle Policy, visit <http://www.adobe.com/support/products/enterprise/eol>. For a complete list of Adobe products and technical support periods covered under the policy, visit [http://www.adobe.com/support/products/enterprise/eol/eol\\_matrix.html](http://www.adobe.com/support/products/enterprise/eol/eol_matrix.html).

## End of support | Workspaces on Acrobat.com

In January 2014, Adobe [announced](#) that Workspaces on [Acrobat.com](#) will be retired next year. Adobe Workspaces, including Buzzword, Tables, and Presentation, will be retired on January 6 2015. As a result, Adobe's online services at [Acrobat.com](#) will no longer be an option for hosting Shared Reviews with Acrobat versions 9, X and XI. It will also no longer be an option for collecting forms data in Acrobat versions 9 and X.

Starting with a quarterly release May 13 2014, Acrobat will remove the options that rely on Acrobat.com Workspaces.

### What features are affected?

- For Send for Shared Review, the option **Automatically download & track comments with Adobe online services** will be removed. You can still set up a shared review using an internal server.
- For the Forms command Distribute, the option **Acrobat.com** is going away. You can still email forms or use internal servers, as well as FormsCentral.

## Why is Adobe retiring Workspaces?

Adobe is exiting the document authoring business for word processing, spreadsheets, and presentation files. Adobe's focus is to continue to provide world-class PDF creation and conversion products and services that enable our customers to take actions on their files anywhere on any device. You can continue to upload, store, and share your files at <https://files.adobe.com>.

## Who is impacted and what does this change mean?

- Acrobat XI, X, and 9 users will no longer be able to host shared reviews on Acrobat.com.
- Acrobat 9 and X users will no longer be able to host shared reviews or forms data collection on Acrobat.com.

## What's the alternative?

You can host shared reviews or forms data collection on local network server, web server, or SharePoint.

## Additional information

- [FAQ: Adobe Workspaces is being retired](#)
- [Changes to Shared Reviews & Form Data Collection](#)
- [Retrieve comments from a review](#)

# Enable Javascript debugger for Adobe Reader

## Using the debugger with Adobe Reader

The JavaScript Debugger is normally accessed from the Acrobat Pro user interface, but it can also be triggered to appear in Adobe Reader when an exception occurs. Though fully supported JavaScript debugging is only available in Acrobat Pro, the following instructions make the complete Debugger functionality available in Adobe Reader on Windows and Mac OS platforms.

For Windows, note that this procedure involves editing the registry. Adobe Systems Incorporated does not provide support for editing the registry, which contains critical system and application information. It is recommended that you back up the registry before modifying it.

1. Get a copy of the file debugger.js from an installation of Acrobat (plugins folder), the Acrobat Developer Center, or from the SDK (Acrobat 9.0 SDK/JavaScriptSupport/Debugger/debugger.js)
2. Copy the debugger.js into the Reader 9.0/Reader/JavaScripts folder.
3. Create key/value pairs in the registry settings, starting at the location HKEY\_CURRENT\_USER\Software\Adobe\Acrobat Reader\9.0\JSPrefs\ on Windows as shown in the table below, or in the property list file :Library:Preferences:com.adobe.Reader9.0.plist on Mac OS.

For Mac OS, use an appropriate editor for the property list file, and add the following children under JSPrefs, using Type "Array" in each case: ConsoleOpen, ConsoleInput, EnableDebugger, and Exceptions. Under each of these children, add the following children: 0 (number) and 1 (boolean).

bConsoleInput	REG_DWORD	0x00000001
bEnableDebugger	REG_DWORD	0x00000001
iExceptions	REG_DWORD	0x00000002(This will break into the Debugger when exceptions occur.)

4. Close and restart Adobe Reader. At this point the Javascript Debugger will be available.

**Note:** Since Adobe Reader does not provide access to the Debugger through its menu items or the Ctrl + J key sequence, the only ways to access the Debugger are to execute a JavaScript, cause an error, or customize the user interface (for example, you could add a button that runs a JavaScript causing the Debugger to appear).

## E-mail messages don't convert to PDF | Outlook 2003

### Issue

E-mail messages in Microsoft Office Outlook 2003 don't convert to Adobe PDF if Microsoft hotfix KB2293428 was installed on your computer. The Acrobat PDFMaker application stalls and does not convert the messages.

### Solution

Download and install Microsoft hotfix KB2445403.

- 1 Read the information in the following document: <http://support.microsoft.com/kb/2445403>.
- 2 Click View And Request Hotfix Downloads in the upper-left corner of the document.
- 3 Read the "Agreement for Microsoft Services" and click I Accept.
- 4 Select the hotfix and then fill out the hotfix request form. Click Request hotfix button in the lower-right portion of the request form.
- 5 When you receive an e-mail in response to your request, click the link at the bottom of the e-mail to download a .zip file.
- 6 In the Save dialog box, choose a location for the downloaded file.
- 7 Double-click the zip.exe file and follow the directions in the wizard to install the hotfix.
- 8 After installation is complete, restart your computer.

### Additional information

The Microsoft hotfix KB2293428 was released to resolve a vulnerability in Microsoft Office Outlook 2003. However, that hotfix caused Outlook 2003 to crash when you use Outlook 2003 add-ins (such as Acrobat PDFMaker), or other software that integrates with Outlook 2003. Microsoft hotfix KB2445403 was released to address the Outlook 2003 crashing problem introduced by the previous hotfix.

The crashing issues occur when the custom solution uses the MAPIOBJECT property of the AddressEntry object in the Outlook object model.

# Dynamic stamp does not display time and date when in non-US time zone (Acrobat 8.x-9.x)

## Issue

Due to a bug in Acrobat 8.x and 9.x dynamic stamps do not display time and date when in non-US time zone.

## Solution

There are two work-a-rounds available for this problem. For both solutions you need to modify the Stamp directly in the PDF file in which it is stored.

This file is located in the following places

- On Windows [Acrobat install Path]\Acrobat\plug\_ins\Annotations\Stamps\ENU\Dynamic.pdf
- On Mac OS [Acrobat install Path]/Adobe Acrobat Pro.app/Contents/Plug-ins/Commnets.acroplugin/Stamps/ENU/Dynamic.pdf **Note:** You must open the Acrobat package to access the stamps PDF files.

**Note:** Replace the ENU folder with DEU when using the German version of Acrobat, FRA when using the French version etc.

- 1 Once you have the file open, if you navigate to the stamp you wish to modify.
- 2 Select the "Select Object Tool" "Tools->Advanced Editing->Select Object Tool"
- 3 This should reveal a box in the stamp, double click this box
- 4 This will open a dialog, select the calculate tab
- 5 Click edit next to the "Custom Calculation" script
- 6 This will open a new window containing the JavaScript used to create the dynamic data.

Before continuing please make a backup of the dynamic.pdf file.

### Solution 1

- 1 Find the line that says "AFDate\_FormatEx(œh:MM tt, mmm dd, yyyy);"
- 2 And change this line so that you only have 2 digits for the date "AFDate\_FormatEx(œh:MM tt, mmm dd, yy);"
- 3 Click "OK" to close all the dialogues
- 4 Save the PDF file to the same location as you opened it from.

### Solution 2

- 1 Find the line "AFDate\_FormatEx(œh:MM tt, mmm dd, yyyy);"
- 2 And change it to "AFDate\_Format ( œh:MM tt, mmm dd, yyyy);"
- 3 Click "OK" to close all the dialogues
- 4 Save the PDF file to the same location as you opened it from.

## Dual installation of Acrobat 8, Acrobat X after repairing or reinstalling CS3

### Issue

When you install Acrobat X on a computer with a preexisting installation of CS3 or Acrobat 8 and then reinstall and repair CS3, Acrobat 8 is installed. Therefore, both Acrobat X and Acrobat 8 are installed on the same computer.

### Reason

When you install Acrobat X, preexisting versions of Acrobat are uninstalled so that there are not two versions of Acrobat installed. However, if Creative Suite 3 is either reinstalled or repaired, Acrobat 8 is reinstalled resulting in two versions of Acrobat on the same computer. This dual installation can cause issues that are the result of conflicting processes between the two different versions of the software. During the reinstall or repair of CS3, you can choose not to reinstall Acrobat 8.

Additionally, if you install the standalone version of Acrobat 8 after installing a standalone version of Acrobat X, you receive an error. The error "Setup has detected that you already have a more functional product installed" occurs when you install Acrobat 8 on a system with a more recent version of Acrobat.

A third scenario is when CS4 Master Collection is installed, which includes Acrobat 9, and Acrobat X is installed it does not remove Acrobat 9. Both versions function as expected. However, when any CS4 program is uninstalled it also uninstalls certain color profiles, which Acrobat X shares.

### Additional information

## DEP error | Using Acrobat, Reader 9 with third-party plug-in or driver

### Issue

A Data Execution Prevention (DEP) error dialog appears when you use an Acrobat product with a third-party plug-in or driver.

### Solutions

## Disable DEP on the operating system.

### Windows 7

- 1 Choose Start > Programs > Accessories.
- 2 In the Accessories menu, right-click Command Prompt.
- 3 Select Run As Administrator.
- 4 If you are prompted to do so, enter you administrator credentials.
- 5 In the Command Prompt window, type `bcdedit.exe /set {current} nx AlwaysOff`.
- 6 Click Enter.
- 7 Close the command prompt.
- 8 Restart your computer.

### Windows XP

- 1 Right-click My Computer and choose Properties.
- 2 Choose the Advanced tab.
- 3 Choose Startup And Recovery > Settings.
- 4 Choose System Startup > Edit.
- 5 Find the text that says `/noexecute=OptIn` and replace `OptIn` (the default) with `AlwaysOff`.
- 6 Restart your computer.

## Disable DEP for Acrobat or Adobe Reader on XP

**Note:** This solution only works on Windows XP

- 1 Open the registry.
- 2 Navigate to `HKLM\Software\Adobe\Adobe Acrobat\10.0\`.
- 3 If the Security hive does not exist, right-click and choose New Key.
- 4 Create a hive called Security.
- 5 Choose Security and right-click in the right window.
- 6 Choose New > Binary value.
- 7 Create a key called DEP and set its value to 0.
- 8 Exit the registry editor and restart Acrobat.

## Additional information

Acrobat products are designed to operate securely and so expect third-party software to support Windows DEP technology. When an Acrobat 9.3 or later product tries to use a third-party plug-in or driver that is not DEP-compliant, a DEP error appears. Sometimes, the product crashes.

The only known workflow where this issue occurs is when scanning to older scanners such as:

- Ricoh I5330DC
- Ricoh 2232
- Ricoh 3224C
- Ricoh AFLCIO 1022

- Lanier 5622

## Data Execution Protection (DEP) Error when Scanning | Acrobat 9.x

### Issue

When you scan documents into Acrobat 9.1 and later, you receive a Windows Data Execution Protection (DEP) error and Acrobat closes.

### Solution

Disable Windows DEP. Before disabling DEP, see the [Microsoft Knowledgebase article 875352](#) to make an informed decision.

If disabling DEP is not an option:

Scan the image into another application as a TIFFfile, and then convert the TIFF file to a PDF file.

To convert a TIFF file to PDF, do one of the following procedures:

- Drag the TIFF file onto the Acrobat icon.
- In Acrobat, choose File > Create PDF > From File, select the TIFF file, and then click Open.
- In the scanner software, print the TIFF file to the Adobe PDF Printer.

### Additional information

This issue is related to the scanner driver. Specifically, the scanner driver your system is using is not DEP compatible. It's possible that the manufacturer of the scanner you are using discontinued it and no further driver updates have been released. Contact your scanner manufacturer directly to request further action.

This issue occurs primarily with Ricoh scanners. Scanners known to cause DEP errors when scanning with Acrobat 9.x include:

- Ricoh 2232
- Ricoh 3224C
- Ricoh AFLCIO 1022
- Ricoh IS330DC
- Lanier 5622

# Create PDF From File doesn't work | Acrobat 9.4.2 | Mac OS 10.6.x

## Issue

Nothing happens when you choose File > Create PDF From File in Acrobat 9.4.2 on Mac OS 10.6.x.

## Solutions

### **Solution 1: Install the latest Acrobat update.**

Install the latest Acrobat update. To install the most recent update, open Acrobat and choose Help > Check For Updates.

### **Solution 2: Drag the file onto the Acrobat icon in the dock.**

- 1 Launch Acrobat so that the Acrobat icon appears in the dock.
- 2 Open a Finder window and locate the file that you want to convert to PDF.
- 3 Drag the file onto the Acrobat icon in the dock.
- 4 Save the file when prompted.

### **Solution 3: Use the Open command in Acrobat to convert the file.**

- 1 Launch Acrobat.
- 2 Choose File > Open.
- 3 In the File Type pop-up menu, choose All Files.
- 4 Select the file (image, text document, and so on) that you want to convert to PDF. Click Open.
- 5 Save the file as a PDF by choosing File > Save.

### **Solution 4: Use the Print command to convert the file to PDF.**

- 1 Open the file that you want to convert in its native application (for example, Word, Excel, and so on).
- 2 Choose File > Print.
- 3 Click PDF in the lower-right corner of the Print dialog box and choose Save As Adobe PDF.

? Follow the onscreen prompts to complete the PDF conversion.

## Additional information

Choosing File > Create PDF > From File can cause the File > Create PDF > From Web Page command to stop functioning as well.

This issue doesn't occur in Mac OS 10.5.x.

It is highly recommended that you update to the latest Acrobat update to restore full functionality back to the application.

# Create fillable PDF forms | Acrobat

## Reader cannot create fillable forms

The free Adobe Reader cannot create fillable forms. You need the full Acrobat product to create forms that Reader users and other Acrobat users can fill in.

## Acrobat 8, 9, X

In Acrobat 9 and Acrobat X, you can create interactive forms that other Acrobat or Reader users can fill in and submit. Another option in Acrobat Professional or Pro Extended lets you save a PDF as a simple form where users can type information directly onto the PDF.

### Acrobat 10.x:

- [Create forms using Acrobat](#)
- [Enable Reader users to save form data](#)

### Acrobat 9.x:

- [Create forms using Acrobat](#)
- [Enable Reader users to save form data](#)

### Acrobat 8 (Professional only)

- [Quickstart: Create a form](#)
- [Enable Reader users to save form data](#)

## Acrobat 6, 7

Many companies, organizations, and government agencies use Adobe Acrobat or Adobe Acrobat Capture to convert their paper forms to PDF (Portable Document Format) forms. PDF forms can be accessed over the Internet or via email. If a PDF form includes form fields (for example, text fields, buttons, list boxes), you can fill the form onscreen with an Acrobat product. (Acrobat products include Adobe Reader, Acrobat 3D, Acrobat Professional, or Acrobat Standard.)

## Create rights-enabled PDF forms

With Adobe LiveCycle Reader Extensions, you can create a rights-enabled PDF form. With a right-enabled form, Adobe Reader users comment on, fill, save, distribute, submit, and add digital signatures to the form. When you open a rights-enabled PDF form in Adobe Reader, a dialog box appears outlining the extended capabilities of the PDF file.

For more information about Adobe LiveCycle Reader Extensions, see the Adobe website at [www.adobe.com/products/server/readerextensions](http://www.adobe.com/products/server/readerextensions).

## Determine PDF forms capabilities of Acrobat products

The following Acrobat products enable you to work with PDF forms:

## Adobe Reader capabilities

Adobe Reader provides the following forms capabilities:

- View, navigate, and print PDF forms, including form field data
- Search forms (requires Adobe Reader with Search)
- Fill fields within a PDF form (cannot save changes to a PDF form)

If a PDF form is rights-enabled, Adobe Reader provides these additional capabilities:

- Save forms and data locally
- Fill and submit forms online
- Distribute forms to others for review and comment
- Add digital signatures

## Acrobat Standard capabilities

Acrobat Standard contains all the capabilities of Adobe Reader, in addition to the following:

- Export and save PDF forms in Forms Data Format (FDF). FDF is a text file format specifically for data exported from PDF form fields. FDF files are smaller than PDF files because they contain only form field data, not the entire form.
- Save or Export PDF form information as a PDF file or in XFDF format for XML-based FDF files.

## Acrobat 3D and Acrobat Professional capabilities

Acrobat 3D and Acrobat Professional contains all the capabilities of Acrobat Standard, and allow you to create Adobe PDF form fields. On Windows only, Acrobat 3D and Acrobat Professional 6.0 and 7.0 include Adobe LiveCycle Designer 6.0 or 7.0. More advanced features in Adobe LiveCycle Designer let you use scripting objects, integrate a form with a data source, and create dynamic forms.

