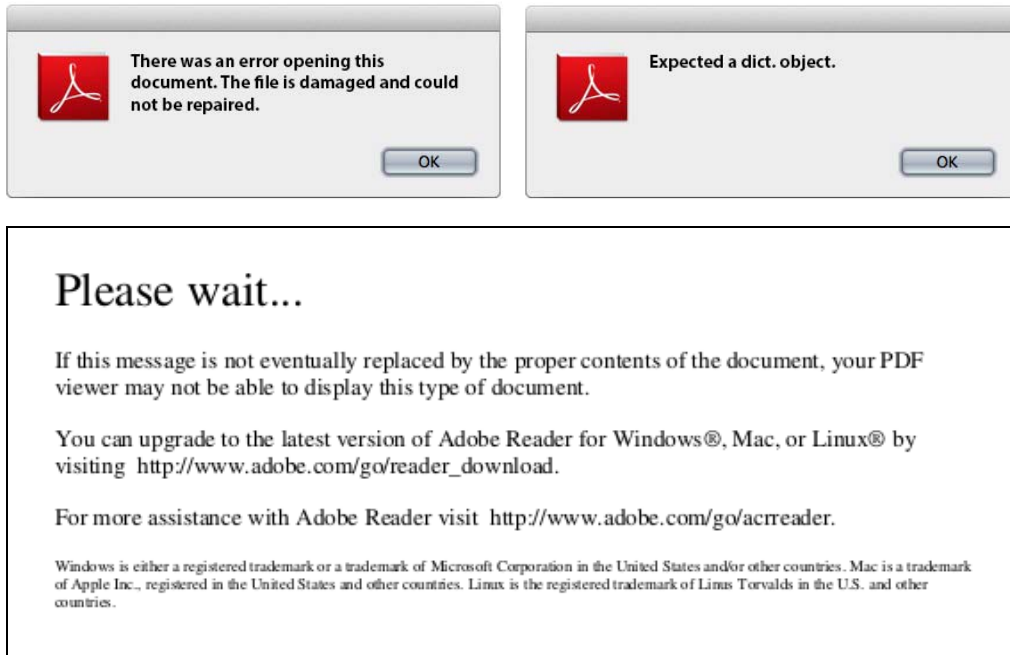


How To: PDF Trouble-shooting in Windows 8.1

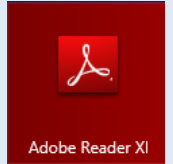


If one of these error messages appear when trying to open a PDF form, please refer to the trouble-shooting tips for Adobe Reader/Acrobat Pro (pg 2), Mozilla Firefox (pg 3) and/or Internet Explorer (pg 4).

If you require instructions for other internet browser applications, please refer to the following Adobe Help document:

[Acrobat Help / Display PDF in browser | Acrobat, Reader XI](#)

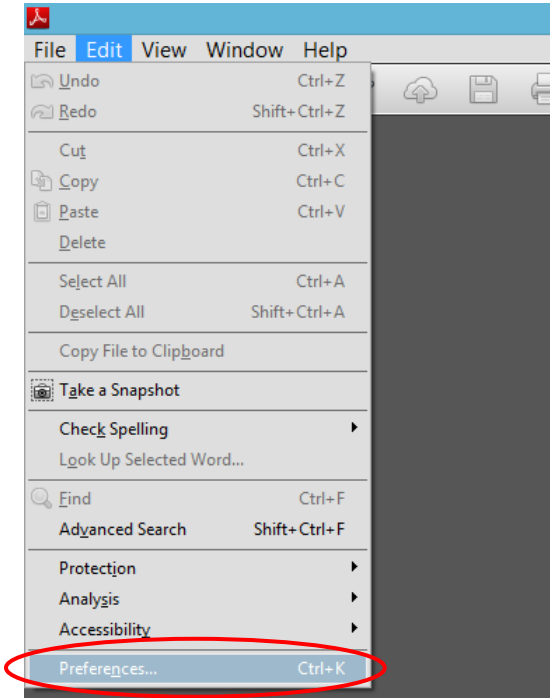
If you are still having trouble opening the PDF, please contact your agency's Comms Unit for further assistance.



