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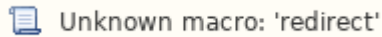


Unknown macro: 'redirect'

Adobe Reader PDF form help

- [Unsupported Browsers \(Edge, Chrome\)](#)
- [Viewing PDF documents in Chrome](#)
- [Viewing PDF documents in Firefox](#)
- [Viewing PDF documents in IE 8 and IE 9](#)
- [Viewing PDF documents in IE 10](#)
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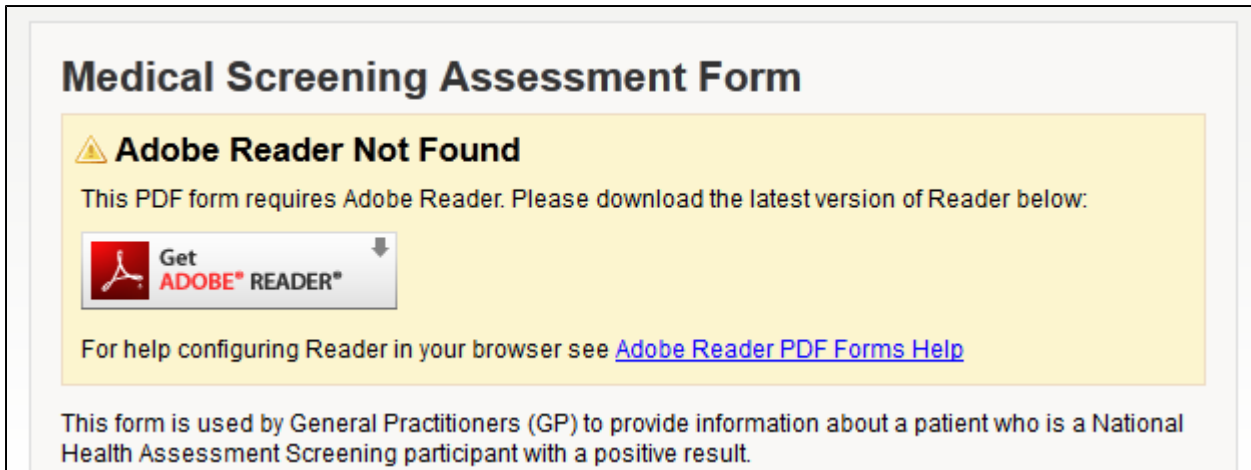


This page provides up to date information on how to get PDF Forms and Adobe Reader working on your computer.

Please note if you are using an Apple iPad, Android or Windows RT device you will need to use a PC or Mac computer to complete your form. Currently XFA PDF forms are not supported on these tablet devices.

Adobe Reader Not Found

This message is displayed when your browser could not find the Adobe Reader plug-in. This may be due to Adobe Reader not being installed on your computer or the plug-in is not configured in your browser.



To install Adobe Reader please download the free installer from Adobe at <http://get.adobe.com/reader/>. We always recommend you use the latest version of Adobe Reader so you have the latest security updates have the best user experience. It is recommended that you don't use any versions before Reader 9 as these older versions are not supported by Adobe, and will not be updated to address the latest security threats.

If you have Adobe Reader installed by its not available in your browser please check the following browser settings.