## Determine whether a PDF form can be filled on screen

To determine if you can fill a PDF form on screen, check to see if it contains interactive form fields and check for restrictive security settings. (For more information about PDF security settings, see the Acrobat or Adobe Reader Help.)

To determine whether a form contains interactive form fields, do the following:

- 1 Open the form in an Acrobat product.
- 2 Select the Hand tool, and then drag it over fields in the PDF form. The form contains form fields if the Hand tool changes to either of the following icons: An I-beam (the Text Select tool, which you use to type text in a text field)  
A pointing hand (which you use to select an option or to check a box)
- 3 In Acrobat 3D, Acrobat 7, or Adobe Reader 7, click Highlight Fields or Highlight Required Fields in the Document Message Bar. Interactive fields display a colored fill.

**Note:** If you use Acrobat 3D or Acrobat Professional, you can verify that a form contains form fields by selecting a form tool. Acrobat then highlights any form fields. On Windows XP, form fields are highlighted in blue.

If the PDF form doesn't contain form fields, you have the following options for completing the form:

- Print the form and fill it manually.
- Use the Text Box tool (formerly the Free Text tool) or the TouchUp Text tool to type text in the document. (For more information about using the Text Box tool and TouchUp Text tool, see the Acrobat Help.)

If you use Acrobat 3D or Acrobat Professional, and the PDF form doesn't have restrictive security settings, you can use form tools to create form fields. For information about creating form fields, see the following sources:

- "Creating and Filling Out Adobe PDF Forms" in the Acrobat 6 Professional Help. (In Acrobat, choose Help > Complete Acrobat 6 or 7 Help.)
- "Create PDF Forms" in the Acrobat Professional 6 Help. (In Acrobat, choose Help > How To > Advanced Editing.)
- "Creating Adobe PDF Forms" in the Acrobat 3D or Acrobat Professional 7.0 Help
- Acrobat Forms JavaScript Specification at <http://partners.adobe.com/asn/acrobat>
- Acrobat Forms Data Format (FDF) Toolkit SDK at <http://partners.adobe.com/public/developer/acrobat/fdf/topic.html>

To check the security settings of a PDF form:

- 1 Open the form in an Acrobat product.
- 2 Choose File > Document Properties, and then select Security.
- 3 If Not Allowed appears next to Changing The Document, Filling Of Form Fields, or Signing In The Document Security dialog box, it's necessary to change these security settings to Allowed before you can fill the PDF form onscreen. To change the security settings, do the following (If you use Adobe Reader, you cannot change the security settings):
  - a In the Security panel of the Document Properties dialog box, choose Password Security from the Security Method menu.
  - b Click Change Settings, type the Permissions password, and then click OK. **Note:** If you don't know the password, contact the document's creator.
  - c Choose a compatibility option.
  - d If desired, select Require A Password To Open The Document, and then type a Document Open password.
  - e Select Use A Password to restrict printing and editing of the document and its security settings.
  - f Choose a printing option from the Printing Allowed menu.
  - g Under Changes Allowed, choose either "Filling in Form Fields and Signing Existing Signature Fields" or "Commenting, Filling in Form Fields, and Signing Existing Signature Fields."
  - h Click OK to all of the dialog boxes that appear.
  - i Save, close, and reopen the document to access the form fields.

### Fill IRS tax forms

You can fill PDF versions of certain IRS tax forms onscreen with any Acrobat product, available from the IRS on the Small Business Resource Guide CD-ROM 2002. To obtain the Small Business Resource Guide CD-ROM 2002, call the IRS at 800-829-3676 and request IRS Publication 3207, or visit the IRS website.

**Note:** You cannot electronically submit filled PDF forms to the IRS. However, the IRS now provides rights-enabled PDF forms so you can save filled form information using Adobe Reader.

## Crash | Form wizard | Acrobat 9.4.2

## Issue

After you apply the Acrobat 9.4.2 update, Acrobat crashes when you try to launch the Form wizard by choosing Forms > Start Form wizard.

This issue occurs only on non-English language installations of Acrobat, including French, German, and Japanese.

## Solutions

### **Solution 1: Install the latest Acrobat update.**

The latest Acrobat update resolves this issue. To install the most recent update, open Acrobat and choose Help > Check for Updates.

### **Solution 2: Convert a PDF file to a form.**

To create a form within Acrobat 9.4.2, do the following:

- 1 Open an existing PDF file, scan a paper document to PDF. Or, create a blank PDF file by choosing File > Create PDF > From Blank Page
- 2 Select Forms > Add or Edit Fields to convert the PDF document to an Acrobat form.

### **Solution 3: Use LiveCycle Designer ES 8.2.**

You can also initiate the creation of an Acrobat form by launching Adobe LiveCycle Designer ES 8.2 from the Start Menu. Once launched, follow the steps outlined in the Welcome screen.

## Convert to PDF | "Missing PDFMaker files" error

### Issue

When you right-click a Microsoft Office file to convert to Adobe PDF, the application returns the message "Missing PDFMaker files." The application doesn't create a PDF file.

### Solution

#### **Remove Adobe PDF from the Disabled Items list in the Microsoft Office application.**

- 1 Open the Microsoft Office application (Word, Excel, Publisher).
- 2 Choose Help > About [the application name].
- 3 Click Disabled Items.
- 4 Select Adobe PDF from the list, and then click Enable.
- 5 Quit the Microsoft Office application, and then restart it.

View an [Adobe Captivate demo](#) of this procedure.

If the error message continues to appear after you enable Adobe PDF, check the security level for macros in Microsoft Word:

- 1 Choose Tools > Macro > Security.
- 2 In the Security dialog, click the Security tab.
- 3 Choose Medium or High.
- 4 Do one of the following:
  - If you chose Medium, then click OK.
  - If you chose High, then continue with steps 5 through 7.
- 5 Click the Trusted Publishers tab.
- 6 Check Trust all installed add-ins and templates.
- 7 Click OK.

View an [Adobe Captivate demo](#) of this procedure.

### **Adobe Captivate demos of the procedures**

For more information about viewing these demos, see [View Adobe Captivate Demos in knowledgebase documents](#).

### **Remove Adobe PDF from the Disabled Items list**

The Adobe Captivate demo below illustrates how to remove the Adobe PDF add-in from the Disabled Items list in Microsoft Office.

### **Check the macro security level settings**

The Adobe Captivate demon below illustrates how the check the macro security level settings in Microsoft Word.

### **Additional Information**

This error can occur when you try to convert files from Microsoft Office 2003 (Word, Excel, Publisher). Your system could have recently performed an automatic check for updates (for Adobe Acrobat, Microsoft Office, or Windows).

Microsoft Office automatically disables applications it perceives as causing functionality problems. Adobe Acrobat and the Adobe PDF plug-in do not cause functionality problems. However, Microsoft Office can mistakenly mark Acrobat or PDF plug-in functionality as a problem when updates are run or when Microsoft Office closes prematurely.

### **More Help topics**

[PDFMaker is unavailable in a Microsoft Office application \(Acrobat 7.0, Acrobat 3D on Windows\)](#)

## "Convert current web page to an Adobe PDF file" icon is missing in Internet Explorer 64-bit (Acrobat 8 and 9)

### Issue

The "Convert current web page to an Adobe PDF file" icon is missing in Internet Explorer bit with Adobe Acrobat 8 and 9.

### Reason

This icon is not installed as Adobe Acrobat 8 and 9 do not support Internet Explorer 64 bit.

To determine the version of Internet Explorer that you are running, click About Internet Explorer on the Help menu of Internet Explorer. If you are running the bit version of Internet Explorer, the About Internet Explorer window includes a bit descriptor label. The bit version of Internet Explorer does not show a Bridalveil descriptor.

### Solution

#### Revert to Internet Explorer 32-bit.

In order to revert to Internet Explorer 32-bit version close Internet Explorer 64-bit browser version and open Internet Explorer by launching it from the following default locations: the Quick Launch toolbar, the desktop shortcut, the icon on the Start menu, a hyperlink or a file type that is associated with Internet Explorer.

### Additional Information

Under specific circumstances, the context menu with "Convert to Adobe PDF" displays in Internet Explorer bit, but when you select, it does not function.

The context menu will only display if:

- 1 You are running a Windows 64-bit operating system, with both Internet Explorer 32-bit and Internet Explorer 64-bit present, and Adobe Acrobat is installed.
- 2 You launch Internet Explorer 32-bit first which writes the registry entries for context menus from the Acrobat IEFavorite add-in, and then you launch Internet Explorer 64-bit which finds the registry entries made from the Internet Explorer 32-bit entries.

## Controlling the Adobe Reader MUI startup language

Adobe Reader MUI is Adobe's Multilingual User Interface version, with which you can install any combination of supported languages. For example, you can install French, German, and Spanish simultaneously and then switch among those languages within Adobe Reader. The user interface changes to the appropriate language automatically.

If you have problems controlling the startup language of Adobe Reader MUI, then try the following to gain more fine-grained control over the startup language:

- 1 Under the Reader preferences, there is a setting for the startup language under the section entitled "International." You can set this setting to the language of choice. Or, you can set it to "like operating system," which starts Adobe Reader MUI using the same locale as the host operating system.
- 2 Set the registry key UseMUI as outlined in the screenshot so that the operating system language is used as the Adobe Reader MUI startup language:

If you are still having problems with the startup language, try manually configuring the appropriate keys in the registry. Use either the Customization wizard (for enterprise deployments), or change them directly in the Windows registry for single installations.

? Delete (or make sure that the following keys are not present) NOTE: for a fresh non-customized install these keys are sometimes not present:

- HKEY\_CURRENT\_USER\Software\Adobe\Adobe Acrobat\9.0\Language\UseMUI\UseMUI
- HKEY\_CURRENT\_USER\Software\Adobe\Adobe Acrobat\9.0\Language\next

? Then add the following registry key:

- [HKEY\_LOCAL\_MACHINE\SOFTWARE\Adobe\Adobe Acrobat\9.0\Language\next]@="exlang32.deu"

**Note:** For Reader, the value is "RdLang32.DEU"

## Compatible web browsers and PDFMaker applications

Adobe Acrobat and Adobe Reader products support various third-party applications. PDF-capable web browsers support viewing PDF files within the context of the web browser. PDFMaker-compatible applications support the creation of PDF files by letting you click a button in the application's toolbar.

This document lists Acrobat PDF-capable web browsers and PDFMaker-compatible applications for all localized versions of the following Acrobat products:

- Adobe Reader 6.x - XI
- Adobe Acrobat 6.x - XI Standard (Windows only)
- Adobe Acrobat 6.x - 8.x Professional, Acrobat 9.x Pro, Acrobat 9.x Pro Extended, Acrobat X Pro, Acrobat X Suite (Windows only), Acrobat XI Pro, Acrobat DC

**Note:** A check mark (√) indicates that the application is supported; an X indicates that the application is not supported.

### Acrobat PDF-capable web browsers

See the Release Notes in the [Enterprise Toolkit for Acrobat Products](#) for a list web browsers that can display Adobe PDF files using Acrobat products.

### PDFMaker-compatible applications

Adobe supports PDFMaker in the following applications:

<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
<b>MS Office (Word/Excel/P PT)</b>							
Office 97	√	x	x	x	x	x	x
Office 2000 (Office 9)	√	√	√	x	x	x	x
Office XP (Office 2002/Office 10)	√	√	√	√	x	x	x
Office 2003 (Office 11) (11/17/03)	√ (6.0.1)	√	√	√	√*	√*	x
Office 2007 (Office 12) (11/30/06)	N/A	N/A	√ (8.1)	√	√	√	√
Office 2010 (Office 14) 32 bit	x	x	x	x	√	√	√
Office 2010 (Office 14) 64 bit	x	x	x	x	√ (10.1)	√	√
Office 2013 (Office 15) 32 bit	x	x	x	x	x	√(11.0.1)	√
Office 2013 (Office 15) 64 bit	x	x	x	x	x	√(11.0.1)	√
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	
<b>Word_Import Comments</b>							
Office 97	x	x	x	x	x	x	x
Office 2000 (Office 9)	x	x	x	x	x	x	x

Office XP (Office 2002/Office 10)	√	√	√	√	x	x	x
Office 2003 (Office 11) (11/17/03)	√ (6.0.1)	√	√	√	√*	√*	x
Office 2007 (Office 12) (11/30/06)	N/A	N/A	√ (8.1)	√	√	√	√
Office 2010 (Office 14) 32 bit	x	x	x	x	√	√	√
Office 2010 (Office 14) 64 bit	x	x	x	x	√ (10.1)	√	√
Office 2013 (Office 15) 32 bit	x	x	x	x	x	√(11.0.1)	√
Office 2013 (Office 15) 64 bit	x	x	x	x	x	√(11.0.1)	√
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October2012)</b>	<b>Acrobat DC (March2015)</b>
<b>MS Outlook</b>							
Outlook 97 (1/16/97)	x	x	x	x	x	x	x
Outlook 2000 (Office 9) (6/7/99)	x	√	√	x	x	x	x
Outlook 2002 (Office 10) (5/31/01)	x	√	√	√	x	x	x
Outlook 2003 (Office 11) (10/21/03)	x	√	√	√	√*	√*	x
Outlook 2007 (Office 12) (11/30/06)	N/A	N/A	√ (8.1)	√	√	√	√
Outlook 2010 (Office 14) 32 bit	x	x	x	x	√	√	√

Outlook 2010 (Office 14) 64 bit	x	x	x	x	√ (10.1)	√	√
Office 2013 (Office 15) 32 bit	x	x	x	x	x	√(11.0.1)	√
Office 2013 (Office 15) 64 bit	x	x	x	x	x	√(11.0.1)	√
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
<b>Mail Merge</b>							
Office 97	x	x	x	x	x	x	x
Office 2000 (Office 9)	x	x	x	x	x	x	x
Office XP (Office 2002/Office 10)	x	x	√	√	x	x	x
Office 2003 (Office 11) (11/17/03)	√ (6.0.1)	√	√	√	√*	√*	x
Office 2007 (Office 12) (11/30/06)	N/A	N/A	√ (8.1)	√	√	√	√
Office 2010 (Office 14) 32 bit	x	x	x	x	√	√	√
Office 2010 (Office 14) 64 bit	x	x	x	x	√ (10.1)	√	√
Office 2013 (Office 15) 32 bit	x	x	x	x	x	√(11.0.1)	√
Office 2013 (Office 15) 64 bit	x	x	x	x	x	√(11.0.1)	√
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√

<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October2012)</b>	<b>Acrobat DC (March2015)</b>
<b>Attach As PDF</b>							
Outlook 97 (1/16/97)	x	x	x	x	x	x	x
Outlook 2000 (Office 9) (6/7/99)	√	√	√	x	x	x	x
Outlook 2002 (Office 10) (5/31/01)	√	√	√	√	x	x	x
Outlook 2003 (Office 11) (10/21/03)	√ (6.0.1)	√	√	√	√*	√*	x
Outlook 2007 (Office 12) (11/30/06)	N/A	N/A	√ (8.1)	√	√	√	√
Outlook 2010 (Office 14) 32 bit	x	x	x	x	√	√	√
Outlook 2010 (Office 14) 64 bit	x	x	x	x	√ (10.1)	√	√
Office 2013 (Office 15) 32 bit	x	x	x	x	x	√(11.0.1)	√
Office 2013 (Office 15) 64 bit	x	x	x	x	x	√(11.0.1)	√
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October2012)</b>	
<b>Attach As Secured PDF</b>							
Outlook 97 (1/16/97)	x	x	x	x	x	x	x
Outlook 2000 (Office 9) (6/7/99)	x	√	√	x	x	x	x

Outlook 2002 (Office 10) (5/31/01)	x	√	√	√	x	x	x
Outlook 2003(Office 11) (10/21/03)	x	√	√	√	√*	√*	x
Outlook 2007 (Office 12) (11/30/06)	N/A	N/A	√(8.1)	√	√	√	√
Outlook 2010 (Office 14) 32 bit	x	x	x	x	√	√	√
Outlook 2010 (Office 14) 64 bit	x	x	x	x	√(10.1)	√	√
Office 2013 (Office 15) 32 bit	x	x	x	x	x	√(11.0.1)	√
Office 2013 (Office 15) 64 bit	x	x	x	x	x	√(11.0.1)	√
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October2012)</b>	<b>Acrobat DC (March2015)</b>
<b>MS Visio (Acrobat Pro or Pro Extended Only)</b>							
Office 97	x	x	x	x	x	x	x
Office 2000 (Office 9)	√	√	√	x	x	x	x
Office XP (Office 2002/Office 10)	√	√	√	√	x	x	x
Office 2003 (Office 11) (11/17/03)	√(6.0.1)	√	√	√	√*	√*	x
Office 2007 (Office 12) (11/30/06)	N/A	N/A	√(8.1)	√	√	√	√

