

Adobe 6 and CM/ECF Troubleshooting Guide

ISSUES:

1. **Adobe 6 and Netscape 7.1**

According to Adobe's tech support, there are some unresolved issues between Netscape 7.1 and Acrobat 6 where Netscape is unable to print pdf files from the plug in where some type of script is involved. You can print if the file is an actual pdf file, but you can't print if it is in your e-mail links when a script is used.

Work arounds:

- a. Download the file and then print.
- b. Use Internet Explorer.

2. **Using Adobe 6, Internet Explorer and CM/ECF**

Within CM/ECF, if IE tries to keep the document in the same window you get a blank screen.

Work arounds:

- a. Open in a separate window.

3. **Using Adobe 6**

Ctrl + S doesn't work to save as.

Work arounds:

- a. Use file save as from the menu.

4. **Printing of a PDF**

When editing or placing signatures or using software such as Enfocus PitStop, Viewers can print the document without comments.

Work arounds:

- a. Make sure that the document is printed as a whole.

5. **PDF's Scanned in with Adobe 6 and Viewed by earlier versions of Adobe**

When creating PDF files using Adobe 6, some users report that

- a. They get an advisory message from Acrobat to the effect that the document may not display correctly and that they should upgrade to Acrobat 6.
- b. The document fails to display.

Work arounds:

- a. Dumb down Adobe 6 to be read by Adobe version 4 and higher.