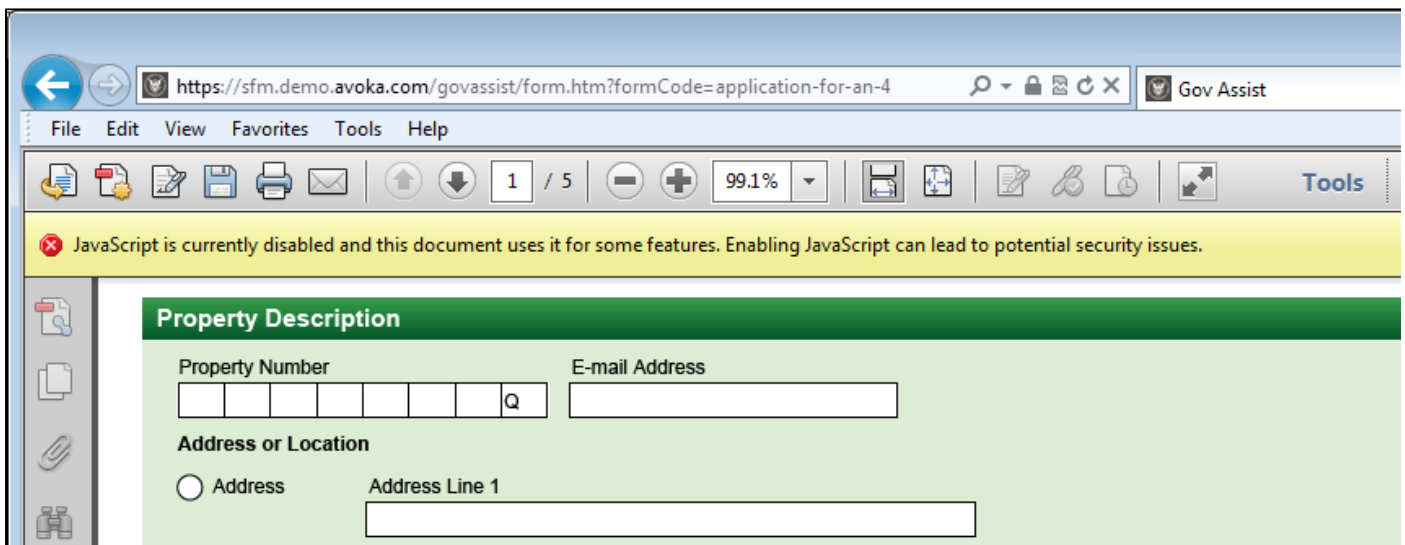
Adobe Reader Update Required

If this message is displayed the PDF form requires a more up to date version of Adobe Reader. Please install the latest version of Adobe Reader from:

<http://get.adobe.com/reader/>

Adobe Reader JavaScript is Disabled

If you open a PDF form and the following message ribbon is displayed then your Adobe Reader is configured to disable JavaScript.



Most PDF forms will not work without JavaScript and you will need to enable it to complete your form. To enable JavaScript:

1. Click on the Options ribbon menu and select the item 'Enable JavaScript for this document always'

2. In the 'Add to Privileged Location' click on the OK button

For more information on particular browsers please refer to

- [Unsupported Browsers](#)
- [Microsoft Windows 8](#)
- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Internet Explorer 10](#)
- [Internet Explorer 8 & 9](#)
- [Safari](#)

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Unsupported Browsers (Edge, Chrome)

Unknown macro: 'redirect'

A number of browser now no longer support Adobe Reader plugins and as such don't support in browser pdf forms. The browsers are listed below:

Google Chrome

Google chrome now no longer supports NPAPI(Netscape Plugin API), which Adobe Reader utilised to run from within the browser. To use PDF forms now If you can try one of the following solutions:

- Use a different browser. (eg Firefox, Internet Explorer)
- Disable reader, chrome's default PDF viewer. This will force chrome to open the PDF in the default application for the PC which can be set Adobe Reader.

To disable chrome plugins

1. Open Chrome and in the address bar type `chrome://plugins`



Plugins (4)

[+ Details](#)

2. No click the details button [+ Details](#), on the right hand side of the page.
3. Scroll down to Chrome PDF Viewer and click disable at he bottom of the plugin information.

Chrome PDF Viewer (2 files)

Name: Chrome PDF Viewer
Version:
Location: `chrome-extension://mhjfbmdgcfjbbpaeojofohoefgijehjai/`
Type: BROWSER PLUGIN

[Disable](#)

MIME types:	MIME type	Description	File extensions
	application/pdf		.pdf

Name: Chrome PDF Viewer
Description: Portable Document Format
Version:
Location: `internal-pdf-viewer`
Type: PPAPI (out-of-process)

[Disable](#)

MIME types:	MIME type	Description	File extensions
	application/x-google-chrome-pdf	Portable Document Format	.pdf

[Disable](#)

Always allowed to run

4. PDFs will now open to the default App for your machine.

Microsoft Edge

The new Edge browser will not have any support for ActiveX plugins, which is what Adobe Reader uses in it's browser plugins. Edge will open PDFs in the default PDF viewer app for your PC. If you still have trouble with PDFs in Edge it is recommended that you use another browser (i.e. Firefox).

Viewing PDF documents in Chrome

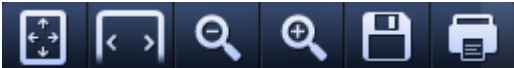
 Unknown macro: 'redirect'

This page provides up to date information on how to get PDF Forms and Adobe Reader working on your computer.



By default, Chrome uses a built-in PDF viewer to open PDFs. Google Chrome has a built-in PDF viewer enabled by default. When you click a PDF link on the web, the file opens directly in your browser window.

The following controls are available in the lower-right area of the browser window:



If you've disabled the built-in PDF viewer, Chrome will use Adobe Acrobat or Adobe Reader to display PDFs.

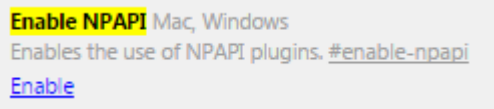


Important Note:

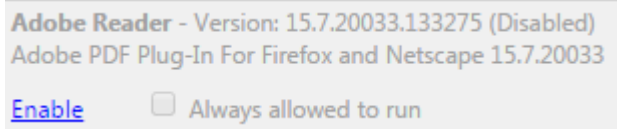
Adobe Reader runs inside Chrome as a NPAPI (Netscape Plugin API) plugin. Google is phasing out support for NPAPI plugins from the Chrome browser. Since April 2015 (Chrome 42) NPAPI plugins have been disabled by default. It is possible to re-enable them via an override however from September 2015 (Chrome 45) this override will be removed and NPAPI support will be permanently removed from Chrome.