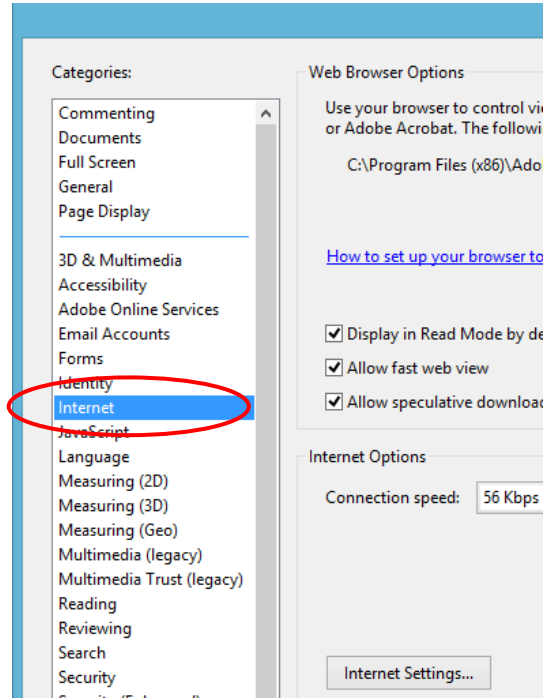
Setting up Adobe Reader / Adobe Acrobat Pro

1. Open **Adobe Reader** and/or **Adobe Acrobat Pro**

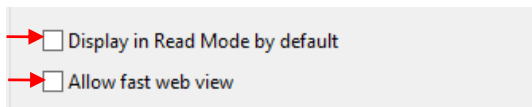
2. Go to the Edit menu and select **Preferences**



3. In the Categories column (left) select **Internet**



4. **Uncheck** 'Display PDF in browser' or 'Display in Read Mode by default' and 'Allow fast web view'



5. Click **OK** and close Adobe Reader/Acrobat Pro



6. Open the PDF in the internet browser again - the PDF should display in a separate window rather than in your internet browser window.

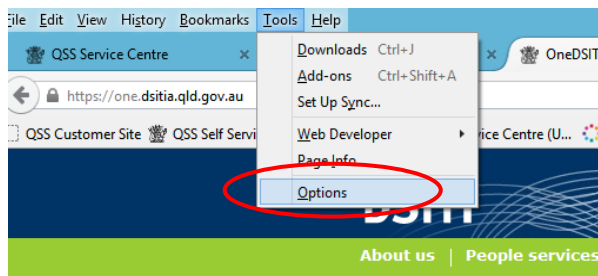
Setting up Mozilla Firefox



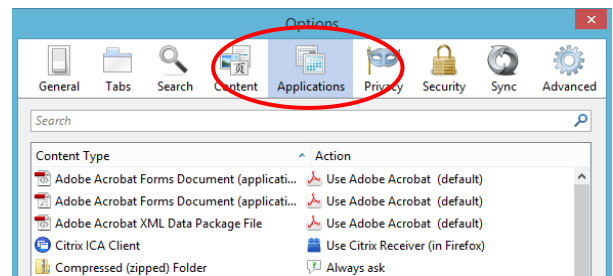
If you are using **Mozilla Firefox** you will also need to do the following:

1. Open Mozilla Firefox

2. Go to the Tools menu and select **Options**



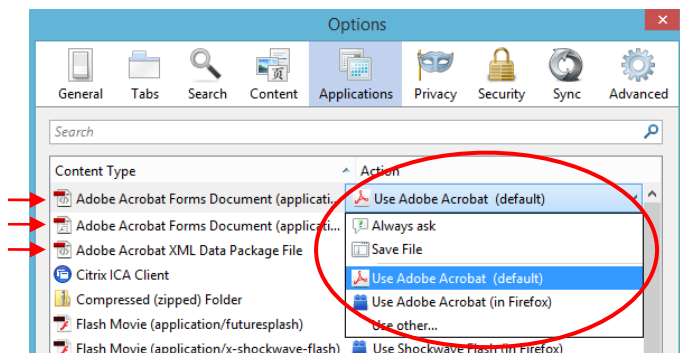
3. Select the **Applications** tab



4. Change the action of the following applications to 'Use Adobe Acrobat (default)'

- ▶ Adobe Acrobat Forms Document
- ▶ Adobe Acrobat XML Data Package File
- ▶ Portable Document Format (PDF)

