

# Troubleshooting PDF File Problems

Guide by Pangea Computer

There are several issues that can occur when opening PDF files to view. This guide will walk you through some common troubleshooting steps to resolve it. Printing issues are addressed at the end of the guide. If the steps provided in this guide do not resolve your issue, please consult a computer technician for further assistance. If you are experiencing an error when opening a PDF file, please try the following. Note that this is not in any particular order.

1. **Check to see if you can open a different PDF file.** Look for something in your Documents folder, or search for and download a test PDF file from the internet. If a different file opens, but not the file from Rustic Horseshoe, please contact them for further assistance. If neither file opens, please continue to step 2.
2. **Make sure you have a PDF viewer installed.** Windows 10 has a built-in viewer, but I find that Adobe Reader is the most reliable. First, try opening a PDF file and see what program is used to open it. If you open a file and get an error that there is no program installed for the PDF file type, you need to install Adobe Reader. Please skip to step 3 in this guide. If the file opens, look at the top of the window to see what program was used to open it. Adobe Reader will look similar to this:



If you see a different program than this, I would recommend you install Adobe Reader (step 3) and set it as your default program (step 5). If you are already using Adobe Reader, you may need to install a new version (step 3) or uninstall and reinstall the program (step 4). If the file opens in a Google Chrome or Mozilla Firefox browser, please skip to step 5.

3. **Install a new version of Adobe Reader.** The problem may lie in an out of date version of Adobe Reader or program corruption. Either way, installing the latest version may fix the issue. Open a web browser (Internet Explorer, Google Chrome, Firefox). Type [www.adobe.com](http://www.adobe.com) in the address bar and hit Enter. It should load the website for Adobe. Click “PDF & E-Signatures” in the top ribbon.

Creativity & Design ▾

Marketing & Co

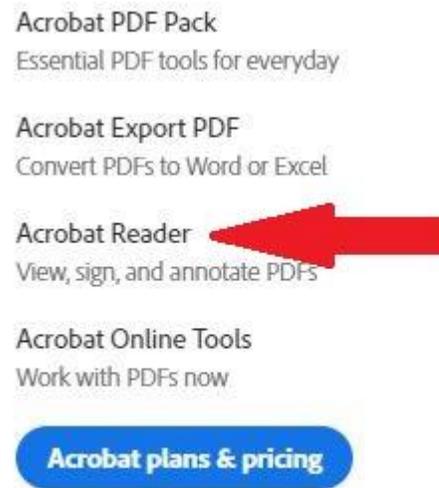


PDF & E-signatures ▾

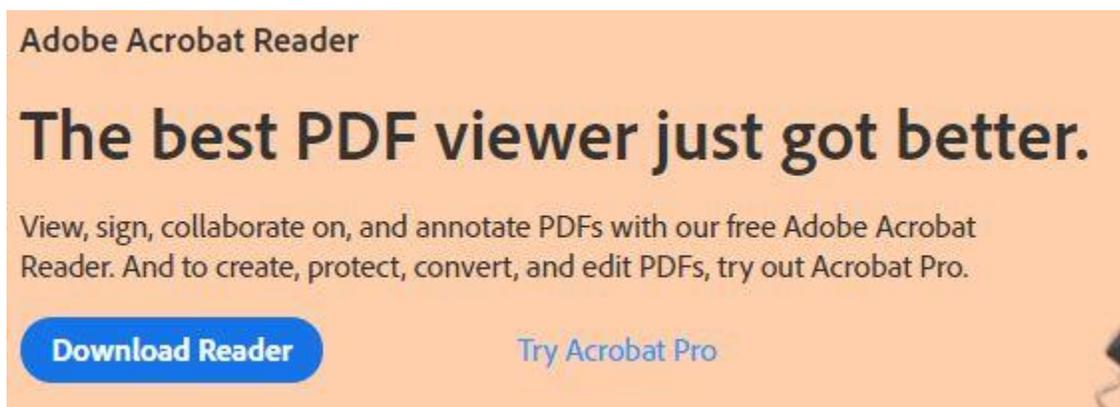
Business Solutions ▾

Support ▾

In the drop-down menu, choose Acrobat Reader.



In the next screen, choose “Download Reader”.



This will download the installer for Adobe Reader. Run the installer, then reboot your computer. Try opening the PDF file again to test.