To re-enable NPAPI (Note: This is only a temporarily solution until September 2015)

1. In the address bar enter: <chrome://flags/#enable-npapi>
2. Look for the **Enable NPAPI** entry:



3. Click **Enable**.
4. Restart Chrome and then enter in the address bar: <chrome://plugins/>
5. Look for the **Adobe Reader** entry:



6. Click **Enable**. (Note this will make Adobe Reader the default PDF viewer inside Chrome and consequently disable the Chrome PDF Viewer.)

Alternatively, you can set any of the plugin Enterprise policies (e.g. EnabledPlugins, PluginsAllowedForUrls) which will also temporarily re-enable NPAPI support.

After NPAPI support is removed from Chrome, if you need to use Adobe Reader inside a browser, you will need to use another browser until a replacement plugin becomes available for Chrome.

If you've enabled both NPAPI support and either the Adobe Acrobat or Adobe Reader plugin but are still experiencing problems please follow the following steps.

First check if the issue is specific to Chrome. Try opening PDFs in another browser on your computer, such as Firefox. If you experience similar problems viewing PDFs in another browser, the issue is likely not related to Chrome.

Please visit the [Adobe support site](#) for additional help.

If you are still having issues viewing PDF's and it is specific to Chrome, try the following solutions in the order that they're listed:

1. Check for updates to chrome, Adobe Reader and Acrobat

See instructions on [checking for Chrome updates](#). To check for Adobe Reader or Acrobat software updates, visit <http://www.adobe.com/downloads/>.

2. Check your Adobe Reader and Acrobat settings

Follow the instructions below to confirm that either Adobe Reader or Adobe Acrobat is configured to display PDFs in the browser.



Only one of the programs should be set to preview PDFs in the browser, not both.

1. In either Adobe Acrobat or Reader, go to **Edit > Preferences**.
2. Click **Internet** on the left.
3. Select the "Preview PDF in browser" checkbox at the top (may also be called "Display PDF in browser"). If the checkbox is already selected, you may have to deselect it, click **OK**, then access **Preferences** again to reselect it.
4. Click **OK**.
5. Follow the same steps in the other program, but make sure that the "Preview PDF in browser" checkbox is not selected.

3. Repair your Adobe Reader or Adobe Acrobat installation

In Acrobat, go to **Help > Repair Acrobat Installation**. Similarly, in Adobe Reader, go to **Help > Repair Adobe Reader Installation**.

4. Uninstall either Adobe Reader or Adobe Acrobat installation

If you have both Adobe Reader and Adobe Acrobat installed, they may be conflicting with one another. Try uninstalling one of the programs.

Windows instructions:

- a. Use the "Add or Remove Programs" function in your Windows Control Panel to remove either Adobe Reader and Acrobat from your computer.
- b. Restart your computer after you've completed uninstalling the program.

Mac instructions:

- a. Drag either Adobe Reader or Acrobat from the Applications folder to the Trash.
- b. Remove AdobePDFViewer.plugin from the Library > Internet Plug-Ins folder.

5. Uninstall and reinstall Adobe Reader or Acrobat

1. Follow the steps from the section above to uninstall all versions of these programs.
2. Visit <http://www.adobe.com/downloads/> to reinstall the latest version of Adobe Acrobat or Reader.

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Viewing PDF documents in Firefox

Unknown macro: 'redirect'

This page provides up to date information on how to get PDF Forms and Adobe Reader working on your computer.



