# Linked Commitment End User Troubleshooting Guide

Most of the issues encountered when opening the hyperlinks are compatibility issues between Adobe Acrobat and Adobe Reader. Adobe Reader 9.0 seems to fix the majority of these problems, so finding out what version of Adobe Reader the user has is probably the first question that you should ask. You can find that out by looking up the program name in the startup menu, or right clicking on the program icon on the desktop.

| | Issue described by customer | Possible Cause | Possible Solution |
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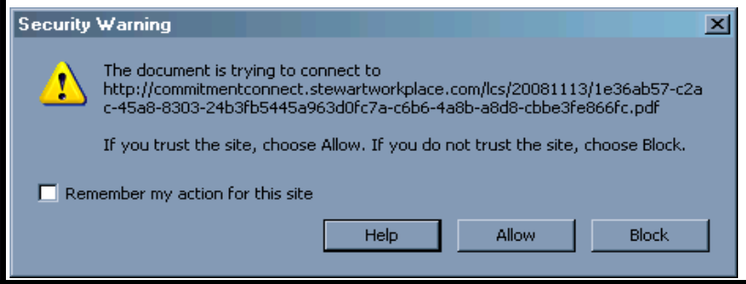
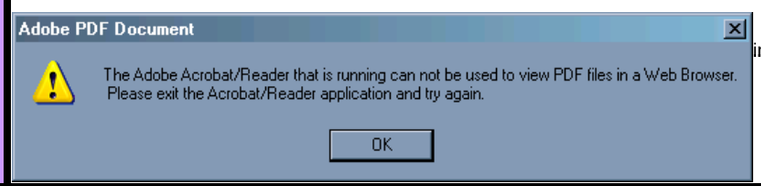
| **A.** | Security Warning<br>  | This is a standard setting on most PC's. Ok to click allow, and remember my action for this site so that you will not be prompted again at each opened link. | None. Not adviseable to lower security settings on an end user's PC. We can only advise the user that we have taken every precaution on our end to make these links safe for them to open. |
| **B. 1** | User is opening the commitment in a browser program, and when clicked, the links are kicking the user out of other opened browser windows. | If the user does not have IE 8, this might be a simple setting adjustment in Adobe Reader . **OR** | Ask the user to open Adobe Reader, click on Edit, then select Preferences. On the left hand side, there is an option in the list for Internet. They need to uncheck the box that says "Display PDF in browser" |
| **B. 2** | | If the user has downloaded IE version 8, advise them that this program is still a "Release Candidate" meaning that Microsoft is still in the development stage with this version of IE. | They may have to tolerate the link kicking them out of other open browser windows unless they are willing to downgrade their IE version. It's not unworkable, just a little inconvenient. To download IE 7: http://www.microsoft.com/windows/downloads/ie/getitnow.mspx |
| **C 1.** | Error Message:<br>  | User probably has both Adobe Reader and Adobe Acrobat installed on their computer, and Adobe Reader has been set as the default program for opening all PDF documents. **AND / OR** | Adobe Acrobat does not like not being the dominant program for opening PDFs. On Start Menu, choose Settings, go to Control Panel, then Tools, Folder options, and file Types. Locate & locate "PDF File" under File Types, and click Change. Select whatever version of Adobe Acrobat that is available and click Ok. Close out and go back to commitment. |
| **C 2.** | | This is could also be a setting adjustment in Adobe Reader. | Ask the user to open Adobe Reader, click on Edit, then select Preferences. On the left hand side, there is an option in the list for Internet. They need to uncheck the box that says "Display PDF in browser" |

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| **D.** | Links are not opening at all, just showing the link destination address. | User has an old version of Adobe Reader. | Downloading Adobe 9 should fix this problem. If you need to send them the link, copy and paste this one: http://get.adobe.com/reader/ |
| **E.** | Open Link appending to comitment rather than opening in a new window | Most likely Acrobat 7.0 is installed on PC and opening the links. | Instruct the user to download the most recent version of Adobe Reader. If you need to send them the link, copy and paste this one: http://get.adobe.com/reader/ |
| **F.** | User is prompted to hit Ctrl before clicking to open links | This is a setting in MSWord 2002 or 2003. Should be unrelated, but it is not. | Have the user go into MSWord, select Tools, Options, then Edit. On the right hand side the second checkbox down, have the user remove the checkmark next to Use CTRL + Click to follow hyperlink. |