Troubleshooting PDF Files - Viewing

Windows OS Users

Viewing PDF Files in **Mozilla Firefox**

Problem 1: Firefox is not displaying PDFs with Adobe Reader update.

What you see: When you click on a link to the PDF file, there is either a message "Adobe Reader cannot show documents in this browser, etc.", or Firefox opens up a blank window.

Solution: Choose Firefox > Options > Applications then click on the 'Content Type' column. In the 'Action' column, select an application to open the PDF. To use the Acrobat plug-in within the browser, choose 'Use Adobe Acrobat.'
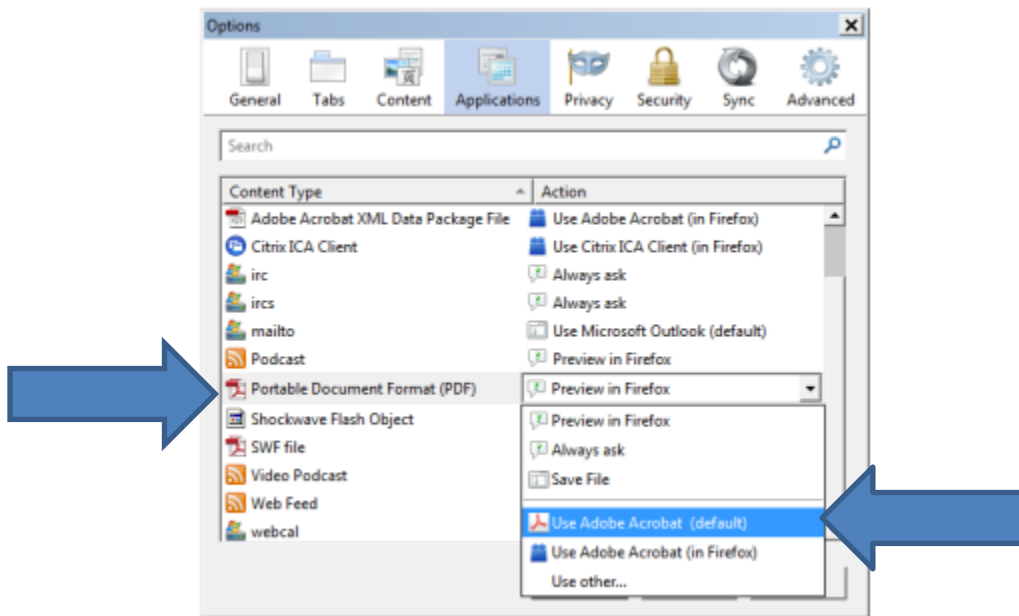
Viewing PDF Files in **Google Chrome**

Problem: Some editable PDFs still cannot open (although non-editable PDFs open properly).

What you see: When you try to open PDF, you get the following message:

Please wait...

If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/go/reader_download.

For more assistance with Adobe Reader visit http://www.adobe.com/go/acrreader.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Solution 1: On the page with the "Please wait..." message, in the bottom right corner, locate the "Save" button and click on it. Click "Save". The file will be downloaded to your computer.
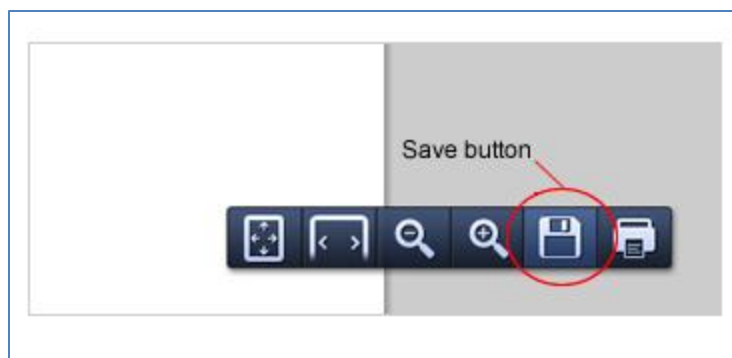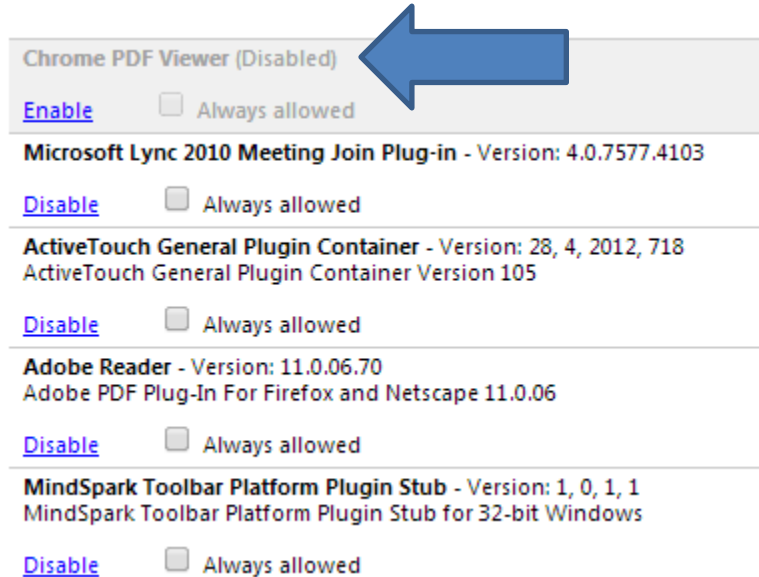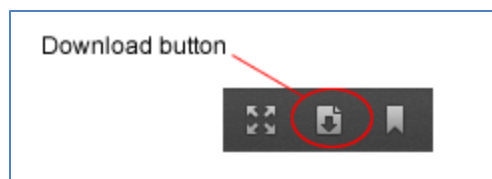