Using the built-in PDF viewer

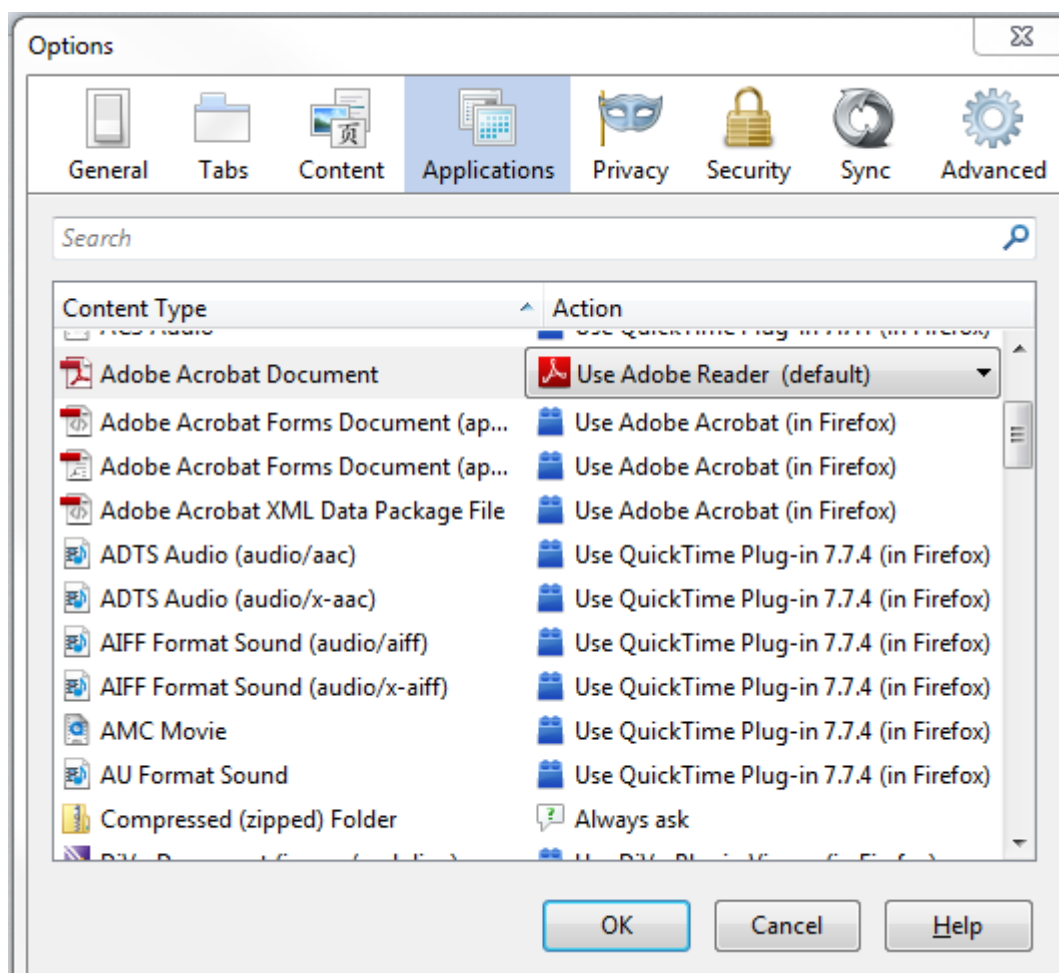
Firefox now includes a built-in PDF viewer that allows you to view almost all PDF files found on the web without a plugin. The built-in PDF viewer is enabled by default.

Using a PDF reader plugin

To check what your Firefox browser is set to you can go to the Tools Menu > Options and click on the Applications tab

To change from using the built-in PDF viewer to your PDF reader plugin:

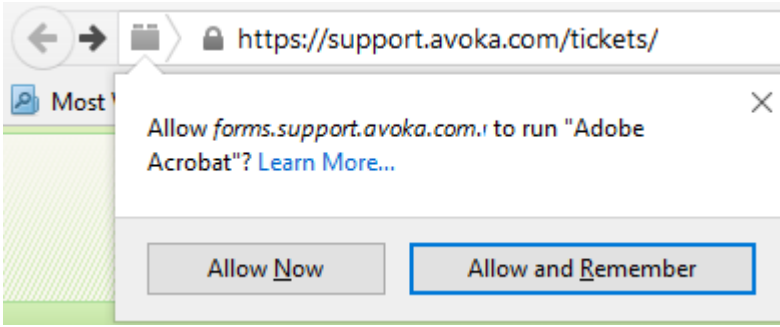
1. At the top of the Firefox window, click on the Firefox button and then select Options
2. Select the Applications panel.
3. Find **Portable Document Format (PDF)** in the list and click on it to select it.
4. Click on the drop-down arrow in the **Action** column for the above entry and select **Use PDF reader name (in Firefox)**.



Note: The Firefox Software Update feature does not update installed plugins. See the [Adobe Security bulletins and advisories page](#) for information about security and stability issues affecting Adobe Reader. To check if you have the latest versions of all your plugins, go to our [Plugin Check page](#).

If plugin is not working

Firefox can sometimes block plugins from working on certain webpages. If the PDF is not rendering check the plugin is allowed, click the the plugin icon in the address bar and click allow adobe reader.



Testing the Adobe Reader Plugin

Visit the [Mozilla Privacy Policy PDF](#), which is in PDF format, to test whether you are able to open PDF files.

If PDF files are downloaded instead of displayed, try these solutions

Reset download actions

1. Open your profile folder:

At the top of the Firefox window, click on the Firefox button, go over to the Help menu and select Troubleshooting Information. The Troubleshooting Information tab will open.

2. Under the **Application Basics** section, click on Show Folder. A window with your profile files will open.

Note: If you are unable to open or use Firefox, follow the instructions in [Finding your profile without opening Firefox](#).

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Viewing PDF documents in IE 8 and IE 9

Unknown macro: 'redirect'

This page provides up to date information on how to get PDF Forms and Adobe Reader working on your computer.



Internet Explorer is supported for use with Acrobat and Adobe Reader version 7.0.8 and higher. For versions of Acrobat earlier than 7.0.8, most functionality will work, but there may be issues with forms workflows.

If you run into any sort of issue, then you should upgrade to the latest version of Acrobat Reader (and if possible your browser version).

Internet Explorer 8 makes it more visible to the user which add-ons are enabled and disabled. This is done from the tools menu by selecting Manage Add Ons.