4. **Uninstall and reinstall Adobe Reader.** Sometimes, the Adobe Reader program becomes corrupted and must be uninstalled before reinstalling. Click the Start Menu icon in the lower left corner of your screen. Type in the word “control” and you should see a result for Control Panel pop up. Click Control Panel and it will open a new window. Click “Uninstall a Program” or “Programs and Features” depending on your view. This will open a list of programs installed on your PC. Click on Adobe Reader or Adobe Acrobat Reader and choose Uninstall. Follow the prompts to uninstall the program. Once the program is uninstalled, restart the PC and follow step 3 in the guide to reinstall the program.
5. **Change default program if PDF files open in Google Chrome or Firefox, or any other program.** This can sometimes cause issues, and it is better to open them in Adobe Reader instead. To do this, you need to change the default program for opening PDF files in Windows.

For Windows 10, click the Start Menu icon in the lower left corner of your screen. Type in the word “default” and you should see results appear. Click “Default Apps”. You will then need to select “Choose default apps by file type”. Scroll down until you see .pdf on the left side of the window. Click the entry

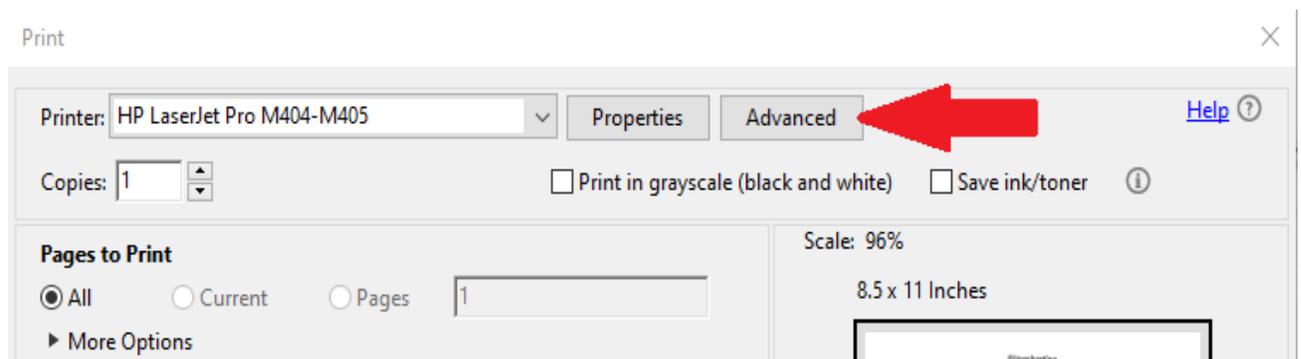
to the right of .pdf and it will give you a list of choices. Click Adobe Reader DC and it will change your default PDF reader to Adobe.

For Windows 7, click the Start Menu icon in the lower left corner of your screen. Click “Default Programs” and it will open a new window. Click “Associate a file type or protocol with a program” in the new window. Scroll down until you see .pdf on the left side. Click the row with .pdf to highlight it and then click “Change Program”. In the list that appears, choose Adobe Reader or Adobe Reader DC to set the default program for PDF files.

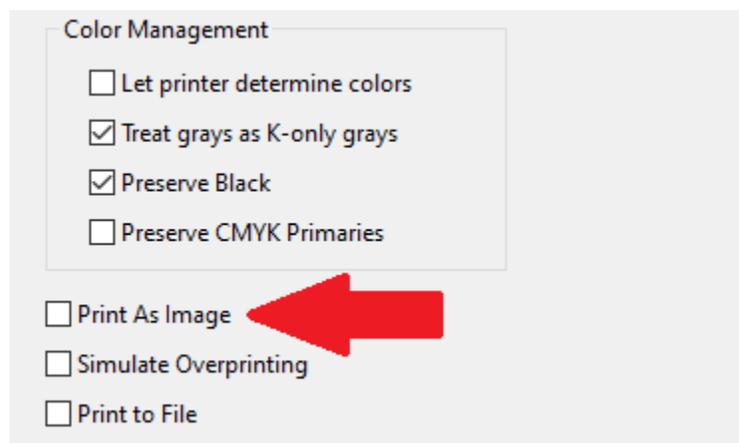
## PDF File Will Not Print or Only Prints Some Pages

There are several reasons why a PDF file will not print at all or only print some pages. Below are steps to take to resolve these issues.

1. The first thing you should try if your PDF will not print properly is to restart your PC and try again.
2. You should also make sure you have Adobe Reader installed and using the latest version. Please see the guide above to make sure you are on the latest version of Adobe Reader.
3. If your PDF is only printing a few pages, try the following:  
Open the PDF file and choose Print. When the print dialogue box opens, choose Advanced.



In the next dialogue box that opens, check the box for “Print as Image”



The file should print properly now.

4. If the steps in this printing guide do not resolve your issue, please consult a local computer technician for further assistance.