Office 2010 (Office 14) 32 bit	x	x	x	x	√	√	√
Office 2013 (Office 15) 32 bit	x	x	x	x	x	√(11.0.1)	x
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October2012)</b>	<b>Acrobat DC (March2015)</b>
<b>MS Project (Acrobat Pro or Pro Extended Only)</b>							
Office 97	x	x	x	x	x	x	x
Office 2000 (Office 9)	√	√	√	x	x	x	x
Office XP (Office 2002/Office 10)	√	√	√	√	x	x	x
Office 2003 (Office 11) (11/17/03)	√ (6.0.1)	√	√	√	√*	√*	x
Office 2007 (Office 12) (11/30/06)	N/A	N/A	√ (8.1)	√	√	√	√
Office 2010 (Office 14) 32 bit	x	x	x	x	√	√	√
Office 2013 (Office 15) 32 bit	x	x	x	x	x	√(11.0.1)	√
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October2012)</b>	<b>Acrobat DC (March2015)</b>
<b>MS Access</b>							
Office 97	x	x	x	x	x	x	x

Office 2000 (Office 9)	N/A	√	√	x	x	x	x
Office XP (Office 2002/Office 10)	N/A	√	√	√	x	x	x
Office 2003 (Office 11) (11/17/03)	N/A	√	√	√	√*	x	x
Office 2007 (Office 12) (11/30/06)	N/A	N/A	√ (8.1)	√	√	x	x
Office 2010 (Office 14) 32 bit	x	x	x	x	√	x	x
Office 2013 (Office 15) 32 bit	x	x	x	x	x	x	x
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
<b>MS Publisher</b>							
Office 97	x	x	x	x	x	x	x
Office 2000 (Office 9)	N/A	x	x	x	x	x	x
Office XP (Office 2002/Office 10)	N/A	√	√	√	x	x	x
Office 2003 (Office 11) (11/17/03)	N/A	√	√	√	√*	x	x
Office 2007 (Office 12) (11/30/06)	N/A	N/A	√ (8.1)	√	√	x	x
Office 2010 (Office 14) 32 bit	x	x	x	x	√	x	x
Office 2013 (Office 15) 32 bit	x	x	x	x	x	x	x
Office 2016 (Office 16) 32 bit and 64 bit	x	x	x	x	x	x	x

*Adobe ended support for Office 2003 PDFMakers for Acrobat X and XI after the May 2014 quarterly update.							
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>		
<b>Internet Explorer</b>							
5.0.1	√	x	x	x	x	x	x
5.5	√	√	x	x	x	x	x
6	√	√	√	√	x	x	x
6.1	√	√	√	√	x	x	x
7	N/A	N/A	√	√	√	√	x
8	x	x	x	√ (9.1)	√	√	√
9	N/A	N/A	N/A	N/A	√ (10.1)	√	√
10	N/A	N/A	N/A	N/A	√	√	√
11	N/A	N/A	N/A	N/A	N/A	√	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
<b>Firefox (Windows/Mac OS)</b>							
3.5	x	x	x	x	x	x	x
3.6	x	x	x	x	√	x	x
4					√ (10.1)	x	x
5	N/A	N/A	N/A	N/A	N/A	x	x
6	N/A	N/A	N/A	N/A	√ (10.1.1)	x	x
7	N/A	N/A	N/A	N/A	√ (10.1.2 Web Capture Windows Only)	x	x
8	N/A	N/A	N/A	N/A	√ (10.1.2 Windows Only)	x	x

10.0.x	N/A	N/A	N/A	N/A	√ (10.1.3) Note: Support dropped for all versions of Firefox earlier than 10.0.	x	x
ESR	N/A	N/A	N/A	N/A	√	√	√
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
Google Chrome	x	x	x	x	x	√	x
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
<b>AutoCAD</b>							
2000 (1999, March)	√	x	x	x	x	x	x
2000i (2000, July)	√	x	x	x	x	x	x
2002 (2001, June)	√	√	x	x	x	x	x
2004 (2003, March)	√ (6.0.1)	√	√	x	x	x	x
2005 (2004, March)	N/A	√	√	√	x	x	x
2006 (2005, March)	N/A	√ (7.0.7)	√	√	x	x	x
2007 (2006, March)	N/A	N/A	√	√	x	x	x
2008 (2007, March)	N/A	N/A	N/A	√	√	x	x
2009 (2008, March)	N/A	N/A	N/A	√ (9.1)*	√	x	x
2010 (2009, March)	N/A	N/A	N/A	x	√	√	x
2011 32 bit	N/A	N/A	N/A	N/A	√ (10.1)	√	x
2012 32 bit	N/A	N/A	N/A	N/A	N/A	√	x
2013 64 bit	N/A	N/A	N/A	N/A	N/A	N/A	√
2014 64 bit	N/A	N/A	N/A	N/A	N/A	N/A	√

2015 64 bit	N/A	N/A	N/A	N/A	N/A	N/A	√ (Continuous only)
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
<b>AutoCAD_Import Comments</b>							
2000 (1999, March)	x	√	x	x	x	x	x
2000i (2000, July)	x	√	x	x	x	x	x
2002 (2001, June)	x	√	x	x	x	x	x
2004 (2003, March)	x	√	√	x	x	x	x
2005 (2004, March)	N/A	√	√	√	x	x	x
2006 (2005, March)	N/A	√ (7.0.7)	√	√	x	x	x
2007 (2006, March)	N/A	N/A	√	√	x	x	x
2008 (2007, March)	N/A	N/A	N/A	√	√	x	x
2009 (2008, March)	N/A	N/A	N/A	√ (9.1)	√	x	x
2010 (2009, March)	N/A	N/A	N/A	x	√	√	x
2011 32 bit	N/A	N/A	N/A	N/A	√ (10.1)	√	x
2012 32 bit	N/A	N/A	N/A	N/A	N/A	√	x
2013 64 bit	N/A	N/A	N/A	N/A	N/A	N/A	√
2014 64 bit	N/A	N/A	N/A	N/A	N/A	N/A	√
2015 64 bit	N/A	N/A	N/A	N/A	N/A	N/A	√ (Continuous only)
<b>Third-party version/ Acrobat Version (ship date)</b>	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
<b>Lotus Notes</b>							
6.0.x	x	x	√	√	x	x	x
6.5.x	x	x	√	√	√	x	x

7.0.x	x	x	√	√	√	x	x
8.0.x	N/A	N/A	N/A	√	√	√	√
8.5.x	N/A	N/A	N/A	√ (9.1)	√	√	√
9.0	N/A	N/A	N/A	N/A	N/A	√ (11.0.6)	√

	<b>Acrobat 6 (April 2003)</b>	<b>Acrobat 7 (January 2005)</b>	<b>Acrobat 8 (November 2006)</b>	<b>Acrobat 9 (July 2008)</b>	<b>Acrobat X (November 2010)</b>	<b>Acrobat XI (October 2012)</b>	<b>Acrobat DC (March 2015)</b>
<b>Mac Office</b>							
Office X	√	√	√	x	x	x	x
Office 2004	N/A	√	√	x	x	x	x
Office 2008	x	x	x	x	x	x	x
Office 2011	x	x	x	x	x	x	√ (PDFMaker for Word)
Office 2016	x	x	x	x	x	x	x

## Additional information

Versions marked with parentheses and a version number require the installation of the correct Acrobat update to work with PDFMaker. For example, Acrobat 8 and earlier versions don't support Office 2007 or Office 2007 files.

Acrobat 10.1 adds PDFMaker support for these Office 2010 64-bit applications: Word, PowerPoint, Excel, and Outlook. Acrobat 9 and earlier users can create Adobe PDF files using the Adobe PDF printer. For more information, see [PDFMaker unavailable in 64-bit Office 2010](#).

Acrobat 11.0.1 adds PDFMaker support for these Office 2013 32-bit and 64-bit applications: Word, PowerPoint, Excel, and Outlook. Acrobat 10 and earlier users can create Adobe PDF files using the Adobe PDF printer.

PDFMaker is unavailable for 64-bit AutoCAD before Acrobat DC. Customers can create Adobe PDF files by using the Adobe PDF printer in Acrobat XI and earlier.

### More Help topics

[Adobe product operating system compatibility](#)

## Certain revoked Digital Signatures which in Acrobat and Reader versions prior to 9.1 displayed as invalid, now display as valid signatures in Acrobat and Reader 9.1

## Issue

Certain revoked Digital Signatures which in Acrobat and Reader versions prior to 9.1 displayed as invalid, now display as valid signatures in Acrobat and Reader 9.1

## Reason

In Acrobat and Reader 9.1, default Digital Signature preferences have changed in order to reflect best practices regarding long term Signature validation strategy. In previous versions of the product, Acrobat and Reader would default to the 'current' time to check the validity of a signature if the products did not find an embedded third party timestamp. However, this produced situations where certificates could be revoked days, weeks or months after the signature was applied (when theoretically the certificate was still valid) yet Acrobat or Reader would display the signature as invalid due to the fact that it was checking revocation at the time the document was opened, as opposed to when it was signed. The same result might occur if the certificate expired.

In Acrobat and Reader 9.1, the default signature validation time has been changed to the time of signature, or more accurately, 'Secure time, else signing time.' This will provide users with a more accurate portrayal of the validity of the certificate at the time of signing.

But it also means that, as well as trusting the signature, you are also trusting the time at which the document was signed. It is possible for a signer to change their system date to a time when a certificate was valid and then sign the document which would then lead to misleading results. Hence, Adobe suggests signatures be configured to use time stamp servers to provide the time for signatures.

Acrobat and Reader 9.1 also now have the ability to embed long-term validation and revocation information (CRLs / OCSPs / Timestamps) into the document after signature. Additionally, expired timestamps (after signature) are now accepted by default.

## Solution

In order to return to the original behavior of Acrobat 9.0 and earlier change the following preferences:

To access these preferences go to Edit>Preferences>Security>Advanced Preferences

1. Under the creation tab, 'Include signature's revocation status...' in 9.1.x is enabled by default.

Untick this option to restore Acrobat/Reader 9.0 behaviour.

2. Under the Verification tab, the 'Verification Time' has changed from 'Secure Time' to 'The time at which the signature was created.'

To restore Acrobat/Reader 9.0 and earlier behaviour set this option to 'Secure Time'.

3. Also under Verification Time a new option has been added; 'Use expired Timestamps'.

Untick this option to restore Acrobat/Reader 9.0 behaviour.

Note that while this will return the status of certain signatures back to a revoked status, it may not reflect upon the true status of these certificates at the time of signing.

Changing these settings via the registry:

1. To disable 'Include signature's revocation status...' via the registry:

**Reader:** Change HKCU\Software\Adobe\Acrobat Reader\9.0\Security\cASPKI\cAdobe\_LTVProvider\bIsEnabled: 0x00000001 to HKCU\Software\Adobe\Acrobat Reader\9.0\Security\cASPKI\cAdobe\_LTVProvider\bIsEnabled: 0x00000000  
**Acrobat:** Change HKCU\Software\Adobe\Adobe Acrobat\9.0\Security\cASPKI\cAdobe\_LTVProvider\bIsEnabled: 0x00000001 to HKCU\Software\Adobe\Adobe Acrobat\9.0\Security\cASPKI\cAdobe\_LTVProvider\bIsEnabled: 0x00000000

2. To change from 'Secure Time' to 'The time at which the signature was created', via the registry:

**Reader:**

Change HKCU\Software\Adobe\Acrobat Reader\9.0\Security\cPPKHandler\iSigVerificationTime: 0x00000002 to HKCU\Software\Adobe\Acrobat Reader\9.0\Security\cPPKHandler\iSigVerificationTime: 0x00000001

**Acrobat:**

Change HKCU\Software\Adobe\Adobe Acrobat\9.0\Security\cPPKHandler\iSigVerificationTime: 0x00000002 to HKCU\Software\Adobe\Adobe Acrobat\9.0\Security\cPPKHandler\iSigVerificationTime: 0x00000001

3. To turn off 'Use expired Timestamps' via the registry:

**Reader:**

Change HKCU\Software\Adobe\Acrobat Reader\9.0\Security\cASPKI\cAdobe\_TSPPProvider\bUseExpiredTimestamps: 0x00000001 to HKCU\Software\Adobe\Acrobat Reader\9.0\Security\cASPKI\cAdobe\_TSPPProvider\bUseExpiredTimestamps: 0x00000000

**Acrobat:**

Change HKCU\Software\Adobe\Adobe Acrobat\9.0\Security\cASPKI\cAdobe\_TSPPProvider\bUseExpiredTimestamps: 0x00000001 to HKCU\Software\Adobe\Adobe Acrobat\9.0\Security\cASPKI\cAdobe\_TSPPProvider\bUseExpiredTimestamps: 0x00000000

## Can't set "access" property on radio buttons at run-time | Acrobat 9

### Issue

Radio buttons on a dynamic form with the access property set using Javascript at run-time behave differently in Reader or Acrobat 9 than in Reader or Acrobat 8.

### Solution

Set the property on the exclusion group level (that is, the parent object and not on the field level). For radio button lists, set the property at the Radio-Button group object and not the individual button object.

### Additional information

It is not possible to set the access property of an individual radio button at run-time in Acrobat or Reader 9, or Acrobat or Reader 7. You can set the access property this way in Acrobat/Reader 8.

From Designer 7.1 Help:

About Radio buttons

Radio buttons are contained within exclusion groups. Only one radio button in the exclusion group can be selected at a time. An exclusion group can be manipulated as one object.

Some options on the Object palette apply to all of the radio buttons in the same exclusion group.

....

Radio button properties in the Value tab

When you create an exclusion group of radio buttons, the Value tab presents a number of options that you can apply to the entire group.

## Can't print PDFs | Mac OS X 10.6 and later

## Issue

The Adobe PDF Printer is not available or is unusable from Mac OS X Snow Leopard (v10.6) to Mac OS X Mountain Lion (v10.8).

## Solution

### Add and use the Save As Adobe PDF command.

- 1 If you are using Acrobat 9 Pro, update to Acrobat 9.1 Pro. The Updater removes the Adobe PDF Printer from the Printer list and adds the Save As Adobe PDF command to the PDF menu.
- 2 In the PDF menu, choose Save As Adobe PDF, and follow the onscreen instructions.

### Remove the Adobe PDF Printer manually.

If you upgrade from Mac OS X Leopard (v10.5), Snow Leopard (v10.6), Lion (v10.7), or Mountain Lion (v10.8), the Adobe PDF Printer isn't removed.

- 1 Choose Apple > System Preferences.
- 2 Open the Print & Fax preference panel.
- 3 Select the Printing tab to see the printers list.
- 4 Select Adobe PDF 9.0.
- 5 Click the minus (-) button.

The Save As Adobe PDF command appears in the PDF menu.

## Additional information

Security features in Snow Leopard and later editions that disable the Adobe PDF Printer. Adobe Acrobat 9.1 Pro and later editions up to Acrobat 11.0.x Pro remove the Adobe PDF Printer. Add, they add a Save As Adobe PDF command. Customers using earlier versions of Adobe Acrobat in Snow Leopard cannot use the Adobe PDF Printer.&nbsp;

Technical changes in Mac OS X Snow Leopard (v10.6) and the later editions prevent Adobe from delivering a PostScript-based printer module. However, the new PDF workflow takes advantage of the PDF-based printing architecture already present in Mac OS X. By choosing Save As Adobe PDF from the PDF menu, Apple-based PDFs are converted to Adobe-quality PDFs using your JobOption settings.

The benefits of a PDF-to-PDF print workflow include the following:

- Better performance
- Higher-quality PDFs
- The ability to create PDFs that are compliant with Standards, such as PDF/X and PDF/A
- The potential for adding functionality to PDFs, such as bookmarks, hyperlinks and watermarks

Users of non-Adobe PostScript-based publishing applications cannot print directly to Adobe PDF, and must use another PDF creation method.

Some versions of some Adobe products, such as InDesign and Illustrator CS4 or CS5, don't support the PDF menu in the Mac OS X print dialog box. For those cases, either save as (Illustrator) or export (InDesign) to a PDF file. Or, print to PostScript® file and open that file with Distiller, Acrobat Professional, or Apple's Preview application. For more information, see [Error | Save as PDF options unsupported | Create PDF | InDesign, Illustrator | Mac OS 10.6 or later](#)

## Can't print to Adobe PDF printer or printer hangs after updating to Mac OS X v10.5 (Leopard, Acrobat)

### Issue

After upgrading to Mac OS Xv10.5 you are no longer able to print to the Adobe PDF printer, or the printer hangs.