Using an Add-on to view PDF documents within an IE8 browser window

When you install Acrobat or Adobe Reader on a system that includes a browser, you automatically configure the browser to open PDF files within the browser window. Acrobat and Adobe Reader install ActiveX plug-in files that allow you to use Internet Explorer or AOL to open PDF files.

If either application is installed, but PDF files don't open in the browser window, then work through the following steps to configure the browser:

1. Make sure that the system meets the requirements for the Acrobat product you use.

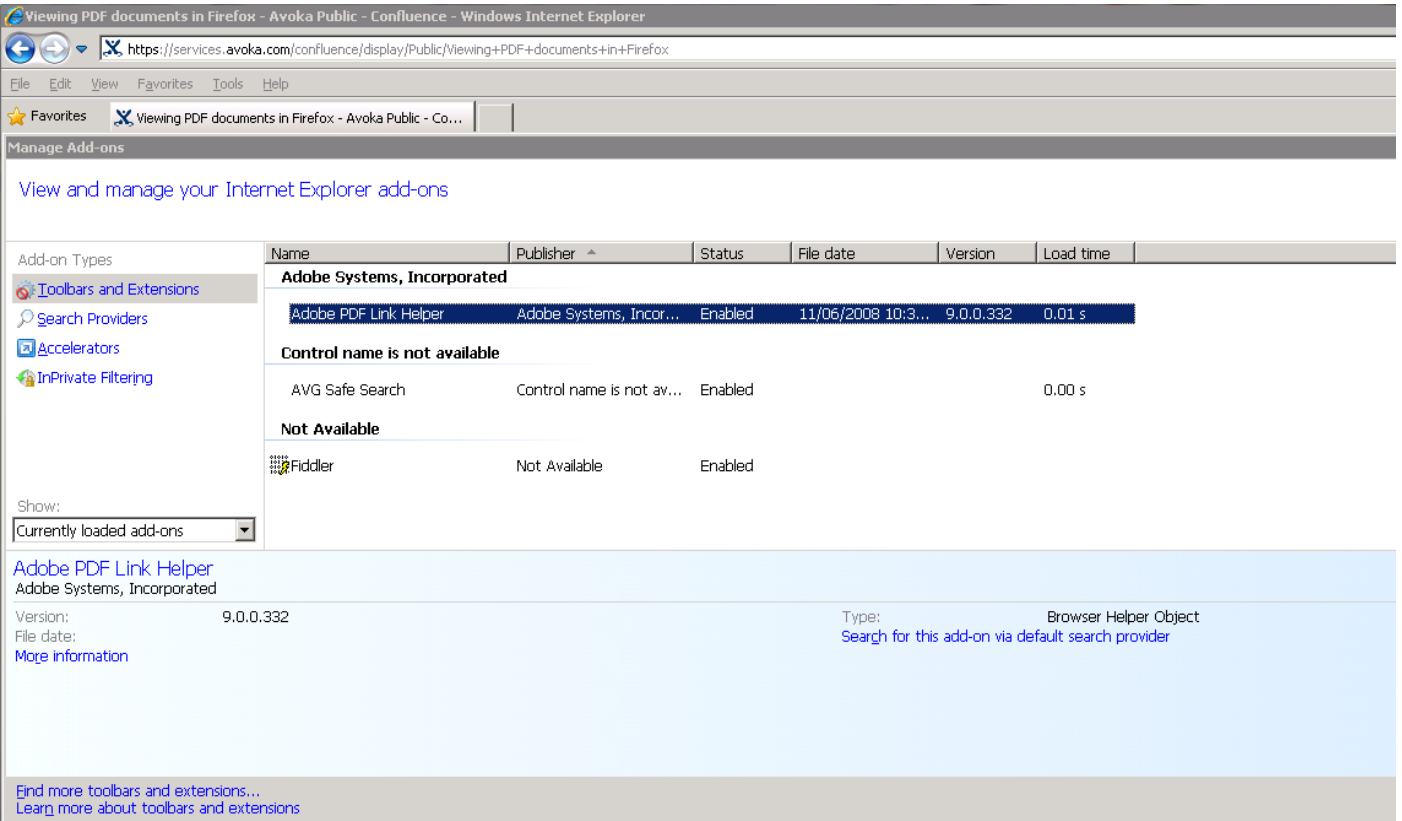
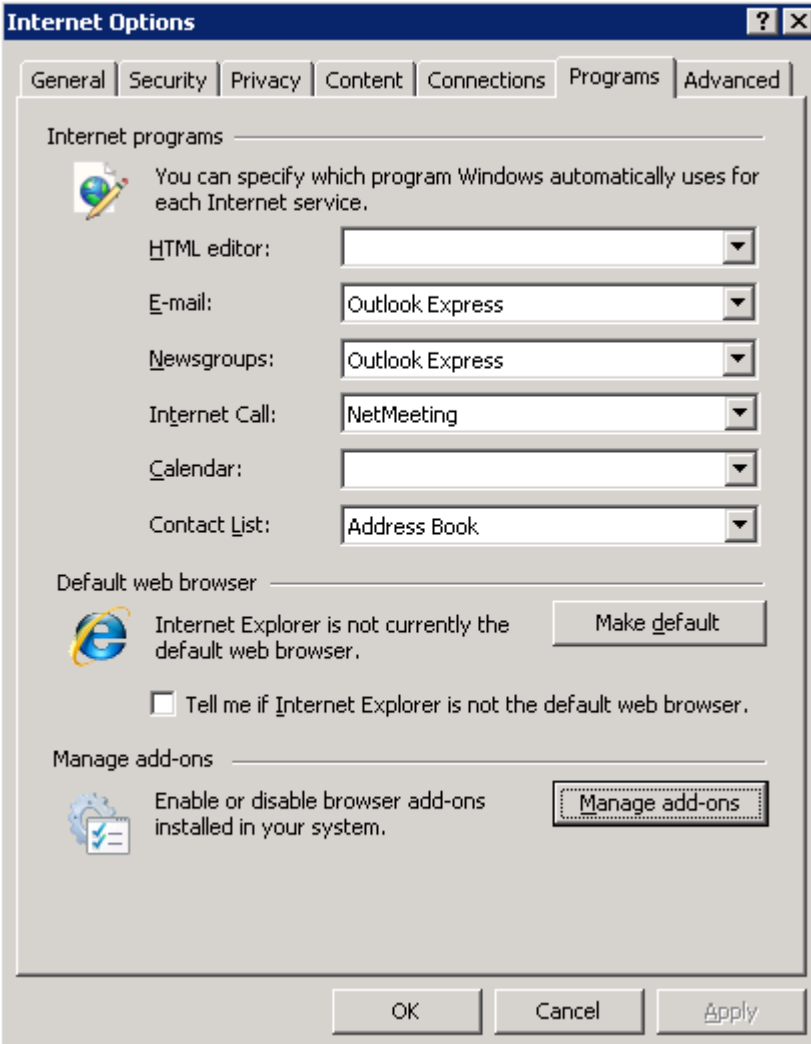
Acrobat may not run correctly if the system doesn't meet the following requirements:

- Intel Pentium III processor or equivalent
- Microsoft Windows 2000 with Service Pack 4 or Windows XP Professional, Home Edition, or Tablet PC Edition with Service Pack 2
- Microsoft Internet Explorer 6.0
- 256MB of RAM (512MB recommended)
- 860MB of available hard-disk space; cache for optional installation files (recommended) requires an additional 460MB of available hard-disk space.
- 1,024x768 screen resolution

2. Check your IE add-on

Internet Explorer 8 makes it more visible to the user which add-ons are enabled and disabled. This is done from the tools menu by selecting Manage Add Ons.

1. Open Internet Explorer by clicking the Start button . In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.
2. Click the Tools button , and then click Manage add-ons.
3. Under Add-on Types, click Toolbars and Extensions.
4. Under Show, you can select one of the following views of your add-ons:
 - To display a complete list of the add-ons on your computer, click All add-ons.
 - To display only those add-ons that were needed for the current webpage or a recently viewed webpage, click Currently loaded add-ons.
 - To display add-ons that were preapproved by Microsoft, your computer manufacturer, or a service provider, click Run without permission.
5. When you're finished, click Close.



3. Make sure that the ActiveX folder contains files required for web browsing.

To open PDF files in a browser window, the ActiveX folder must contain the following files: AcroPDF.dll, AcroIEHelper.dll, and pdfshell.dll. The ActiveX controls should be located in: Program Files\Common Files\Adobe\Acrobat\ActiveX. If any of these files are missing, then repair Acrobat or Adobe Reader by choosing Help > Repair Acrobat Installation, or reinstalling the application.

4. Use a supported version of the browser.

Make sure that you use a version of your web browser that Acrobat and Adobe Reader support.

Supported browsers for Adobe Acrobat 8, Adobe Reader 8 are Internet Explorer 6.0, 6.0 SP1, Internet Explorer 7.0, Firefox 1.5 or later, Mozilla 1.7, and AOL 9.

5. How to turn on and off add-ons

1. Open Internet Explorer by clicking the Start button . In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.
2. Click the Tools button , and then click Manage add-ons.
3. Under Show, click All add-ons.
4. Click an add-on, and then do one of the following:
 - To make the add-on available for use in the browser, click Enable.
 - To turn the add-on off so it can't be used in the browser, click Disable.
5. Repeat step 4 for each add-on that you want to turn on or off. When you're finished, click Close.

Note: Before you turn off a browser add-on, keep in mind that some webpages, or Internet Explorer itself, might not display properly if an add-on is turned off.

We recommend that you only turn off an add-on if it repeatedly causes Internet Explorer to close.

6. To delete Active X controls

You can only delete ActiveX controls that you've downloaded and installed. You can't delete ActiveX controls that were preinstalled or add-ons of any kind, but you can turn them off.