5. Click **OK**

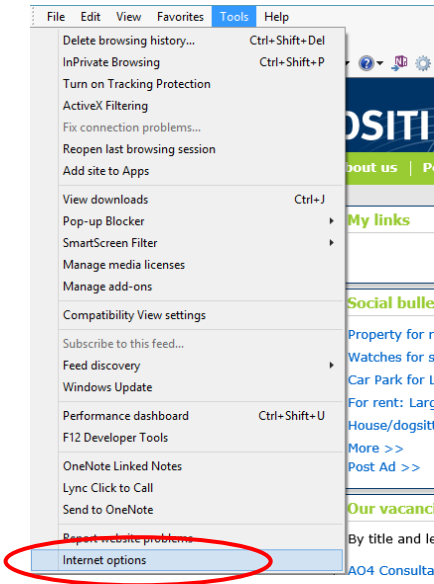




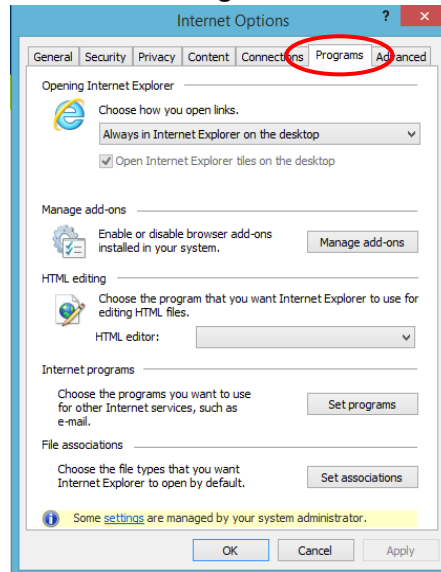
Setting up Internet Explorer

If you are using **Internet Explorer** the default preferences should be correct. However, please ensure the following:

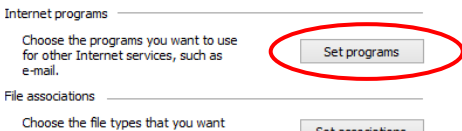
1. Open Internet Explorer
2. Go to the Tools menu and select **Internet Options**



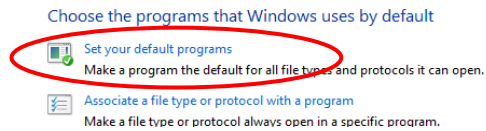
3. Select the **Programs** tab



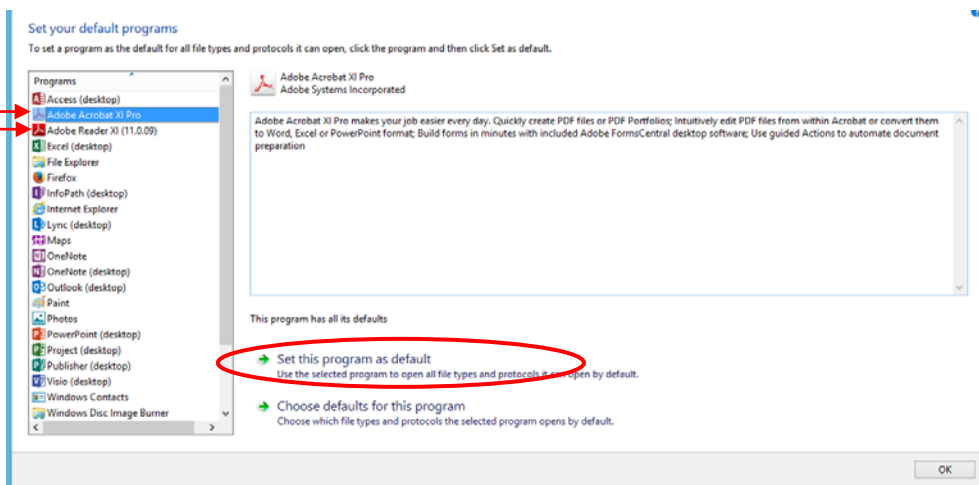
4. Under Internet programs click **Set programs**



5. Click **Set your default programs**



6. Select Adobe Reader/Acrobat Pro in the Programs list and click **Set this program as default**



7. Click **OK** and close the Default Programs window



8. Click **OK** to close the Internet Options windows