**Note:** You may also receive the following error when attempting to use PDFMaker: "PDFMaker could not locate the Adobe PDF printer".

### Solution

Do one or more of the following:

Recommended solution is to update to Acrobat 8.1.7 as this is the last update for Acrobat 8. The updates are not cumulative so all must be installed after your current version.

#### **Solution 1: Export to PDF.**

For applications that offer export to PDF(for example, Adobe InDesign), use that feature to create PDF files.

#### **Solution 2: Save in PDF format.**

For applications such as Adobe Illustrator and Adobe Photoshop, use the Save As option to save the file in PDF format.

#### **Solution 3: Print to a Postscript file and distill the file using Acrobat distiller.**

You can also print to PostScript, using a postscript printer driver, and then distill the postscript using Adobe Acrobat Distiller.

#### **Solution 4: Import the file into an application that supports export to PDF.**

For apps that don't provide native PDF creation, in some cases you can import the file into one of the applicaitons that does offer native PDF creation (for example,import a Microsoft Word file into Adobe InDesign) and then export to or save in PDF format.

### Additional Information

Adobe is currently researching this issue.

## Can't print italics | Mouseover problems | Acrobat 10.1.1 or 9.4.6 update

## Can't print italics or mouseovers don't work

After updating Acrobat or Reader to 10.1.1 or 9.4.6, any of the following issues can occur:

- When you print a PDF file to a PCL printer from Acrobat or Reader, the italic output in the printout is not correct.
- Mouseover events in interactive PDF form fields do not work properly (**Applicable only to Acrobat/Reader 10.1.1**).

## Solution: Apply Acrobat or Reader updates

### Acrobat or Reader 9.4.6

- 1 Log in to your computer as an Administrator.
- 2 Click the link to download the [AcrobatReaderPatch9.4.6\\_cpsid\\_92216.zip](#) file.
- 3 Unzip the file to extract the executable AcrobatReaderPatch9.4.6\_cpsid\_92216.exe.
- 4 Do one of the following to run the AcrobatReaderPatch9.4.6\_cpsid\_92216.exe file:
  - Double-click the AcrobatReaderPatch9.4.6\_cpsid\_92216.exe file.
  - Run the AcrobatReaderPatch9.4.6\_cpsid\_92216.exe file in silent mode by specifying the -silent flag on the command line. Open the command prompt 'As Administrator' to avoid UAC prompt dialog.

**Example:** <path to AcrobatReaderPatch9.4.6\_cpsid\_92216.exe> -silent

Once the process is completed, you receive a prompt stating the result of the operation.

*Note:* When run in silent mode, all dialog boxes are suppressed. No success message or error message appears.

A log is created in the temp directory (%temp%) with the name AcroPatchApplication946.log. (The changes sometimes only takes effect only after you restart your computer.)

### Acrobat or Reader 10.1.1

- 1 Log in to your computer as an Administrator.
- 2 Click the link to download the [AcrobatReaderPatch10.1.1\\_cpsid\\_92216.zip](#) file.
- 3 Unzip the file to extract the executable AcrobatReaderPatch10.1.1\_cpsid\_92216.exe.
- 4 Do one of the following to run the AcrobatReaderPatch10.1.1\_cpsid\_92216.exe file:
  - Double-click the AcrobatReaderPatch10.1.1\_cpsid\_92216.exe file.
  - Run the AcrobatReaderPatch10.1.1\_cpsid\_92216.exe file in silent mode by specifying the -silent flag on the command line. Open the command prompt 'As Administrator' to avoid UAC prompt dialog.

**Example:** <path to AcrobatReaderPatch10.1.1\_cpsid\_92216.exe> -silent

Once the process is completed, you receive a prompt stating the result of the operation.

*Note:* When run in silent mode, all dialog boxes are suppressed. No success message or error message appear.

A log is created in the temp directory (%temp%) with the name AcroPatchApplication1011.log. (The changes sometimes only takes effect only after you restart your computer.)

## **Additional information**

- 1** The executable for 10.1.1 (AcrobatReaderPatch10.1.1\_cpsid\_92216.exe) updates all applicable applications on your system (Reader 10.1.1 and Acrobat 10.1.1). Similarly, the executable for 9.4.6 (AcrobatReaderPatch9.4.6\_cpsid\_92216.exe) updates both Acrobat and Reader 9.4.6 on your system as applicable.
- 2** A Standard user on Vista or Windows 7 can apply the patch upon supplying the relevant credentials upon receiving the UAC prompt.
- 3** Silent installation of the executable doesn't suppress the UAC prompt.
- 4** Any repair operation carried out on Acrobat 9.4.6 post applying the executable reverts the changes. Rerun the executable in such scenarios post a repair operation.
- 5** To prevent any probable errors while running the executable, close any instances of Acrobat/Reader on your system.

Fall 2011 Acrobat/Reader Quarterly Releases: 8.3.1, 9.4.6, 10.1.1

## Can't create PDFs | Office 2010 Click-to-Run | Acrobat X

Click-to-Run is a new method by Microsoft to deliver Office 2010 to home users on a broadband connection. If you install Office 2010 using the Click-to-Run method, some add-ins, like PDFMaker, don't work correctly with Office 2010 applications. For example, you can't create PDFs from Office 2010 using PDFMaker. However, other methods for creating PDFs are available.

**Note:** For more information about Click-to-Run, see <http://support.microsoft.com/kb/982431>.

### Symptoms

You can experience some of the following symptoms when trying to convert Office 2010 files to Adobe PDF.

## Windows 64 bit

- Starting PDFMaker using the toolbar button in Word, Excel, or PowerPoint displays this error:
  - “You have selected an invalid Conversion Job Option. Please select a valid Job Option before running Acrobat PDFMaker.”
- Choosing Preferences from the Acrobat PDFMaker toolbar (also known as the Acrobat ribbon) in Word, Excel, and PowerPoint displays this error:
  - “The parameter is incorrect.” When you dismiss the error, the Preferences dialog box opens, but the Conversion Settings menu is empty.
- The Adobe PDF printer doesn't convert Word, Excel, PowerPoint, and Outlook documents to PDF. You are prompted for the target filename, but then the conversion quits silently.
- The following Office-to-PDF conversion methods fail silently:
  - Dragging Office documents onto the Acrobat icon or window,
  - Using any Convert to PDF option in the context menu when you right-click a file.
  - Using any Create PDF option from Acrobat.
- Combine files:
  - The Combine Files feature in Acrobat stalls after it prompts you for a target PDF filename for an individual Office document.
  - Preview of Office documents fails. Double-clicking an Office document in the Combine Files dialog box, or clicking Choose Pages/Sheets/Slides does nothing.
- Converting messages/folders from Outlook to PDF using PDFMaker displays this error: “Acrobat PDFMaker has detected problems in installation. Please repair/re-install Acrobat.”

## Windows 32 bit

- The following Office-to-PDF conversion methods stall while showing 100% progress:
  - Dragging Office documents onto the Acrobat icon or window,
  - Using any Create PDF option from Acrobat.
- Combine files:
  - The Combine Files feature in Acrobat stalls after it prompts you for a target PDF filename for an individual Office document.
  - Preview of Office documents fails. Double-clicking an Office document in the Combine Files dialog box, or clicking Choose Pages/Sheets/Slides does nothing.

## Solutions

### Install Office 2010 using a method other than Click-to-Run.

For more information, see the Workaround portion of <http://support.microsoft.com/kb/982431>.

## Workarounds

### **(Windows 64 bit) Adobe PDF printer doesn't convert Office 2010 documents to PDF**

- 1 Using Windows Explorer, navigate to <Acrobat install path>\Acrobat 10.0\Acrobat\Settings.
- 2 Copy all the .joboptions files in that folder.
- 3 Navigate to %appdata%\Adobe\Adobe PDF\Settings and paste all the .joboptions files here.

This workaround also enables the various Create PDF options from Acrobat:

- Drag an Office document onto the Acrobat icon or window.
- Choose any Convert to PDF option in the context menu when you right-click a file. **Note:** Using PDFMaker from within an Office 2010 Click-to-run application still fails.

### **(Windows 32 bit) When PDF conversion stalls at 100% progress**

Click Cancel or click the close “X” icon to view the output PDF.

### **Additional Information**

On Windows 32 bit, the following features work correctly:

- Using the Adobe PDF printer to convert Office documents to Adobe PDF (for example, Word, Excel, and PowerPoint files and Outlook messages).
- Conversion to PDF using the PDFMaker from the Acrobat ribbon in Word, Excel, and PowerPoint.

## **Attach To Email doesn't work | Acrobat 9.4.2**

### **Attach to Email feature doesn't work**

When you click Attach To Email, Acrobat 9.4.2 crashes. It doesn't return an error or open a generic dialog box requesting that you submit an error report to Microsoft.

### **Solutions**

#### **Solution 1: Install the latest Acrobat update.**

Install the latest Acrobat update. To install the most recent update, open Acrobat and choose Help > Check for Updates.

#### **Solution 2: Download and run the AcrobatPatchApplication.exe file.**

Follow these steps to download and apply the fix:

- 1 Log in to your computer as an administrator.
- 2 Click the link to download zip file containing the AcrobatPatchApplication.exe file - AcrobatPatchApplication.zip.
- 3 Unzip the downloaded file, and then do one of the following to run the AcrobatPatchApplication.exe file:
  - Double-click the AcrobatPatchApplication.exe file.

- Run the AcrobatPatchApplication.exe file in silent mode by specifying the -silent flag on the command line.

**Example:** <path of AcrobatPatchApplication.exe> -silent

A log is created in the temp directory (%temp%) with the name AcroPatchApplication942.log. Changes take effect only after you restart your computer.

When run in silent mode, all dialog boxes are suppressed. No success dialog with restart recommendation is shown.

### **Solution 3: Replace the installed manifest file with an updated version.**

Download the Adobe.Acrobat.Dependencies.manifest file by right-clicking the following link and choosing Save Target As or Save Link As from the context menu.

[Adobe.Acrobat.Dependencies.manifest](#)

- 1 Right-click the downloaded manifest file and choose Copy from the context menu.
- 2 Using Windows Explorer, navigate to the following folder:
  - **32-bit Windows:** Computer\Local Disk (C:)\Program Files\Adobe\Acrobat 9.0\Acrobat
  - **64-bit Windows:** Computer\Local Disk (C:)\Program Files (x86)\Adobe\Acrobat 9.0\Acrobat
- 1 Right-click and choose Paste from the context menu. Choose Yes to overwrite the old file.
- 2 Restart your computer.

### **Solution 4: Delete or replace the atl.dll file in the Adobe.Acrobat.Dependencies.manifest.**

If you are using Windows Vista or Windows 7, edit the file with full administrator privileges. To edit a file with full administrator privileges, disable User Account Control (UAC) for the system. See the following knowledgebase documents for information about disabling the UAC.

**Note:** After you have edited the manifest file, re-enable the UAC.

- [Disable User Account Control \(UAC\) | Windows Vista \(kb404888\)](#)
  - [Guided Help: Adjust User Account Control settings in Windows 7](#)
- ? Using Windows Explorer, navigate to:
- **32-bit Windows:** Computer\Local Disk (C:)\Program Files\Adobe\Acrobat 9.0\Acrobat
  - **64-bit Windows:** Computer\Local Disk (C:)\Program Files (x86)\Adobe\Acrobat 9.0\Acrobat
- 1 Right-click the Adobe.Acrobat.Dependencies.manifest file and open it in Notepad.
  - 2 Press Ctrl+F and search for “atl.dll” without the quotes.
  - 3 Delete the line containing atl.dll, close the text editor, and accept the changes.
  - 4 Restart your computer.

### **Solution 5: Reset the default e-mail program.**

Follow these steps to reset the default e-mail program used by Acrobat.

- 1 Choose Start > Default Programs > Set program access and computer defaults > Custom.
- 2 Expand Custom and under Choose a default mail program choose Outlook.
- 3 Click OK to close the dialog and then try again to attach the e-mail.

## Additional information

If you repair Acrobat 9.4.2, repeat the solutions. The updated Adobe.Acrobat.Dependencies.manifest file is overwritten by the original file during the repair.

Adobe recommends updating to Acrobat 9.4.3 to avoid this issue recurring.

# Adobe Approved Trust List update dialog appears | Acrobat, Reader

## Description

When you use Adobe Acrobat or Reader to open PDF documents that were signed or certified using certificates, you see the following message:

"A new security settings update is available from Adobe Systems. Would you like to install it now?" This dialog is a trusted Adobe dialog referring to updates to the root certificate list (AATL) in Acrobat or Reader.

## Explanation

AATL or Adobe Approved Trust List is a program that allows millions of users around the world to create digital signatures. The signatures are trusted whenever the signed document is opened in Adobe Acrobat 9 or Reader 9 or later. The list of trusted certificates is updated from time to time in case some certificates have been added, renewed, or have expired.

These updates are distinguished from the standard product updates for Acrobat or Reader, which can be triggered by choosing Help > Check For Updates.

## Related preferences

If you want to check for certificate updates, choose Edit > Preferences > Trust Manager > Click Update Now under the section Automatic Updates. The same update dialog box opens. Using this option, the certificate updates are loaded from a trusted server.

To enable the automatic update check, choose Edit > Preferences > Trust Manager > Load Trusted Root Certificates From An Adobe Server. To enable the automatic check without any notification, deselect Ask Before Installing.

Assuming that you have enabled the automatic check, the certificate updates are triggered under the following conditions:

- 1 you open a file that has a digital signature, and
- 2 you have never checked for updates before, or

- 3 you have checked before, but
  - a 28 days have elapsed and
  - b there is a new update available

You can select Yes and the trusted certificate list in Acrobat or Reader is updated. If you want to see the trusted list, choose Open Adobe Reader > Document > Manage Trusted Identities. In the window that opens, choose Display > Certificates. The entire Trusted Certificates list currently installed with your Reader appears.

### Enterprise deployment

If you are working in an enterprise environment and want to control these settings for an enterprise deployment, use the Customization wizard to activate or deactivate these options.

### Additional information

[http://help.adobe.com/en\\_US/Acrobat/9.0/Standard/WS8084ADD0-83CB-43fe-B3CC-0D9AF9224C8C.w.html](http://help.adobe.com/en_US/Acrobat/9.0/Standard/WS8084ADD0-83CB-43fe-B3CC-0D9AF9224C8C.w.html)

## AIR application doesn't display PDF file while using Adobe Reader/Acrobat 9.2 on Windows

### Issue

Adobe AIR applications using version 9.2 of Adobe Reader and Acrobat do not display a PDF file.

**Note:** This issue occurs on the Windows operating systems only.

### Solution

Download and install the [latest version](#) (AIR 1.5.2.8900) of the Adobe AIR runtime. The updated version of AIR 1.5.2.8900 includes a fix that addresses this issue. Since this issue does not impact Mac or Linux users, those users can continue using AIR 1.5.2.8870 (1.5.2.8900 is only available for Windows operating systems).

To determine the version number of Adobe AIR installed on your system on Windows operating systems:

Launch the Add or Remove Programs system utility on Windows (usually listed in the Control Panel).

Select Adobe AIR.

- 1 Click the "Click here for support information" link. A dialog opens that displays the complete version number.

If the version number of Adobe AIR is 1.5.2.8870 or earlier, download the [latest version](#) of the Adobe AIR runtime.

## Additional Information

This issue appears when both Adobe AIR 1.5.2.8870 (or earlier versions) and Reader/ Acrobat 9.2 are installed on a user's system running Windows operating systems.

For developers of Adobe AIR applications that include PDF content, install the [latest version](#) of the AIR SDK.

To manually overlay a newer version of the AIR SDK using Flex Builder, see "[How to overlay AIR SDK for use with Flex SDK](#)" in the Adobe AIR release notes.

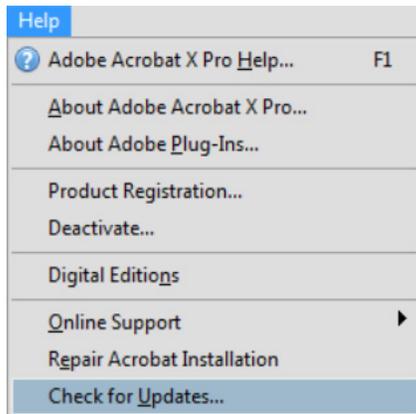
## Crash on close | Preflight panel access

Acrobat X Professional 10.1.2 crashes when you exit it after accessing the Preflight panel.

