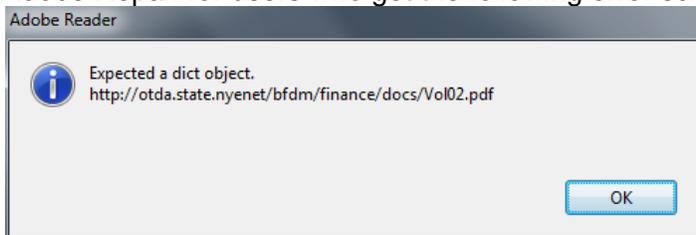


Adobe Repair for users who get the following error screen when opening a large PDF document.



IF YOU ARE USING ADOBE READER XI

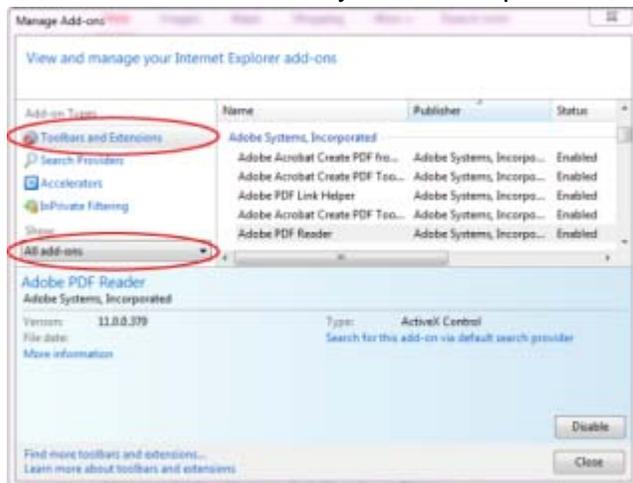
SOLUTION 1

- Right click on the PDF file, Select “**Save Target As...**” to save the file to your desktop
- Double-click the saved PDF on your desktop and the file will open in Reader 11.

SOLUTION 2

Open Internet Explorer (IE 8 or IE 9)

- Select “**Tools**”, then from drop-down menu select “**Manage Add Ons**”
- Select “**Toolbars and Extensions**” under ‘Add-on Types’
- Under ‘Show:’ Select “**All add-ons**” from drop-down menu
- In the list, under ‘Adobe Systems Incorporated’, select ‘Adobe PDF Reader’ to see the status.



- If you don't find it in the list of 'All add-ons', under 'Show' Select “**Run without permission**”
- If the status of 'Adobe PDF Reader' is 'Enabled,' right-click on the file and select “**Disable**” to set status to 'Disabled.'
- Close Internet explorer.

Re-try opening the desired PDF and the file often opens at this point. If not, proceed to Solution 3.

SOLUTION 3

This option may require a LAN admin

Open Reader XI

- Select the “**Help**” tab, then select “**Repair current Adobe installation**”
- Select “**Yes**” to confirm you want to repair the current Adobe Reader installation
- This will verify you have the current Adobe Reader properly installed
- It may require trying an uninstall and reinstall of Adobe Reader

IF YOU ARE USING ADOBE ACROBAT 9 (aka Adobe Pro)

Open Adobe Acrobat

- Select "**Edit**", then select "**Preferences**"
- Categories: Select "**Internet**"
- Uncheck the following boxes*
 - a. 'Display PDF in browser'
 - b. 'Allow fast web view'
 - c. 'Allow speculative downloading in the background'
- Select "**OK**"
- Close Adobe Acrobat and re-try opening the desired PDF

**Note: a different version of Adobe Acrobat may not have these exact same options*

You may also need to change the file association to automatically open PDF documents in Acrobat rather than Reader. This is done through the Control Panel and Folder Options.