

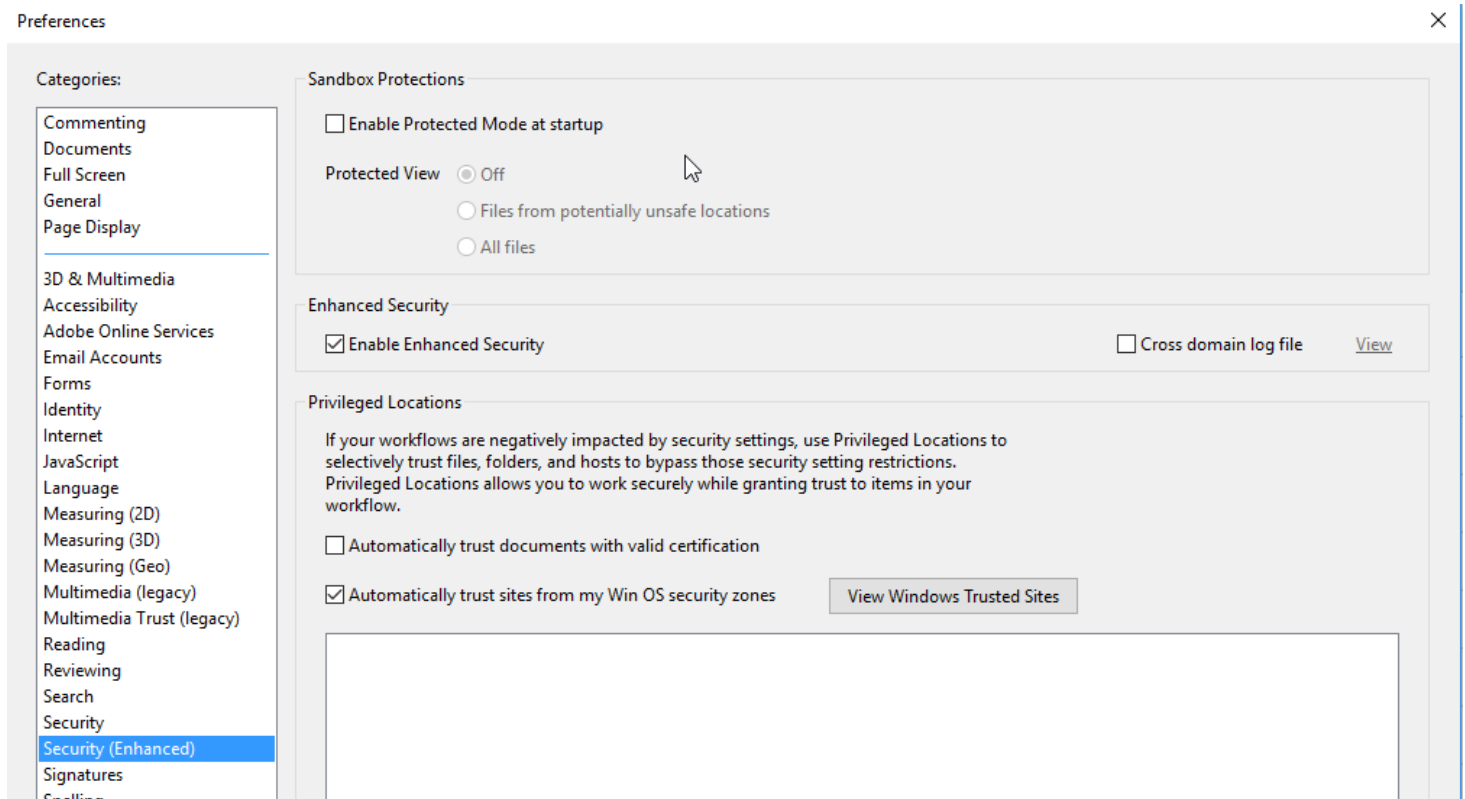


Work-around For Error Saving or printing PDFs From AASIS After Adobe Reader DC Update January 2017

Adobe Acrobat DC starts in Protected Mode and that is causing an issue with this new version. Protected mode can be turned off in Adobe Acrobat DC in order to save or print PDFs from AASIS until a permanent solution is implemented by Adobe.

Option 1

1. Open Adobe Acrobat DC
2. Click on Edit → Preferences
3. Under Security (Enhanced) uncheck Enable Protected Mode at startup
4. Click OK to save changes and close Adobe Acrobat DC



Option 2



State of Arkansas
Department of Finance and Administration
Office of Information Services

AASIS Service Center

One Union Plaza, Suite 1100
Little Rock, AR 72201-3734
Phone: (501) 682-2993
Fax: (501) 682-2999
<http://www.arkansas.gov/dfa>

Adobe is still providing updates for Adobe Reader XI.

1. Uninstall Adobe Reader DC.
2. Install [Adobe Reader 11.0.10](#).
3. Install [Adobe Reader 11.0.19 update](#).