### Solution 1: Update to Acrobat X Professional 10.1.3

The free 10.1.3 update to Acrobat X Professional addresses this issue. You can install it automatically from within Acrobat.

- 1 Open Acrobat X Professional.
- 2 Choose Help > Check for Updates.



Acrobat installs the update automatically.

If you prefer, you can download and install the update yourself from this page:

- [Acrobat updates \(for Windows\)](#).

### Solution 2: Install the following patch for Acrobat X Pro 10.1.2

This solution isn't required if you update to Acrobat X Pro 10.1.3.) Download and apply the fix file below:

#### Acrobat X Professional (10.1.2)

- 1 Log in to your computer as an Administrator.
- 2 Click the link to download the AdobeAcrobatPatch10.1.2\_cpsid\_92893.zipfile.
- 3 Unzip the file to extract the executable AdobeAcrobatPatch10.1.2\_cpsid\_92893.exe.

**4** Do one of the following to run the AdobeAcrobatPatch10.1.2\_cpsid\_92893.exe file:

- Double-click the AdobeAcrobatPatch10.1.2\_cpsid\_92893.exe file.
- Run the AdobeAcrobatPatch10.1.2\_cpsid\_92893.exe file in silent mode by specifying the -silent flag on the command line. Open the command prompt As Administrator to avoid the UAC prompt dialog.

**Example:** <path to AdobeAcrobatPatch10.1.2\_cpsid\_92893.exe> -silent

Once the process is completed, you receive a prompt stating the result of the operation.

**Note:** When run in silent mode, all dialog boxes are suppressed. No success message or error message appears.

A log is created in the temp directory (%temp%) with the name AcroPatchApplication1012.log. (The changes sometimes only takes effect only after you restart your computer.)

### Additional information

- A Standard user on Vista or Windows 7 can apply the patch upon supplying the relevant credentials upon receiving the UAC prompt.
- A Standard user on Vista or Windows 7 can apply the patch upon supplying the relevant credentials upon receiving the UAC prompt.
- To prevent any probable errors while running the executable, close any instances of Acrobat/Reader on your system.

## Acrobat X context menu missing | 64-bit Windows 7

### Issue

After you install the Acrobat X 10.0.1 update on 64-bit Windows 7, the Acrobat context menu choice is missing from Windows Explorer.

### Solution 1: Register Context Menu DLL

- 1** Choose Start > All Programs.
- 2** Click Accessories.
- 3** Right-click Command Prompt and choose Run As Administrator from the context menu.
- 4** Click Yes on the user Account Control dialog box.
- 5** Type the following line and press Return.

For Acrobat 10 and 64-bit Windows Operating System: regsvr32 "C:\Program Files (x86)\Adobe\Acrobat 10.0\Acrobat Elements\ContextMenu64.dll"

For Acrobat 10 and 32-bit Windows Operating System: regsvr32 "C:\Program Files\Adobe\Acrobat 10.0\Acrobat Elements\ContextMenu32.dll"

For Acrobat 9 and 64-bit Windows Operating System: regsvr32 "C:\Program Files (x86)\Adobe\Acrobat 9.0\Acrobat Elements\ContextMenu64.dll"

For Acrobat 9 and 32-bit Windows Operating System: regsvr32 "C:\Program Files\Adobe\Acrobat 9.0\Acrobat Elements\ContextMenu32.dll"

## **Solution 2: Add Acrobat's context menu key under Approved folder in window's registry**

Check if a string with value data "Adobe.Acrobat.ContextMenu" is not blocked by windows machine.

String Path: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Shell Extensions\Blocked with a value data: Adobe.Acrobat.ContextMenu

If the string is present under the window's blocked keys, just remove this particular string from above location of affected machine and then restart.

The above string should be under the Approved folder only.

## **Acrobat prompts for admin login when you start from a non-admin account (Acrobat 9.0 on Mac OS X)**

### **Issue**

When you start Acrobat 9.0 on Mac OS X (10.x) as a non-admin user or an admin user other than the user used to install Adobe Acrobat 9.0, you are prompted for a username and password.

### **Solution**

Do one of the following:

**Solution 1:** Pressing the "Cancel" button when this prompt is presented will cause the prompt to not present itself upon subsequent launches of the application.

**Solution 2:** Provide the username and password of an administrative user.

**Solution 3:** Log into the machine as the same account that was used to install Acrobat 9.0.

Adobe is aware of this issue and looking for a more permanent solution.

## **Acrobat product interoperability: Install and remove Acrobat and Adobe Reader (8.x on Windows)**

### **What's covered**

- Coexisting installations
- Version interoperability

- Upgrade eligibility

### **Coexisting installations**

Although you can install Adobe Acrobat 8.0.x or Adobe Reader 8.0 on a computer that contains an installation of previous Acrobat versions, it is not recommended. Acrobat 8.0.x Professional and Acrobat 8.0.x Standard use the Acrobat 8.0.x version of PDFMaker and Adobe PDF printer. When two or more versions of Acrobat are installed on the same computer, removing one version of Acrobat may disable functionality.

If two versions of Acrobat are installed on the same computer, only the Acrobat 8.0.x version of PDFMaker and Adobe PDF printer will be used, although conflicts may occur if multiple version PDFMaker files are attempting to load.

When multiple versions of Acrobat exist on a machine, the running version will be used to display PDF files regardless of the preferences.

Removing previous versions of Acrobat or Adobe Reader after you install a more recent version can disable functionality. Repair the current version of Acrobat after removing the previous version. If the repair process does not restore all functionality, reinstall the current version.

**Note:** Adobe Technical Support does not recommend having multiple versions of Acrobat or Adobe Reader installed on the same machine. Acrobat and Adobe Reader have numerous components that have similar functionality and can cause conflicts on a machine. The most prevalent among these conflicts involves the plug-ins for rendering PDF files in the browser, PDFMaker inside of Office Applications, and the Adobe PDF printer. Using the Version Interoperability table below, remove all versions of Acrobat and Adobe Reader, and then install the current version.

### **Version interoperability**

This chart shows what will happen if you install Adobe Acrobat 8.0.x when the computer already has Acrobat or Adobe Reader installed.

Product	Standard 8.0	Professional 8.0	Acrobat 8.0 Trial	Adobe Reader 8.0	Notes
<b>Acrobat Reader 5.0.5 or earlier</b>	Allowed	Allowed	Allowed	Uninstalls previous version.	Browser uses version 8.
<b>Adobe Reader 6.0</b>	Allowed	Allowed	Allowed	Uninstalls previous version.	Browser uses version 8.
<b>Adobe Reader 7.0</b>	Allowed	Allowed	Allowed	Uninstalls previous version.	Browser uses version 8.
<b>Adobe Reader 8.0</b>	Allowed	Allowed	Allowed	Repair	Reader will prompt for browser version.
<b>Elements 6.0</b>	Recommended Auto Removal	Recommended Auto Removal	Recommended Auto Removal	Allowed	Installed reader controls browser.
<b>Elements 7.0</b>	Recommended Auto Removal	Recommended Auto Removal	Recommended Auto Removal	Allowed	Installed reader controls browser.
<b>Acrobat 5.x full</b>	Recommended Removal.	Recommended Removal.	Recommended Removal.	Allowed	Browser uses version 8.
<b>Acrobat 6.0 Standard</b>	Recommended Auto Removal	Required Auto Removal	Required Auto Removal	Allowed	Reader will prompt for browser version.
<b>Acrobat 7.0 Standard</b>	Recommended Auto Removal	Recommended Auto Removal	Recommended Auto Removal	Allowed	Reader will prompt for browser version.
<b>Acrobat 8.0 Standard</b>	Repair	Recommended Auto Removal	Recommended Auto Removal	Allowed	Reader will prompt for browser version.
<b>Acrobat 6.0 Professional</b>	Recommended Auto Removal	Required Auto Removal	Required Auto Removal	Allowed	Reader will prompt for browser version.
<b>Acrobat 7.0 Professional</b>	Recommended Auto Removal	Recommended Auto Removal	Recommended Auto Removal	Allowed	Reader will prompt for browser version.
<b>Acrobat 8.0 Professional</b>	Manually Remove	Repair	Repair	Allowed	Reader will prompt for browser version.
<b>Creative Suite 1.0</b>	Recommended Auto Removal	Recommended Auto Removal	Recommended Auto Removal	Allowed	Reader will prompt for browser version.
<b>Creative Suite 1.3</b>	Manually Remove	Recommended Auto Removal	Recommended Auto Removal	Allowed	Reader will prompt for browser version.
<b>Creative Suite 2.0</b>	Manually Remove	Recommended Auto Removal	Recommended Auto Removal	Allowed	Reader will prompt for browser version.
<b>Acrobat 3D</b>	Recommended Auto Removal	Recommended Auto Removal	Recommended Auto Removal	Allowed	Reader will prompt for browser version.
<b>Acrobat 3DTrial</b>	Recommended Auto Removal	Recommended Auto Removal	Recommended Auto Removal	Allowed	Reader will prompt for browser version.

- **Allowed** indicates that this state will function and should not generate any error messages.
- **Replace** indicates that the new version will replace the original version with no option to remove the original version.
- **Repair** indicates that you are trying to install a version of Acrobat or Adobe Reader that is already installed on your computer, and the installer allows you to modify, repair, or remove the program.
- **Recommended Removal** indicates that you should cancel the installation of Acrobat 8.0.x and remove the older version, reboot, and then install Acrobat 8.0.x

- **Recommended Auto Removal** indicates that you will receive a warning indicating that an older version has been encountered. You can remove the older version or ignore it and have Acrobat and Adobe Reader coexist.
- **Required Auto Removal** indicates that you will receive a warning that an older or less functional product has been detected. You can remove the less functional product or cancel the installation.
- **Manually Remove** indicates that you must quit the installer, remove the version of Acrobat or Adobe Reader that is currently installed, and then install Acrobat 8.0.x.

### Upgrade eligibility

The following products do not qualify for an upgrade to Acrobat 8:

- Acrobat 4.x or earlier
- Acrobat Elements
- Acrobat Business Tools
- Acrobat Approval
- Adobe Reader
- Acrobat Reader
- Acrobat Reader-Writer
- Acrobat Distiller PE or LE, or any version of Acrobat Distiller that's bundled with Adobe PageMaker or Adobe FrameMaker

**Note:** Adobe Designer 6.0 doesn't qualify for Acrobat 8.0.x but does qualify for Designer 7.1.

## Acrobat hangs while scanning | Acrobat 10.1.4 | Windows

### Issue

Scanning with Acrobat 10.1.4 using any mode (Grayscale or Color or BW) causes Acrobat to hang when scanning is about to complete.

### Solution

Install the patch for Acrobat and Reader 10.1.4 (Windows only).

- 1 Log in to your Windows computer as an Administrator.
- 2 Click the following link to download the patch file:  
[AdobeAcrobatReaderPatch10.1.4\\_3314564.zip](#)
- 3 When prompted "Do you want to open or save this file?," click Open.



- 4 Extract the file. The location varies depending on your operating system and the utility.
- 5 Double-click the extracted AdobeAcrobatReaderPatch10.1.4\_3314564.exe file to begin the update.
- 6 When a prompt notifies you that the update is complete, restart your computer.

Install the patch for Acrobat and Reader 10.1.4 in silent mode (Windows only).

- 1 Log in to your Windows computer as an Administrator.
- 2 Click the following link to download the patch file:  
[AdobeAcrobatReaderPatch10.1.4\\_3314564.zip](#)
- 3 When prompted "Do you want to open or save this file?," click Open.
- 4 Extract the file.
- 5 Open the command prompt "As Administrator."
- 6 Type the path to the patch file executable, and add the -silent flag on the command line. For example:  
AdobeAcrobatReaderPatch10.1.4\_3314564.exe -silent

Silent mode suppresses all dialog boxes so you do not get a message indicating that the update is complete. The executable posts a log file "AcroPatchApplication1014.log" in the temp directory (%temp%).

- 7 When the update is complete, restart the computer.

## Use Acrobat forms and form data on the web

Adobe PDF files are usually optimal for online viewing, particularly when they contain forms. Using Acrobat 5.x or Acrobat 6.0 Professional, you can create Adobe PDF forms that contain list and check boxes, radio buttons, text fields, or buttons that execute specific behavior. For example, a button could send form data to a script on a Web server. (Some form of script, or application, must be on the Web server to collect and route the data to another location, such as a database.)

You must submit PDF forms from within a Web browser (for example, Netscape Navigator or Microsoft Internet Explorer). If you try to submit a PDF form in Adobe Reader, Adobe Reader returns the error "Acrobat Forms: You need to be running inside a web browser in order to submit this form."

## Creating PDF forms

To create forms, you use one of the form tools (for example, the Button tool or the Check Box tool) in Acrobat 6.0 Professional, or you use the form tool in Acrobat 5.x. You can create forms in any PDF file as long as the PDF file's security restrictions don't prevent you from modifying it. (You cannot create forms with Adobe Reader, Acrobat Approval, or Acrobat Standard.)

## Options for submitting form data

After information has been added to form fields, you can gather information from the fields and save it in a Forms Data Format (FDF) file. FDF is a text file format specifically for data exported from PDF form fields. FDF files are significantly smaller than PDF files because they contain only form field data, not the entire form. You create FDF files in Acrobat by choosing Advanced > Forms > Export Forms Data (Acrobat 6.0 Professional) or File > Export > Form Data (Acrobat 5.x). In Adobe Reader 6.0 and later, you can export form data from a PDF file by choosing Document > Fill-in Form if the creator of the PDF file enabled the Fill-In form feature.

You can also set up a form button to create an FDF file and send it to a Web address (URL). See "Using CGI Scripts to Collect FDF Information" below for more information.

After you create an FDF file, you can let another application parse it and populate a database with the information, or you can electronically send it to another location. If you send it to another location, that data can be imported into the form fields of a PDF file at that location. (The form fields in the PDF file into which the FDF data is being imported must directly correspond to the form fields in the FDF file.) You can also use the FDF Toolkit to populate PDF form fields with data from a database or extract data from form fields to populate a database. See "Getting Help with Acrobat Forms and Scripts" below for more information.

In addition to FDF, HTML, and text, all of which are options for submitting form data, Acrobat 5.0 and later also lets you submit an entire PDF file or its form field data in XFDF format. XFDF is an XML-encoded FDF that allows for hierarchical representation of field data, but it doesn't support as many types of data as FDF can. For example, FDF can include incremental changes to the PDF file, digital signatures, and graphical data, but XFDF cannot.

## PDF form handling

PDF forms that are viewed on-line within a Web browser maintain the same functionality as if they were viewed locally, including form submission functionality. To set up forms to work on the Web, you need to understand how much involvement the Acrobat applications have in the process and where the Web server takes over. You can create a form field button that will submit the form data (FDF) to a Web address. These steps will be taken in an Acrobat application. The rest of the form data submission is handled by the Web server: The URL that you send the FDF file to must be set up, usually with a script, to know what to do with the FDF file. CGI scripts, which are explained below, are the most common type of scripts used to receive FDF files.

Here's an example workflow of how a PDF file can be used to send PDF form information to a script on a Web server:

1. You create an Acrobat PDF form file in Acrobat, and then place the file on a Web server.
2. A user connects to your Web server and loads the PDF file.
3. The user fills out the PDF form fields and clicks the submit button.
4. The Acrobat viewer exports the form field information as an FDF file.
5. The FDF file is then sent to a specified URL. After this, the Acrobat viewer is no longer involved.
6. A CGI script at the specified URL receives the FDF file, reads it, and processes the information in it.

## Serving Dynamic PDF files

As with HTML forms, you can set up Web server scripts to fill in, or populate, PDF form fields by serving FDF information to the PDF file. Populating PDF form fields with a response from a database is similar to making a query to a database and receiving an answer. You will need a script to take the response and route it back to the form fields, which are then populated with the appropriate information from the database. (The form fields in the PDF file the FDF data is being imported into must directly correspond to the form fields in the FDF file.)

For instance, after a user makes selections and submits information using a PDF form, you may want the Web server to return a PDF file displaying the options that the user selected.

Dynamically serving PDF files requires scripts and experience with Web servers, and it isn't supported by Acrobat Technical Support.

## Using CGI scripts to collect FDF information

CGI (Common Gateway Interface) is the standard interface scripting language for executing a program and returning its result to a Web browser. CGI scripts can read and write files, as well as access databases or other applications. You use a programming language such as C or Perl to compose CGI scripts in a text-editing application (i.e., WordPad). To create a CGI script that will collect FDF information, you need the following:

- A programming language such as C (which requires a compiler) or Perl (which has strong text processing capabilities and flexible syntax).
- Proficiency in the programming language. CGI, like many things on the Internet, periodically changes. Check the latest specifications for CGI.
- An application to receive and process the FDF information.
- A Web server.

