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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 \rightarrow Preferences
- 3. Under Security (Enhanced) uncheck Enable Protected Mode at startup
- 4. Click OK to save changes and close Adobe Acrobat DC

Preferences

Categories	Sandhov Protections	
Commenting	Enable Protected Mode at startup	
Documents	N A A A A A A A A A A A A A A A A A A A	
Full Screen	Protected View Off	
General	 Files from potentially unsafe locations 	
Page Display	O All Eler	
	() All files	
3D & Multimedia		
Accessibility	Enhanced Security	
Adobe Online Services	Finable Enhanced Security	Cross domain log file View
Email Accounts		
Forms		
Identity	Privileged Locations	
Internet	If your workflows are negatively impacted by security settings, use Privileged Locations to	
JavaScript	selectively trust files, folders, and hosts to bypass those security setting restrictions.	
Language	Privileged Locations allows you to work securely while granting trust to items in your	
Measuring (2D)	worktiow.	
Measuring (3D)	Automatically trust documents with valid certification	
Measuring (Geo)		
Multimedia (legacy)	Automatically trust sites from my Win OS security zones View Windows Trusted Sites	
Multimedia Trust (legacy)		
Reading		
Reviewing		
Search		
Security		
Security (Enhanced)		
Signatures		
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State of Arkansas Department of Finance and Administration Office of Information Services

AASIS Service Center

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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.