

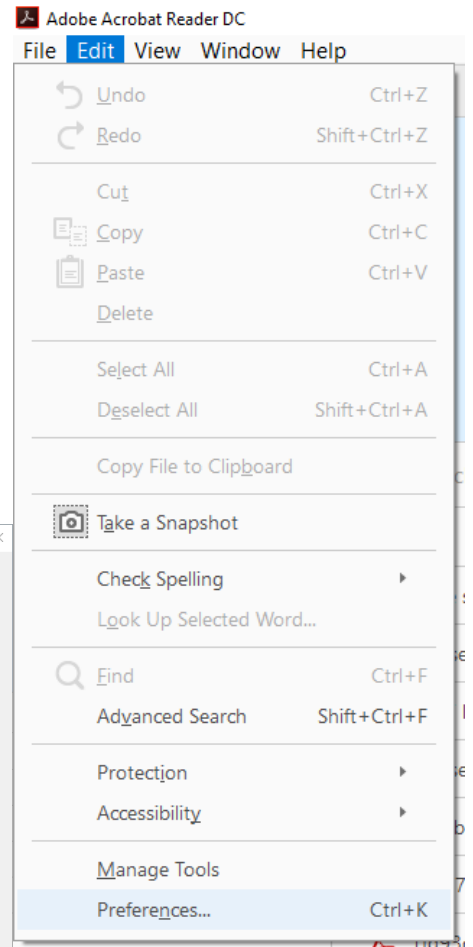
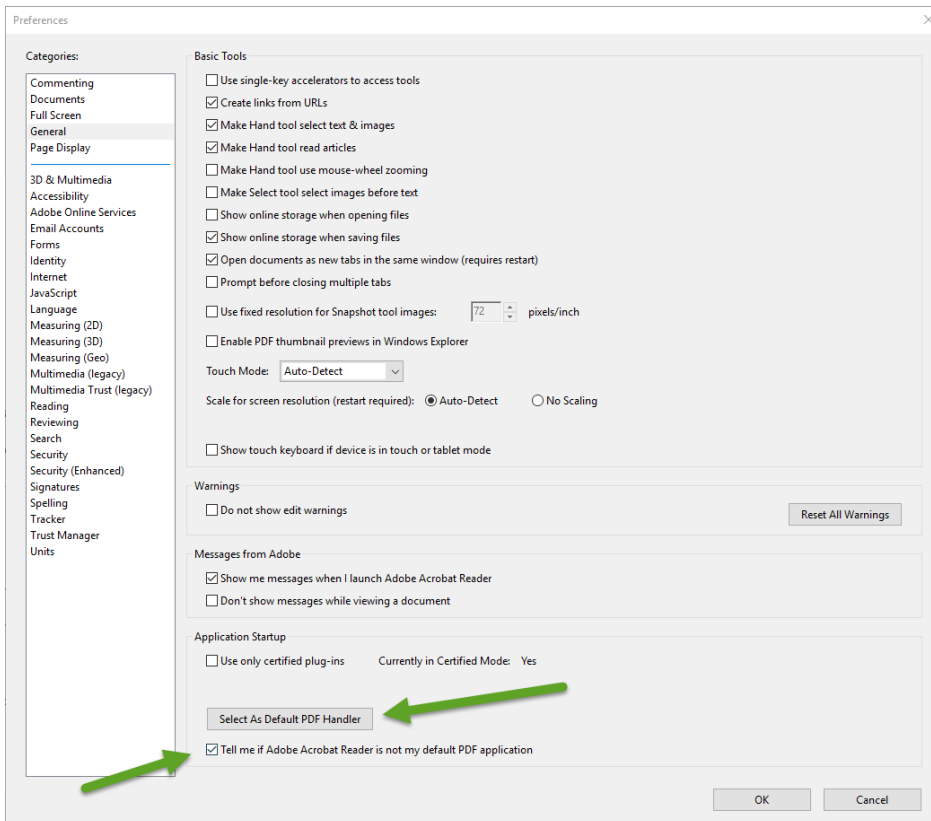
Setting Adobe Reader as your default PDF Handler

OnBase cannot support Adobe Acrobat Pro as the default PDF document viewer application. This is due to the editing capabilities of Acrobat Pro and how it handles the PDF. You can still have Acrobat Pro on your default PDF program, but Adobe Reader needs to be the default PDF Handler.

This issue manifests itself in many ways such as: PDF documents loading with a blank gray screen, OnBase crashing after clicking off one PDF document to another document, Unity Client hanging and becoming unresponsive when uploading a PDF or trying to view one.

To set up Adobe Reader to be the default PDF document viewer follow the instructions below:

1. Go to Adobe Acrobat Reader
2. Click the Edit tab and
3. Select "Preferences" from the menu
4. Within Preferences, select "General" from the Categories list
5. At the bottom of the window click "Select As Default PDF Handler"
6. Click "OK"
7. Exit Adobe Reader



8. Reboot your Computer
9. Login to VPN (Big-IP Edge)
10. Open the OnBase Unity Client and test to see if you are able to successfully open and view, and click between, more than one PDF document