Acrobat viewers can route FDF information to a server, but they can't do anything with it once it's there, so you must use a CGI script to route the information (just as with an HTML page). The CGI script will parse, or read, the FDF data, then route it according to its instructions.

For a CGI script on a Web server to parse FDF data, you must submit the information from the Acrobat PDF form to a URL that includes the CGI script name. The script name must be followed by the pound (#) character and the capital letters "FDF", so the script recognizes the data as FDF. For example, the URL could read "http://cgi-bin/MyScript.cgi#FDF."

For sample CGI scripts, see the Acrobat FDF Toolkit SDK, which you can download from the AdobePartner Connection Developers Program Web site at <http://partners.adobe.com/asn/acrobat/index.jsp>.

### Getting Help with Acrobat Forms and Scripts

Adobe Acrobat Technical Support provides assistance with Acrobat software. Acrobat Technical Support does not assist with the following:

- JavaScript, CGI, or other scripting and programming languages, though, even when used with an Acrobat-created file (PDF or FDF).
- Dynamic page templates. Dynamic page templates enable developers to create customized forms applications, catalogs, brochures, and other publications that can be personalized and delivered on-the-fly.

The AdobePartner Connection does provide documentation and support for Acrobat forms developers, including a Software Developers Toolkit (SDK) for Acrobat Forms. For information about becoming an Adobe Partner Connection member, visit Adobe's Web site at <http://partners.adobe.com/asn/developer/main.html>. For forms resources, including the Acrobat SDK and the FDF Toolkit, visit <http://partners.adobe.com/asn/acrobat/docs.jsp>.

## Additional information

: Using the "mailto:" Command to Test a Submit Button in an Acrobat Form

# Acrobat.exe, Acrord32.exe doesn't quit | Close browser | Windows

## Issue

The Acrobat.exe or Acrord32.exe process remains in Task Manager after you view a PDF file in the web browser.

## Detail

Adobe Acrobat and Adobe Reader are designed to continue running for a few minutes after you close the browser window in which you viewed PDF files.

## Solutions

Do one of the following solutions:

**Solution 1: Close all open browsers on your computer and wait 5 to 7 minutes.**

**Solution 2: Open Acrobat manually and use the exit command to close the application.**

1. Open Acrobat or Adobe Reader.
2. Select File > Exit.

**Solution 3: End the Acrobat.exe or Acrord32.exe process manually.**

-- For Acrobat:

1. Select Start > Run and type **taskmgr** in the Open text box.
2. Select the Processes tab.
3. Select Acrobat.exe and click End Process.

-- For Adobe Reader:

1. Select Start > Run and type **taskmgr** in the Open text box.
2. Select the Processes tab.
3. Select Acrord32.exe and click End Process.

## Background information

Acrobat and Adobe Reader continually check the web browser for open PDF documents. In certain circumstances Acrobat and Adobe Reader detect that an open document condition exists in the browser when in fact there are no PDF files open. The browser plug-in stores files in the browser cache, which may cause the browser to report an incorrect condition until the browser is closed. In addition, applications with hooks into Internet Explorer may cause Acrobat and Adobe Reader to detect an open browser even when the browser appears to be closed.

## Download Acrobat products | Standard, Pro | DC, XI, X

If you purchased the **classic** version of Acrobat DC, Acrobat XI, or Acrobat X, and you no longer have the installation media, you can download replacement installers from this page (below). You have a classic version if your software requires a serial number.

Follow the instructions in the bullet points below before you download the installers.

Note: The installers on this page are not for the **continuous** (or **subscription**) version of Acrobat DC. If you downloaded Acrobat DC through your Creative Cloud membership, you installed the continuous version of the app. Your product does not require a serial number. The best way to reinstall is with the [Creative Cloud desktop app](#) or directly from the [Acrobat product page](#). If you try those methods and still cannot install the app, see [Download Acrobat DC \(Continuous\)](#).

Read before you download

**Note:** If you are an Acrobat VIP or Creative Cloud for teams Single App user/admin, you do NOT need a serial number. Ignore this section and proceed to download the installer.

- You need your Acrobat serial number to complete the installation. Need help finding your serial number? Sign in to your [Adobe ID account](#) to find serial numbers for your registered products. Or, see [Find your serial number](#).
- Make sure that your system meets the requirements: [Acrobat Standard requirements](#) [Acrobat Pro requirements](#)
- Having trouble? [Get help in our forums](#), available 24 hours a day, 7 days a week.

Download Acrobat DC, Acrobat XI, or Acrobat X

- **Acrobat Pro DC (Classic)**

Languages	Windows	Mac OS
English—Universal English—Middle Eastern Arabic English—Middle Eastern Hebrew Japanese Danish Dutch Finnish French French—North Africa German Italian Norwegian Portuguese—Brazil Spanish Swedish Czech Hungarian Polish  Russian Turkish Ukrainian Chinese Simplified Chinese Traditional Korean Slovak Slovenian	<a href="#">File 1 of 1</a> (544 MB, Multilingual installer)	<a href="#">File 1 of 1</a> (517 MB, Multilingual installer)

- **Acrobat Standard DC (Classic)**

Languages	Windows	Mac OS
English—Universal English—Middle Eastern Arabic English—Middle Eastern Hebrew Japanese Danish Dutch Finnish French French—North Africa German Italian Norwegian Portuguese—Brazil Spanish Swedish Czech Hungarian Polish Russian Turkish Ukrainian Chinese Simplified Chinese Traditional Korean Slovak Slovenian	<a href="#">File 1 of 1</a> (544 MB, Multilingual installer)	Not available

- **Acrobat XI Standard**

Languages	Windows	Mac OS
English—Universal English—Middle Eastern Arabic English—Middle Eastern Hebrew Japanese Danish Dutch Finnish French French—North Africa German Italian Norwegian Portuguese—Brazil Spanish Swedish Czech Hungarian Polish Russian Turkish Ukrainian Chinese Simplified Chinese Traditional Korean Slovak Slovenian	<a href="#">File 1 of 1</a> (392 MB, Multilingual installer)	Not available

- **Acrobat XI Pro**

<b>Languages</b>	<b>Windows</b>	<b>Mac OS</b>
English—Universal English—Middle Eastern Arabic English—Middle Eastern Hebrew Japanese Danish Dutch Finnish French French—North Africa German Italian Norwegian Portuguese—Brazil Spanish Swedish Czech Hungarian Polish Russian Turkish Ukrainian Chinese Simplified Chinese Traditional Korean Slovak Slovenian	<a href="#">File 1 of 1</a> (501 MB, Multilingual installer)	<a href="#">File 1 of 1</a> (580 MB)

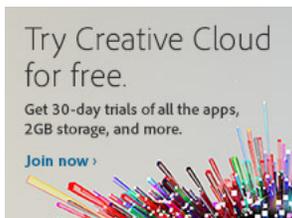
- **Acrobat X Standard**

<b>Languages</b>	<b>Windows</b>	<b>Mac OS</b>
English French German	<a href="#">File 1 of 1</a> (320 MB)	Not available

Japanese	<a href="#">File 1 of 1</a> (317 MB)	Not available
Spanish Italian Dutch Portuguese—Brazil	<a href="#">File 1 of 1</a> (325 MB)	Not available
Swedish Danish Finnish Norwegian	<a href="#">File 1 of 1</a> (324 MB)	Not available

- **Acrobat X Pro**

Languages	Windows	Mac OS
English French German	<a href="#">File 1 of 1</a> (465 MB)	<a href="#">File 1 of 1</a> (472 MB)
Japanese	<a href="#">File 1 of 1</a> (454 MB)	<a href="#">File 1 of 1</a> (472 MB)
Spanish Italian Dutch Portuguese—Brazil	<a href="#">File 1 of 1</a> (572 MB)	<a href="#">File 1 of 1</a> (479 MB)
Swedish Danish Finnish Norwegian	<a href="#">File 1 of 1</a> (570 MB)	<a href="#">File 1 of 1</a> (478 MB)



### More Help topics

[Acrobat trial removed previous version](#)

[Acrobat DC removed Acrobat XI and plugin compatibility](#)

## "Acrobat could not access the recognition service..." when attempting OCR (Acrobat 8.0 on Windows)

### Issue

When you attempt to apply optical character recognition (OCR) to a file, you receive the error message, "Acrobat could not access the recognition service because: unable to locate the paper capture recognition service."

### Reason

LaserFiche document management applications are installed on the system.

### Solution

#### Copy drsd832.dll to \Program Files\Adobe\Acrobat 8.0\Acrobat\plug\_ins\

- 1 Go to \Program Files\Adobe\Acrobat 8.0\Acrobat\plug\_ins\PaperCapture
- 2 Right-click drs32.dll and choose Copy.
- 3 Go to \Program Files\Adobe\Acrobat 8.0\Acrobat\plug\_ins\  
4 Right-click in the window and choose Paste.

### Additional Information

LaserFiche applications modify the system PATH variable to include folders for those applications. These folders include a copy of drs832.dll that is different than the one included with Adobe Acrobat. When the OCR process starts, this DLL file is accessed first, causing the Acrobat OCR engine to fail.

When you copy the file that comes with Acrobat and place it one folder up, the operating system finds the Acrobat copy of drs832.dll before looking at the system path. This does not affect how LaserFiche functions.

## Acrobat 9 Search and Redact Patterns for non-U.S. users

### Summary

This article describes additional files which enhance the Acrobat 9 Search and Redact Pattern feature for users in Canada, the United Kingdom, France, Germany and Japan. These additional files are available at the end of this article.

### Background

Acrobat 9 Pro (Win and Mac) and Pro Extended (Win) extends Acrobat's Search and Redact functionality to support pattern-based searching. The five patterns included with Acrobat 9 are:

- Phone Number
- Credit Card Number
- Social Security Number

- Email Address
- Date

With pattern-based searching, the user can choose one of these five patterns and search for all text strings in one (or more) PDF files which match this pattern. For example, if the user chooses the Social Security Number pattern, Acrobat will search across the PDF file and find all instances of this pattern. The user can then select some or all of these search results and mark them for redaction.

Certain patterns above do not work well for non-United States users. For example, Social Security Numbers are used in the United States as its de facto national identification number. However other countries have different national identity numbers (the Canadian Social Insurance Number or the British National Insurance Number). Therefore, Adobe has created and is making available additional pattern files for the five countries noted above.

### Pattern Details

The five patterns above have been changed as follows:

- Canada -- Replaced the United States Social Security Number with the Canadian Social Insurance Number. Modified the date pattern. All remaining patterns are identical to the U.S. patterns.
- United Kingdom -- Replaced the United States Social Security Number with the U.K. National Insurance Numbers. Modified the phone number pattern. All remaining patterns are identical to the U.S. patterns
- France -- Replaced the United States Social Security Number with the French National Identification Number. Modified the phone number pattern. Modified the date pattern. All remaining patterns are identical to the U.S. patterns
- Germany -- Replaced the United States Social Security Number with the German National Identification Number. Modified the phone number pattern. Modified the date pattern. All remaining patterns are identical to the U.S. patterns
- Japan -- Modified the phone number pattern. Modified the date pattern. All remaining patterns are identical to the U.S. patterns

### Installation Instructions

- 1 Download the ZIP file [SearchRedactPatterns.ZIP](#) to your desktop. Double-click it to open and extract the files.
- 2 Close Acrobat.
- 3 Browse to the following folder.
  - On Windows XP: \Documents and Settings\\Application Data\Adobe\Acrobat\9.0\Preferences\Redaction\\
  - On Windows Vista: \Users\\AppData\Roaming\Adobe\Acrobat\9.0\Preferences\Redaction\\
  - On Mac Intel: /Users/<username>/Library/Preferences/Acrobat/9.0\_x86/Redaction/<locale>/
  - On Mac PowerPC: /Users/<username>/Library/Preferences/Acrobat/9.0/Redaction/<locale>/ <username> is your User Name or Account log in name for that computer. <locale> is the language you run the Acrobat application in (ENU for English, FRA for French, DEU for German, JPN for Japanese).
- 4 Rename the existing file SearchRedactPatterns.xml in case you need to revert to this file. For example, rename it SearchRedactPatterns.backup

- 5 Copy the appropriate SearchRedactPatterns.xml file from Step 1 into this folder. For example, if you use the Acrobat application in French and wish to start using the French pattern file, copy the French XML file from Step 1 into the French locale folder you browsed to in Step 3.
- 6 Restart Acrobat
- 7 Go to Advanced > Redaction > Search and Redact
- 8 In the "Select your pattern" dropdown, verify that the new patterns detailed above appear.

#### Potential issues and solutions

- 1 If at Step 3 on Windows, you can't see the folder "Application Data", try the following:
  - a Go to the Control Panel
  - b Choose Folder Options
  - c Click on the View tab
  - d Find Hidden Files and Folders in the list and double click to open it
  - e Enable "Show hidden files and folders".
- 2 If at Step 3, you can't see the folder "Redaction", it may be because you've never used the Search and Redact feature before. In this case try the following:
  - a Launch Acrobat
  - b Go to Advanced > Redaction > Search and Redact. Click "OK" in the dialog. The Search and Redact window should appear on the left.
  - c Return to Step 3. The Redaction folder should have been created automatically.
- 3 If you complete all 8 steps, yet the new patterns detailed above are not appearing, verify on Windows that in Step 3 you browsed to the folder ...\\9.0\\Preferences\\Redaction... This XML file also appears in another folder, yet the changes will only apply if you replace the XML file in the appropriate Preferences folder.

#### Additional Resources

More information on Search and Redact Pattern files, including basic information on how to edit the Pattern file, can be found [here](#).

#### Attached Files

[SearchRedactPatterns.ZIP](#)

## Acrobat 9 Pro installation and first launch walk through (Mac OS)

#### What's covered

- [Installation](#)
- [First launch](#)

This document describes the process of installing Adobe Acrobat 9 Pro for Mac OS as a standalone product (not as part of Adobe Creative Suite 3.3 or 4) and launching the application for the first time.

#### Installation

1. Do one of the following:

- If you purchased Acrobat as boxed software, then insert the Acrobat DVD-ROM into your computer's DVD drive. A window titled Adobe Acrobat 9 Pro (see illustration below) should open automatically. If the window does not open automatically, then double-click the DVD-ROM icon in the Finder.
- If you downloaded Acrobat from the Adobe Online Store, then go to [Step 2](#) if your web browser automatically opened the disk image window titled Adobe Acrobat 9 Pro (see illustration below). If your web browser did not automatically open the disk image window, then double-click the file that you downloaded.

2. In the Adobe Acrobat 9 Pro window, drag the Adobe Acrobat 9 Pro folder onto the Applications folder icon that is just to the right of the large arrow. (This Applications folder icon is an alias which points to the actual Applications folder on your startup hard drive.)

3. The Finder will display a progress bar (see illustration below) while it copies the Adobe Acrobat 9 Pro folder to your Applications folder.

4. When the copying process is complete, choose File > New Finder Window. Click the "eject" icon (circled in the illustration below) in the sidebar of the new Finder window. The Finder will eject your Acrobat DVD-ROM or unmount the disk image.

### First launch

1. In the Finder, open the Applications folder. You can open the Applications folder by clicking Applications in a Finder window's sidebar or by choosing Go > Applications.

2. In the Applications folder, double-click the Adobe Acrobat 9 Pro folder (circled in the illustration below).

3. In the Adobe Acrobat 9 Pro folder, double-click the Adobe Acrobat Pro application icon (circled in the illustration below).

4. In the Authenticate dialog box, type the user name and password for an administrator account. Click OK. **Note:** If you do not know the name and password for an administrator account, then contact the person who administers the computer.

5. In the install Extras dialog (see illustration below), select or deselect options to suit your preferences. Click Continue.

6. Read the license agreement. To continue, click Accept.

7. In the Adobe Acrobat Pro: Setup window (see illustration below), enter the serial number for your copy of Acrobat 9 Pro. If you purchased Acrobat as boxed software, then your serial number is on the outside of the DVD-ROM case. If you downloaded Acrobat 9 Pro from the Adobe Online Store, then you can find your serial number in the Order History section of your account in the Adobe Online Store. Click Next.

8. In the Register Your Software window (see illustration below), fill in your registration information and click Register Now; or click either Register Later or Don't Ask Again.

9. In the next window that appears (see illustration below), click Yes if you want to make Acrobat the default application for opening PDF files. Otherwise, click No.