1. Open Internet Explorer by clicking the Start button . In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer.
2. Click the Tools button , and then click Manage add-ons.
3. To display all ActiveX controls, under Show, click Downloaded controls.
4. Click the ActiveX control you want to delete, and then click More information.
5. In the More Information dialog box, click Remove. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
6. Repeat steps 4 and 5 for every control you want to delete. When you're finished, click Close.

For more information please refer to the Windows website <http://windows.microsoft.com/is-IS/windows7/How-to-manage-add-ons-in-Internet-Explorer-9>

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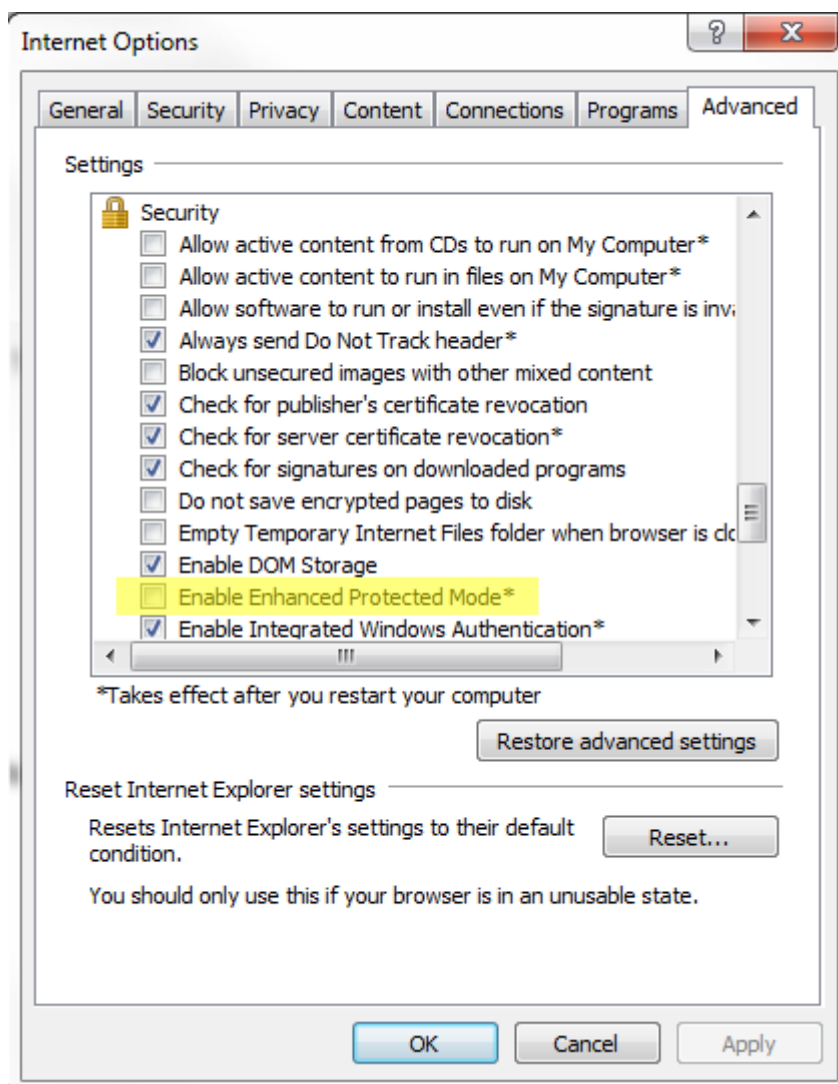


Using the built-in PDF viewer

Internet Explorer includes a built-in PDF viewer that allows you to view almost all PDF files found on the web without a plugin. If your PDF's are opening in a native application such as Acrobat Reader check the following settings in IE.

Check your Browser Settings

1. At the top of the IE window, go to the Tools Menu  and select Internet Options
2. Click on the Advanced Tab
3. Scroll to the Security settings
4. Uncheck the box for Enable Enhanced Protected
5. Restart your computer and PDFs should now open in your IE browser.



Still having Issues? Try this steps

Method 1: Disable Add-Ons

1. Click the 'Tools' button, and then click 'Manage add-ons'.
2. Disable the add-ons by clicking them one at a time to highlight them and then click on disable button.

3. Re-enable the add-ons one by one and check with which Add-on you get this error message.
4. Disable the Add-on causing the problem.

Method 2: Reset security settings for Internet Explorer

If you configure security settings to be too restrictive, you may prevent Internet Explorer from displaying certain Web sites. To determine whether an issue is caused by overly restrictive security settings, revert to default security settings. To do this, follow these steps:

1. Open **Internet Explorer**.
2. Click **Tools**, and then click **Internet Options**.
3. Click the **Security** tab.
4. Click **Reset all zones to default level**, and then click **OK**.

Method 3: Run the Internet explorer performance troubleshooter and check if it helps.

1. Press the **Windows + W** key on the keyboard.
2. Type **troubleshooter** in the **search** box and then press **enter**.
3. Select **Troubleshooting**. Click on **view all** and select **Internet explorer performance**.
4. Click **next** and follow the on-screen instructions.