Solution 2: Go to chrome://plugins

Click on the 'Enable' option for 'Adobe Reader.' This will 'Disable' the 'Chrome PDF Viewer.'
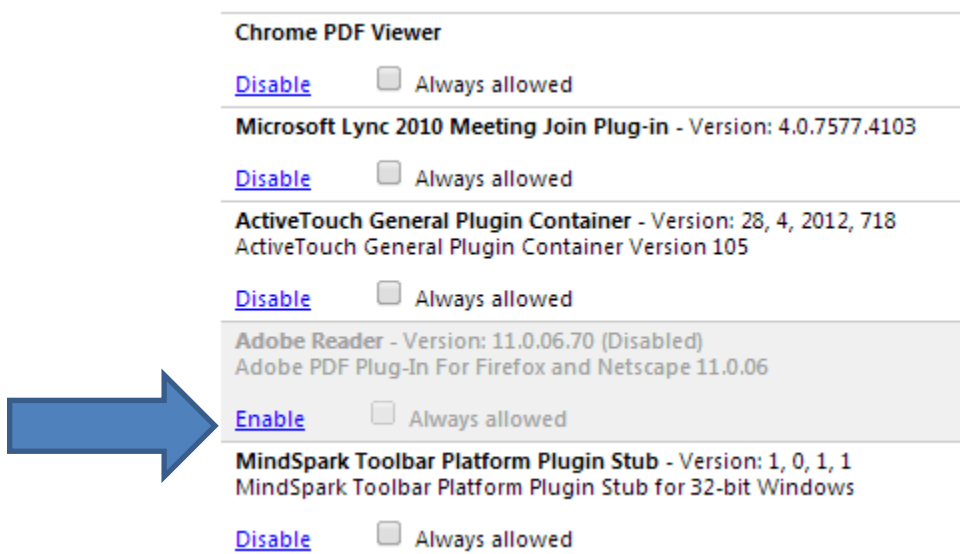
After enabling the 'Adobe Reader' the plug-ins page should look like:

Mac OS Users

To view and print PDF files, download Adobe Acrobat Reader free from the Adobe website.

Viewing PDF Files in **Mozilla Firefox**

Problem 1: Firefox is not displaying PDFs with Adobe Reader update (Mac OS).

What you see: When you click on a link to the PDF file, there is either a message "Adobe Reader cannot show documents in this browser, etc.", or Firefox opens up a blank window.

Solution: In the Firefox menu, go to Tools > Add-ons > Plugins. Find "Adobe Acrobat NPAPI Plug-in, Version 11.0.0". Click "Disable" button.

Problem 2: Some editable PDFs still cannot be opened (although non-editable PDFs open just fine).

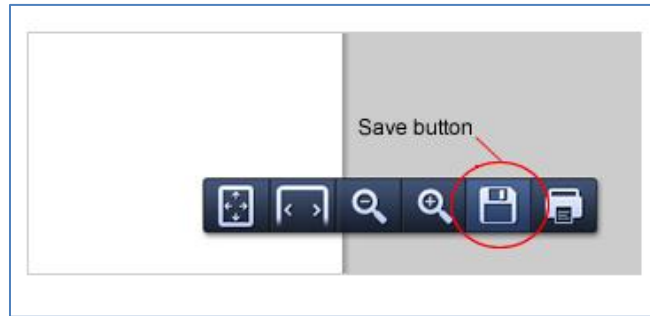**What you see:** When you try to open PDF, you get the following message:

Solution 1: On the page with the "Please wait..." message, in the upper right corner, locate the "Download" button and click on it. The file will be downloaded to your computer.

Solution 2: In the Firefox menu, go to Tools > Extensions. Locate "PDF Viewer 0.6.39" and disable it.

Viewing PDF Files in **Google Chrome**

Problem: Some editable PDFs still cannot be opened (although non-editable PDFs open properly).

What you see: When you try to open PDF, you get the following message:

Solution 1: On the page with the "Please wait..." message, in the bottom right corner, locate the "Save" button and click on it. Click "Save". The file will be downloaded to your computer.

Solution 2: Go to chrome://plugins

Click on the 'Enable' option for 'Adobe Reader.' This will 'Disable' the 'Chrome PDF Viewer.'

After enabling the 'Adobe Reader' the plug-ins page should look like:

Please visit http://helpx.adobe.com/acrobat/kb/pdf-browser-plugin-configuration.html for more information.