## Acrobat 9 crashes with error that cites NTDLL.DLL (Windows)

### Issue

When you start or use Adobe Acrobat 9 Standard, Pro, or Pro Extended on Windows, the application crashes, and the error that accompanies the crash includes the detail "Faulting Module: NTDLL.DLL."

### Solution

Do one or more of the following solutions:

#### **Solution 1: Restart your computer.**

An occasional crash accompanied by an NTDLL.DLL error may occur when your computer's resources are overextended; for example, when too many applications are open at once. Restart your computer to refresh its memory.

If crashes accompanied by an NTDLL.DLL error occur regularly, even when you are not running several other applications, then continue troubleshooting with the other solutions in this document.

#### **Solution 2: Run Acrobat with startup items and nonessential services disabled.**

Startup items (which start automatically with Windows) and services (specialized programs that perform functions to support other programs) may conflict with Acrobat and cause a crash accompanied by an NTDLL.DLL error. To determine whether a startup item or service is causing the issue, disable all startup items and nonessential services before you start Acrobat.

To disable startup items and nonessential services, see one of these TechNotes:

- "Disable startup items and services (Windows XP)" (TechNote [kb404984](#))
- "Restart Windows in a modified mode (Windows Vista)" (TechNote [kb404913](#))

When you have disabled startup items and nonessential services, open Acrobat and try to recreate the issue.

If the issue recurs, then startup items and services are not the cause, and you can enable all startup items and services.

To enable startup items and services:

- 1 Open the System Configuration utility by doing one of the following:
  - **Windows XP:** Chose Start > Run, type **msconfig** in the Open text box, and press Enter.
  - **Windows Vista:** Click Start, type **msconfig** in the Start Search text box, and press Enter.
- 2 Choose the General tab, and select Normal Startup.

**3** Deselect any items that were previously disabled (items that you wrote down in Step 3 of either TechNote kb404984 or TechNote kb404913).

**4** Click OK, and restart your computer for the changes to take effect.

If the issue no longer occurs after you have disabled startup items and services, then one of the startup items or services is the cause.

To identify the specific startup item or service that is causing the issue:

**1** Open the System Configuration utility by doing one of the following:

- **Windows XP:** Chose Start > Run, type **msconfig** in the Open text box, and press Enter.
- **Windows Vista:** Click Start, type **msconfig** in the Start Search text box, and press Enter.

**2** Re-enable approximately half of the items that were disabled.

**3** Click OK, and then restart your computer for the changes to take effect.

**4** Attempt to replicate the issue in Acrobat. Then do one of the following:

- If the issue recurs, then open the System Configuration utility and disable half of the most recently enabled items.
- If the issue does not recur, then open the System Configuration utility and re-enable half of the remaining items.

**5** Go back to Step 3, and continue dividing the items into halves until you have determined which startup item or service is causing the issue.

**6** Once you have isolated the problematic startup item or service, contact its manufacturer for information about available updates, or leave it disabled.

### **Solution 3: Troubleshoot Acrobat plug-ins.**

Crashes that are accompanied by an NTDLL.DLL error may be caused by a damaged Acrobat plug-in or an incompatible third-party plug-in.

To determine if a plug-in is the cause, hold down the Shift key while you start Acrobat. Doing so will disable all plug-ins. Release the Shift key when the Acrobat workspace appears, and then try to recreate the issue.

If the issue recurs when plug-ins are disabled, then plug-ins are not the cause, and you can re-enable plug-ins. Close Acrobat, reopen it normally, and then go to the other solutions in this document.

If the issue does not recur when plug-ins are disabled, then identify and address conflicting plug-ins by following the instructions below.

**Note:** These instructions refer to the Acrobat 9 plug-ins folder. The default location for this folder is C:\Program Files\Adobe\Acrobat 9.0\Acrobat\plug\_ins. However, if you installed Acrobat to a location other than the default location of C:\Program Files\Adobe\Acrobat 9.0, then modify this path for your custom location.

**1** Close Acrobat, and then do one of the following:

- If you have one or more third-party plug-ins, then go to Step 2.
- If you do not have any third-party plug-ins, then go to Step 6.

**2** Create a new folder on the Desktop. Move all of your third-party plug-ins out of the Acrobat plug-ins folder and into the new folder.

**3** Open Acrobat and try to reproduce the issue. Then do one of the following:

- If the issue does not recur, then go to Step 4.
- If the issue recurs, then a third-party plug-in is not the cause. Leave the third-party plug-ins out of the Acrobat plug-ins folder and go to Step 6.

- 4 Close Acrobat, and then move one third-party plug-in back into the Acrobat plug-ins folder.
- 5 Open Acrobat and try to reproduce the issue. Then do one of the Following:
  - If the issue does not recur, then go back to Step 4.
  - If the issue recurs, then the plug-in that you most recently re-enabled is the cause. Stop here, and contact the developer of that plug-in for information about available updates, or leave that plug-in disabled.
- 6 Create a new folder on the Desktop. Move all of the plug-ins from the Acrobat plug-ins folder into the new folder.
- 7 Open Acrobat and choose Help > Repair Acrobat Installation. Follow the on-screen instructions to repair Acrobat. (The repair process will create new copies of all of the standard plug-ins that ship with Acrobat.)
- 8 When the repair process has finished, open Acrobat. The issue should no longer occur. You may delete the folder on the Desktop that you created in Step 6. If you have any third-party plug-ins, then close Acrobat and move your third-party plug-ins back into the Acrobat plug-ins folder.

#### **Solution 4: Update device drivers.**

Crashes that are accompanied by an NTDLL.DLL error may be caused by an out of date device driver.

See one of these TechNotes for instructions on making sure that you are using the latest driver for all your devices:

- "Verify that device drivers are compatible with Windows XP" (TechNote [kb404864](#))
- "Verify that device drivers are compatible with Windows Vista" (TechNote [kb404887](#))

#### **Solution 5: Repair and defragment hard drives.**

Crashes that are accompanied by an NTDLL.dll error may occur if your hard drive or drives contain damaged sectors or fragmented files.

See one of these TechNotes for instructions on repairing and defragmenting hard drives:

- "Repair and defragment hard disks (Windows XP)" (TechNote [kb404981](#))
- "Repair and defragment hard disks (Windows Vista)" (TechNote [kb405363](#))

#### **Solution 6: Repair your installation of Windows.**

Repair your installation of Windows to restore critical system files, including NTDLL.DLL.

For instructions on repairing an installation of Windows XP, see "How to perform an in-place upgrade (reinstallation) of Windows XP" (Article 315341) on the Microsoft Help and Support site at <http://support.microsoft.com>.

For instructions on repairing an installation of Windows Vista, see "How to repair the operating system and how to restore the operating system configuration to an earlier point in time in Windows Vista" (Article 936212) on the Microsoft Help and Support site at <http://support.microsoft.com>.

#### **Advanced Troubleshooting**

If the solutions above do not resolve the issue, then a problem with your computer's hardware may be causing the issue.

**Disclaimer:** Adobe doesn't support hardware and provides these tasks as a courtesy only. For further assistance, contact the hardware manufacturer or an authorized reseller. If you troubleshoot hardware problems yourself, then you may void the warranty for your computer.

**Note:** Before you remove or rearrange hardware, turn off and disconnect the power to the computer and any peripheral devices.

**Solution 7: Check for SCSI problems.**

See one of these TechNotes for details:

- "Check for SCSI problems (Windows XP)" (TechNote [kb404868](#))
- "Check for SCSI problems (Windows Vista)" (TechNote [kb404916](#))

**Solution 8: Check for problems with RAM DIMMs.**

See "Check for problems with RAM DIMMs" (TechNote [kb404980](#)) for details.

## Download Acrobat products | 9, 8

Thank you for purchasing Adobe Acrobat! Installing your Acrobat product is quick and easy. If you purchased Acrobat 9 Professional, Acrobat 9 Standard, or Acrobat 8 Professional and no longer have the installation media, you can download replacement installers from this page.

The installation files on this page are for Acrobat 9 Professional, Acrobat 9 Standard, and Acrobat 8 Professional retail licenses. If you have a volume license, visit <https://licensing.adobe.com>.

Warning: To safeguard your system against malicious attacks through PDF files, we highly recommend that you run the latest versions of Acrobat and Reader. Adobe no longer provides security updates or patches for these older versions of Acrobat.

Read before you download Acrobat 9 Professional, Acrobat 9 Standard, or Acrobat 8 Professional

- You need your Acrobat serial number to complete the installation. To find your serial number, sign in to your [Adobe account](#). On the Manage Accounts page that appears, all your registered products and their serial numbers are listed in the Plans & Products section. For more information on locating serial numbers, or on registering a serial number, see [Find a serial number](#).
- Make sure that your system meets the [requirements for Acrobat products](#). Older versions of Acrobat may not run properly on a newer operating system.
- After downloading the installation files, see [these instructions](#) to extract the files and install your product.
- Having trouble? [Get help from our community experts](#).

**Download Acrobat 9 Professional, Acrobat 9 Standard, or Acrobat 8 Professional**

[How long does it take to download a product?](#)

- **Acrobat 9 Standard**

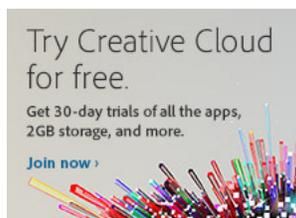
Languages	Mac OS X	Windows
English – International	Not available	<a href="#">File 1 of 1</a> (317 MB)
English – Universal		
French		
French – Canada		
German		

- **Acrobat 9 Professional**

Languages	Mac OS X	Windows
English—International English—Universal French French—Canada German	<a href="#">File 1 of 1</a> (508 MB)	<a href="#">File 1 of 1</a> (327 MB)
Japanese	Not available	<a href="#">File 1 of 1</a> (313 MB)

- **Acrobat 8 Professional**

Languages	Mac OS X	Windows
English—International English—Universal French French—Canada German	Not available	<a href="#">File 1 of 1</a> (254 MB)
Japanese	Not available	<a href="#">File 1 of 1</a> (256 MB)



## Acrobat 8, 9, or 10.x continuously remounts review servers | Mac OS

### Issue

Your Mac OS system continues to remount a review server after you participate in a server-based PDF review with Adobe Acrobat.

### Solutions

**Solution 1: Remove the review that is associated with the server that is being mounted.**

- 1 Choose Comments > Track Reviews.
- 2 In the Tracker window, remove the review that is associated with the server that is mounting.
- 3 Close the Tracker window.

**Solution 2: Remove the Synchronizer directory.**

Warning: Removing the Synchronizer folder removes all Shared Reviews from your Tracker.

- For Acrobat 8, remove the following directory: Macintosh HD/Users/[user name]/Library/Acrobat User Data/[8.0 or 8.0\_x86]/Synchronizer/
- For Acrobat 9, remove the following directory: Macintosh HD/Users/[user name]/Library/Application Support/Adobe/Acrobat/[9.0 or 9.0\_x86]/Synchronizer/
- For Acrobat 10, remove the following directory: Macintosh HD/Users/[user name]/Library/Application Support/Adobe/Acrobat/10.0/Synchronizer/

## Accessible PDF files created with MS Office 2007 products cause Acrobat and Reader to freeze

### Issue

Accessible PDF files created with PDFMaker via Office 2007 products have poor performance. When you open these files using either Acrobat or Reader on a machine with JAWS 9, 10, or 11, the application stops responding. Also, CPU usage jumps to 100% and stays there for more than minute. This behavior is consistent irrespective of the document's size.

### Solution

- 1 Choose Edit > Preferences > Reading.
- 2 In the Screen Reader Options panel, set one of the following:
  - Set the "Minimum number of pages in a large document" option to 10 or fewer.
  - In the Page vs. Document, select "For large documents, only read the currently visible pages".

Both options allow the application to render few pages at a time, which bypasses the performance issue.

## 2D Graphics Acceleration (GPU) support in Acrobat and Adobe Reader (9.0 on Windows)

### What's covered

- [2D Graphics Acceleration Preference](#)
- [Supported Video Cards](#)

Adobe Acrobat and Adobe Reader 9 introduce continued support for 2D graphics acceleration (also referred to as GPU - graphical processing unit). This feature enhances page display, zooming, and panning within two dimensional PDF files. Acrobat or Adobe Reader detect the properties of your acceleration hardware and enable acceleration for supported configurations.

### 2D Graphics Acceleration Preference

If acceleration hardware is detected, then optimization is enabled for all files except the first one opened when Acrobat launches. To verify that Acrobat has detected your acceleration hardware, choose Preferences from the Edit menu, select Page Display and verify whether an option labeled "2D graphics acceleration" is available under the Rendering section.

If Acrobat or Adobe Reader does not detect a supported video card, then the preference will not be visible.

### Supported Video Cards

The detection technology within Acrobat or Adobe Reader 9.0 supports nVidia, ATI and Intel Shader Model 2 and Shader Model 3 video cards with 128 megabytes of VRAM minimum. The following video cards have been tested with Acrobat and Adobe Reader 9.0.

	Acrobat and Adobe Reader 9.0
nVidia Video Cards For Desktops	Quadro FX 330 PCIe Quadro FX 500 AGP Quadro FX 1300 PCIe GeForce 6600 AGP GeForce 6600 PCIe GeForce 6800 PCIe GeForce 7300 PCIe GeForce 7600 PCIe GeForce 7800 PCIe GeForce 7900 PCIe GeForce 8800 GTX Quadro FX 370 PCIe Quadro FX 570 PCIe Quadro FX 1400 PCIe Quadro FX 1700 PCIe Quadro FX 3500 PCIe Quadro FX 3700 PCIe Quadro FX 4500 PCIe Quadro FX 4600 PCIe  Quadro FX 4800 PCIe
ATI Video Cards For Desktops	Radeon X300 PCIe Radeon X850 XT/PE PCIe Radeon X1050 PCIe FireGL T2 FireGL V3100 PCIe FireGL V3300 PCIe FireGL V3400 PCIe FireGL V5200 PCIe FireGL V7200 PCIe FireGL V7300 PCIe FireGL V7350 PCIe  FirePro V7750 (FireGL) Radeon x1300 PCIe Radeon x1600 PCIe Radeon x1800 PCIe Radeon x1900 PCIe Radeon x1950 PCIe Radeon x1800 All-in-Wonder PCIe Radeon HD 2400 PRO Radeon HD 2600 XT Radeon HD 2900 XT Radeon HD 3850 CrossFire System Configuration
Intel Chipsets for Desktops	Intel Q965 Chipset
nVidia Video Cards for Laptops	GeForce 8700M GT SLI System Configuration GeForce Go 7900 GTX on Dell XPS
ATI Video Cards for Laptops	Mobility Radeon X1400 on Dell Inspiron Mobility FireGL V5200 on IBM T60P

If your video card is not in the list above, but does support Shader model 2 and 3 and has at least 128 megabytes of VRAM, Acrobat will most likely detect this and enable 2D Graphics Acceleration Preference.

If rendering issues occur, such as problems with scrolling or zooming, then disable this preference and see if the problem still happens. If disabling the preference does not resolve the issue, then please log a bug noting the issue and your video card on the Adobe website at [www.adobe.com/cfusion/mmform/index.cfm?name=wishform](http://www.adobe.com/cfusion/mmform/index.cfm?name=wishform), or contact technical support at [www.adobe.com/aboutadobe/contact.html](http://www.adobe.com/aboutadobe/contact.html); for countries other than the US please change the country option near the top of the web page to get the contact details for your country.

## Serial dialog box appears | Printing | Version 11.0.01

### Issue

After you update to Acrobat 11.0.01, the serial number dialog appears when you print using the Adobe PDF printer. In some cases, an error message appears that asks you to activate Acrobat. The problem only occurs if all of the following are true:

- The system is using Acrobat on Windows and has updated to 11.0.01.
- Acrobat has never been launched.
- The Acrobat serial number language is English only.
- The operating system language is nonEnglish.
- The installation was not a UI installation. That is, it was done via the command line or some other enterprise method.
- You try to print to Adobe PDF.

### Solutions

#### End-user option

Launch Acrobat for the user at least once before printing to PDF to resolve issue for that user on the machine.

#### IT-enterprise option

To resolve the issue for all users on any machine, do the following:

- 1 Find the registry key HKLM\Software\[wow6432node]\Adobe\Adobe Acrobat\11.0\Language\current\
- 2 Set the default value to "acrobat.dll."
- 3 Distribute the setting across you organization via GPO or some other method.

# Update, patch | Acrobat, Reader 7.x - 9.x | Windows

This page is directed to enterprise IT. The easiest way for users to update Acrobat or Reader is to choose Help > Check For Updates. For information about 10.x products (Windows and Mac OS), see [Update, patch | Acrobat, Reader 10.x | Windows](#).