Method 4: Reset Internet Explorer 10

1. Drag the mouse to the bottom right corner and click on search.
2. Click on **'Settings'** and type **'Internet Options'**.
3. Click on **Internet Options** and click on **'Advanced tab'**
4. Click **'Reset'** and click **'OK'**.

Note: Please note that running Reset Internet Explorer Settings will reset all user-defined settings including those set by installed extensions, toolbars and other add-ons to IE Defaults. This includes all Security, Privacy and Zone settings. Also this will clear browsing history, delete all temporary Internet Files, cookies, form data and especially all stored passwords.

Method 5: uninstall the Adobe Acrobat Reader and install the latest version.

Follow the link below to download the latest version:

<http://get.adobe.com/reader/otherversions/>


Also, if you have multiple Adobe Readers installed, uninstall them all then install the latest version.

Adobe doesn't support multiple versions of Reader or Acrobat on the same computer. Multiple versions simultaneously installed can lead to software conflicts and errors. Uninstall all versions of Reader or Acrobat and then reinstall only one version of the product.

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Viewing PDF documents in Safari



This page provides up to date information on how to get PDF Forms and Adobe Reader working on your computer.



The Adobe Reader and Acrobat stand-alone applications are unaffected and Safari 5.1 renders PDF documents natively. However, the Adobe Reader and Acrobat browser plug-ins before 10.1.3 don't function as expected in LiveCycle and Acrobat workflows that require either plug-in to render PDF documents in Safari 5.1.

Please note Adobe Reader for XFA PDF forms is not available on iPad or iPhone devices.

System requirements

Acrobat X and Adobe Reader X support viewing PDF files inside the Safari browser on Mac OS X. 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 on a Macintosh is:
/Library/Internet Plug-ins/AdobePDFViewer.plugin

Troubleshooting issues in Safari

Options include the following:

- Continue to use Safari 5.0.x and Mac OS X 10.6.
- Upgrade to Adobe Reader or Acrobat version 10.1.3 or later.
- Save the PDF file from Safari to the computer, and then open it directly in Adobe Reader or Acrobat.

For more information on troubleshooting viewing PDFs within Safari please go to

<http://helpx.adobe.com/acrobat/kb/troubleshoot-safari-plugin-acrobat-x.html>

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 reenable 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 reenable 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:

- Remove the previous version of Acrobat or Reader.
- Reinstall Acrobat X or Reader X from the original media.

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Viewing PDF documents in Windows 8

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This page provides up to date information on how to get PDF Forms and Adobe Reader working on your computer.



To make PDF forms work in Windows 8 you need to make Adobe Reader the default PDF Reader, as the Reader provided by Microsoft Windows does not support PDF forms.

Once you have Adobe Reader installed and configure please access forms with Internet Explorer in the Windows Desktop UI mode. To switch to Desktop mode press the keys 'Windows + D'.

The Adobe Reader plugin is not compatible with Internet Explorer running in start screen or Metro UI mode.

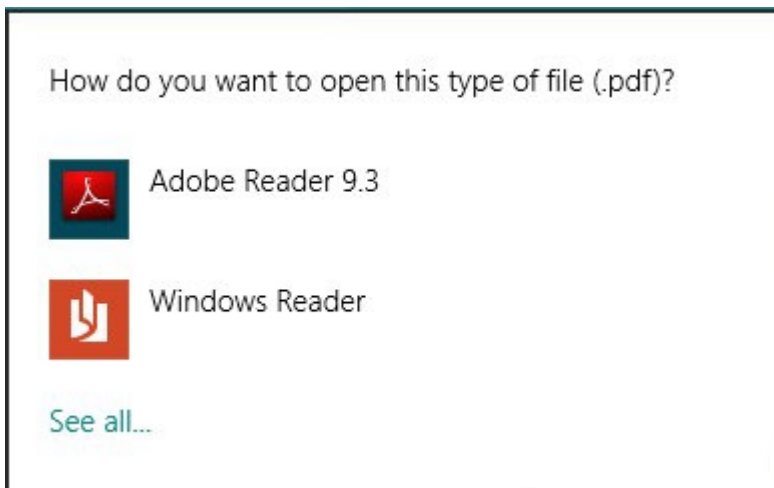
To make Adobe Reader the default PDF Reader please follow the instructions below:

Using Acrobat Reader to be the Default PDF viewer

Windows 8 doesn't associate Acrobat Reader as default application for PDF files after installing it.

If you want to open all your PDF files using Acrobat Reader by default, here's what you need to do:

1. Right click on any PDFfile and click "Properties".
2. Click on "Change" button against the "Open With" option.
3. You will get a new window which shows valid applications associated with PDF files. Just click on Adobe Acrobat.



Once you have Adobe Reader installed and configure please access forms with Internet Explorer in the Windows Desktop UI mode. To switch to Desktop mode press the keys 'Windows + D'.

The Adobe Reader plugin is not compatible with Internet Explorer running in start screen or Metro UI mode.

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