

## Problems Downloading a PDF in Enterprise Reporting

If you are experiencing problems displaying a PDF document in Enterprise Reporting, follow these steps prior to calling the Help Desk:

- Open Adobe Reader by navigating to Start > All Programs > Adobe Reader
- Click Edit > Preferences
- Select the Internet category on the left
- Under Web Browser Options, uncheck the box that reads 'Display PDF in browser'
- Click the OK button

Preferences	
Categories:	Web Browser Options
Documents Full Screen	Display PDF in browser
General	
Page Display	☑ Allow fast web view
3D & Multimedia	Allow speculative downloading in the background
Accessibility	Internet Onlines
Forms	
Identity	Connection speed: 56 Kbps 👻
Internet	
JavaScript	
Measuring (2D)	
Measuring (3D)	
Multimedia (legacy)	
Multimedia Trust (legacy)	Internet Settings
Reading	
Search	
Security	
Security (Enhanced)	
Spelling	
Tracker	
Trust Manager	