## Difference between Reader and Acrobat

Acrobat updates are always MSPs. Reader updates can be MSP, MSI, or EXE files depending on the download source and release type. Tailor deployments to current enterprise requirements. Enterprise users typically use the msp/msi installers from the enterprise FTP site at <ftp://ftp.adobe.com/pub/adobe/>.

## Overview for Reader updating

The *Acrobat Enterprise Administration Guide* and an *Updating Quick Key* are now available from the [enterprise portal](#). Before continuing, read these documents and make sure that you understand which installers your setup requires. In general, Reader updates are as follows:

- Incremental installers are MSP files (usually under 12 MB)
- Full installers are MSI or EXE files (usually from 25 through 50 MB)
- Some Reader quarterly updates are full installers.
- Quarterly MSIs include updates back to the base release.
- Quarterly MSPs include previous out-of-cycle patches released after the last quarterly. *Therefore, quarterly updates can be applied on previous quarterly releases. Skip intermediate Out-of-Cycle releases.*
- Full Reader installers (MSIs) are available when the second version number increments.
- Out of cycle MSP security patches include minimal or no functional updating with the intention to limit impact.

## Administrative deployment

Administration Installation Point (AIP) deployments must not apply a quarterly update AIP in which a security update was the most recently applied update. Because a quarterly update includes the changes implemented in all recent security updates, the quarterly update forcibly bypasses those updates entirely. To deploy a quarterly update from an AIP, create a AIP which includes *only* quarterly updates as follows:

**Acceptable:** Acrobat 9.0.0 -> 9.1.0 (Quarterly) -> 9.1.2 (Quarterly) -> 9.2.0 (Quarterly) -> 9.3.0 (Quarterly) -> 9.3.2 (Quarterly) -> 9.3.3 (Quarterly) -> 9.4.0 (Quarterly) -> 9.4.2 (Quarterly) -> 9.4.5 (Quarterly) -> 9.4.6 (Quarterly) -> 9.5.0 (Quarterly) -> 9.5.1 (Quarterly)-> 9.5.2 (Quarterly)-> 9.5.3 (Quarterly)-> 9.5.5 (Quarterly)

**Acceptable:** Acrobat 9.0.0 -> 9.1.0 (Quarterly) -> 9.1.2 (Quarterly) -> 9.2.0 (Quarterly) -> 9.3.0 (Quarterly) -> 9.3.2 (Quarterly) -> 9.3.3 (Quarterly) -> 9.4.0 (Quarterly) -> 9.4.2 (Quarterly) -> 9.4.5 (Quarterly) -> 9.4.6 (Quarterly) -> 9.5.0 (Quarterly)-> 9.5.1 (Quarterly)-> 9.5.2 (Quarterly)-> 9.5.3 (Quarterly)-> 9.5.4 (Security)

**Acceptable:** Acrobat 9.0.0 -> 9.1.0 (Quarterly) -> 9.1.2 (Quarterly) -> 9.2.0 (Quarterly) -> 9.3.0 (Quarterly) -> 9.3.2 (Quarterly) -> 9.3.3 (Quarterly) -> 9.4.0 (Quarterly) -> 9.4.2 (Quarterly) -> 9.4.5 (Quarterly) -> 9.4.6 (Quarterly) -> 9.4.7 (Security)

**Acceptable:** Reader 9.5.0 -> 9.5.1 (Quarterly)-> 9.5.2 (Quarterly)-> 9.5.3 (Quarterly)-> 9.5.5 (Quarterly)

**Acceptable:** Reader 9.5.0 -> 9.5.1 (Quarterly)-> 9.5.2 (Quarterly)-> 9.5.3 (Quarterly)-> 9.5.4 (Security)

**Acceptable:** Reader 9.5.0 -> (Adobe Reader 9.5.0 is a full installer. Create Adobe Reader 9.5.0 AIP from Adobe Reader 9.5.0 msi installer.)

**Unacceptable:** Acrobat 9.0.0 -> 9.1.0 (Quarterly) -> 9.1.2 (Quarterly) -> 9.2.0 (Quarterly) -> 9.3.0 (Quarterly) -> 9.3.2 (Quarterly) -> 9.3.3 (Quarterly) -> 9.4.0 (Quarterly) -> 9.4.1 (Security) -> 9.4.2 (Quarterly) -> 9.4.3 (Security) -> 9.4.4 (Security) -> 9.4.5 (Quarterly) -> 9.4.6 (Quarterly) -> 9.4.7 (Security)

**Unacceptable:** Reader 9.5.0 -> 9.5.3 (Quarterly)

**Note:** Attempting to create an AIP using the last configuration fails to prevent the use of updates that Adobe does not recommend.

For creation and patching of Administrative Installation Point(AIP) refer the [Enterprise Administration Guide](#) (Section 4.2, Page 42)

Always change directories and run the patches FROM the AIP directory.

## Update file information

### Acrobat and Reader version 9.x

Version	Type	File (Acrobat Professional, Acrobat Standard)	Language	File (Acrobat Pro Extended)	Language	File (Reader)
9.1.0	Quarterly	<a href="#">AcroProStdUpd910_T1T2_incr.msp</a> ; <a href="#">AcroProStdUpd910_T3T4_incr.msp</a>	English, French, German, Japanese All other Euro, Chinese-T, Chinese-S, Korean	<a href="#">AcroProExUpd910_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd910_.msi/exe</a>
9.1.1	Security	<a href="#">AcrobatUpd911_all_incr.msp</a>	All	<a href="#">AcrobatUpd911_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd911_all_incr.msp</a>
9.1.2	Quarterly	<a href="#">AcrobatUpd912_all_incr.msp</a>	All	<a href="#">AcrobatUpd912_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd912_all_incr.msp</a>
9.1.3	Security	<a href="#">AcrobatUpd913_all_incr.msp</a>	All	<a href="#">AcrobatUpd913_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd913_all_incr.msp</a>
9.2.0	Quarterly	<a href="#">AcrobatUpd920_all_incr.msp</a>	All	<a href="#">AcrobatUpd920_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd920_.msi/exe</a>
9.3.0	Quarterly	<a href="#">AcrobatUpd930_all_incr.msp</a>	All	<a href="#">AcrobatUpd930_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd930_.msi/exe</a>
9.3.1	Security	<a href="#">AcrobatUpd931_all_incr.msp</a>	All	<a href="#">AcrobatUpd931_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd931_all_incr.msp</a>
9.3.2	Quarterly	<a href="#">AcrobatUpd932_all_incr.msp</a>	All	<a href="#">AcrobatUpd932_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd932_all_incr.msp</a>
9.3.3	Quarterly	<a href="#">AcrobatUpd933_all_incr.msp</a>	All	<a href="#">AcrobatUpd933_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd933_all_incr.msp</a>
9.3.4	Security	<a href="#">AcrobatUpd934_all_incr.msp</a>	All	<a href="#">AcrobatUpd934_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd934_all_incr.msp</a>
9.4.0	Quarterly	<a href="#">AcrobatUpd940_all_incr.msp</a>	All	<a href="#">AcrobatUpd940_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd940_.exe</a> <a href="#">AdbeRdrUpd940_.msi</a>
9.4.1	Security	<a href="#">AcrobatUpd941_all_incr.msp</a>	All	<a href="#">AcrobatUpd941_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd941_all_incr.msp</a>
9.4.2	Quarterly	<a href="#">AcrobatUpd942_all_incr.msp</a>	All	<a href="#">AcrobatUpd942_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd942_all_incr.msp</a>
9.4.3	Security	<a href="#">AcrobatUpd943_all_incr.msp</a>	All	<a href="#">AcrobatUpd943_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd943_all_incr.msp</a>
9.4.4	Security	<a href="#">AcrobatUpd944_all_incr.msp</a>	All	<a href="#">AcrobatUpd944_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd944_all_incr.msp</a>
9.4.5	Quarterly	<a href="#">AcrobatUpd945_all_incr.msp</a>	All	<a href="#">AcrobatUpd945_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd945_all_incr.msp</a>
9.4.6	Quarterly	<a href="#">AcrobatUpd946_all_incr.msp</a>	All	<a href="#">AcrobatUpd946_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd946_all_incr.msp</a>
9.4.7	Security	<a href="#">AcrobatUpd947_all_incr.msp</a>	All	<a href="#">AcrobatUpd947_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd947_all_incr.msp</a>
9.5.0	Quarterly	<a href="#">AcrobatUpd950_all_incr.msp</a>	All	<a href="#">AcrobatUpd950_all_incr.msp</a>	All	<a href="#">AdbeRdr950_.exe</a> <a href="#">AdbeRdr950_.msi</a>
9.5.1	Quarterly	<a href="#">AcrobatUpd951_all_incr.msp</a>	All	<a href="#">AcrobatUpd951_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd951_all_incr.msp</a>
9.5.2	Quarterly	<a href="#">AcrobatUpd952_all_incr.msp</a>	All	<a href="#">AcrobatUpd952_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd952_all_incr.msp</a>
9.5.3	Quarterly	<a href="#">AcrobatUpd953_all_incr.msp</a>	All	<a href="#">AcrobatUpd953_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd953_all_incr.msp</a>
9.5.4	Security	<a href="#">AcrobatUpd954_all_incr.msp</a>	All	<a href="#">AcrobatUpd954_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd954_all_incr.msp</a>
9.5.5	Quarterly	<a href="#">AcrobatUpd955_all_incr.msp</a>	All	<a href="#">AcrobatUpd955_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd955_all_incr.msp</a>

### Version 9 current recommended AIP configuration

#### Acrobat

9.0.0 > 9.1.0 > 9.1.2 > 9.2.0 > 9.3.0 > 9.3.2 > 9.3.3 > 9.4.0 > 9.4.2 > 9.4.5 > 9.4.6 > 9.5.0 > 9.5.1 > 9.5.2 > 9.5.3 > 9.5.5

## Adobe Reader

- 9.5.5 AIP: 9.5.0 > 9.5.1 > 9.5.2 > 9.5.3 > 9.5.5
- 9.5.4 AIP: 9.5.0 > 9.5.1 > 9.5.2 > 9.5.3 > 9.5.4
- 9.5.3 AIP: 9.5.0 > 9.5.1 > 9.5.2 > 9.5.3
- 9.5.2 AIP: 9.5.0 > 9.5.1 > 9.5.2
- 9.5.1 AIP: 9.5.0 > 9.5.1
- 9.5.0 AIP: 9.5.0 (Adobe Reader 9.5.0 is a full installer. Create Adobe Reader 9.5.0 AIP from Adobe Reader 9.5.0 msi installer.)
- 9.4.7 AIP: 9.4.0 > 9.4.2 > 9.4.5 > 9.4.6 > 9.4.7
- 9.4.6 AIP: 9.4.0 > 9.4.2 > 9.4.5 > 9.4.6
- 9.4.5 AIP: 9.4.0 > 9.4.2 > 9.4.5
- 9.4.4 AIP: 9.4.0 > 9.4.2 > 9.4.3 > 9.4.4
- 9.4.3 AIP: 9.4.0 > 9.4.2 > 9.4.3
- 9.4.2 AIP: 9.4.0 > 9.4.2
- 9.4.1 AIP: 9.4.0 > 9.4.1
- 9.4.0 AIP: 9.4.0 (Adobe Reader 9.4.0 is a full installer. Create Adobe Reader 9.4.0 AIP from Adobe Reader 9.4.0 msi installer.)

## Acrobat and Reader version 8.x

Version	Type	Filename (for all Acrobat products: Standard, Pro, 3D)	Language	Filename (Reader)
8.1.0	Quarterly	<a href="#">AcrobatUpd810_efgj_incr.msp</a> <a href="#">AcrobatUpd810_euro_incr.msp</a> <a href="#">AcrobatUpd810_cck_incr.msp</a>	English, French, German, Japanese  All other Euro  Chinese-T, Chinese-S, Korean	<a href="#">AdbeRdrUpd810_all_incr.msp</a>
8.1.1	Quarterly	<a href="#">AcrobatUpd811_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd811_all_incr.msp</a>
8.1.2	Quarterly	<a href="#">AcrobatUpd812_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd812_msi/exe</a>
8.1.2 SU1	Security	<a href="#">AcrobatReaderUpd812_SU1_all.msi</a>	All	<a href="#">AcrobatReaderUpd812_SU1_all.msi</a>
8.1.3	Quarterly	<a href="#">AcrobatUpd813_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd813_msi/exe</a>
8.1.4	Security	<a href="#">AcrobatUpd814_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd814_all_incr.msp</a>
8.1.5	Security	<a href="#">AcrobatUpd815_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd815_all_incr.msp</a>
8.1.6	Quarterly	<a href="#">AcrobatUpd816_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd816_all_incr.msp</a>
8.1.7	Quarterly	<a href="#">AcrobatUpd817_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd817_all_incr.msp</a>
8.2.0	Quarterly	<a href="#">AcrobatUpd820_all_incr.msp</a>	All	<a href="#">AdbeRdr820_msi</a>
8.2.1	Security	<a href="#">AcrobatUpd821_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd821_all_incr.msp</a>
8.2.2	Quarterly	<a href="#">AcrobatUpd822_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd822_all_incr.msp</a>
8.2.3	Quarterly	<a href="#">AcrobatUpd823_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd823_all_incr.msp</a>
8.2.4	Security	<a href="#">AcrobatUpd824_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd824_all_incr.msp</a>
8.2.5	Quarterly	<a href="#">AcrobatUpd825_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd825_all_incr.msp</a>
8.2.6	Quarterly	<a href="#">AcrobatUpd826_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd826_all_incr.msp</a>
8.3.0	Quarterly	<a href="#">AcrobatUpd830_all_incr.msp</a>	All	Reader Download Center <a href="#">AdbeRdr830_msi</a>
8.3.1	Quarterly	<a href="#">AcrobatUpd831_all_incr.msp</a>	All	<a href="#">AdbeRdrUpd831_all_incr.msp</a>

## Version 8 current recommended AIP configuration

## Acrobat:

8.0.0 > 8.1.0 > 8.1.1 > 8.1.2 > 8.1.3 > 8.1.6 > 8.1.7 > 8.2.0 > 8.2.2 > 8.2.3 > 8.2.5 > 8.2.6 > 8.3.0 > 8.3.1

## Adobe Reader:

For creating 8.3.1 AIP: 8.3.0 > 8.3.1

For creating 8.3.0 AIP: 8.3.0 (Adobe Reader 8.3.0 is a full installer. Create Adobe Reader 8.3.0 AIP from Adobe Reader 8.3.0 msi installer.) For creating 8.2.6 AIP: 8.2.0 > 8.2.2 > 8.2.3 > 8.2.5 > 8.2.6

For creating 8.2.5 AIP: 8.2.0 > 8.2.2 > 8.2.3 > 8.2.5

For creating 8.2.4 AIP: 8.2.0 > 8.2.2 > 8.2.3 > 8.2.4

For creating 8.2.3 AIP: 8.2.0 > 8.2.2 > 8.2.3

## Acrobat and Reader version 7.x

Product versions 7.x are no longer supported.

Version	Type	Filename (Acrobat Professional)	Filename (Acrobat Standard)	Filename (Acrobat 3D)	Filename (Adobe Reader)
7.1.0	Quarterly	AcPr710.msp	AcSt710.msp	Ac3D710.msp	
7.1.1	Security	AcroUpd711_all_incr.msp	AcroUpd711_all_incr.msp	AcroUpd711_all_incr.msp	AdbeRdrUpd711_all_incr.msp
7.1.2	Quarterly	AcrobatUpd712_all_incr.msp	AcrobatUpd712_all_incr.msp	AcrobatUpd712_all_incr.msp	AdbeRdrUpd712_all_incr.msp
7.1.3	Quarterly	AcrobatUpd713_all_incr.msp	AcrobatUpd713_all_incr.msp	AcrobatUpd713_all_incr.msp	AdbeRdrUpd713_all_incr.msp

**Note:** Adobe Reader 7.1.0 was a Full Installer only; no patch was produced.

The oldest patch shown above for Acrobat Version 7 is 7.1.0. Previous patches were released between the 7.0.0 original product and the 7.1.0 patch. However, Adobe recommends that any current customer deploying version 7 bypass the interim patches. Step directly to 7.1.0 and beyond.

## Version 7 current recommended AIP configuration

### Acrobat:

7.0.0 > 7.1.0 > 7.1.3

### Reader:

7.1.0 > 7.1.3

### See also

- [http://kb2.adobe.com/cps/888/cpsid\\_88814.html](http://kb2.adobe.com/cps/888/cpsid_88814.html)
- [Enterprise deployment and Customization Wizard](#)