

## Troubleshooting Section

# Known Problems Using Adobe Acrobat Version 6.0

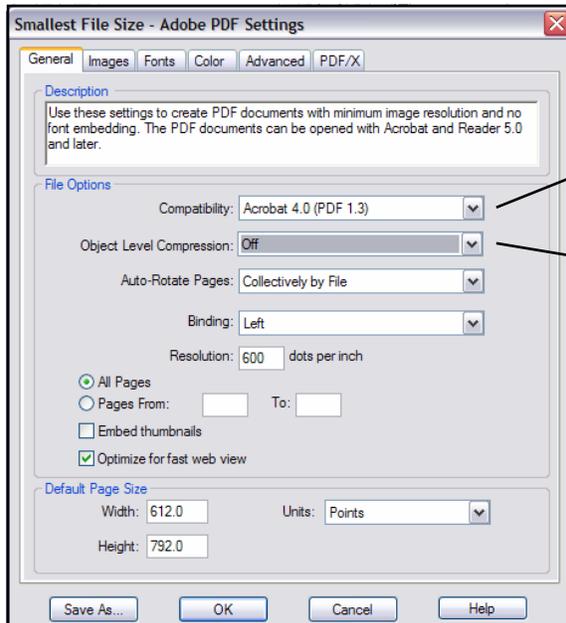
There have been a number of problems which have come up concerning Adobe Acrobat 6.0, Microsoft Word, PDF Distiller and uploading documents into the E-Orders upload system.

## Adobe Acrobat 6.0

The issue here is a compatibility issue. By default, it appears that version 6.0 creates PDF documents compatible to version 5. It also appears that the ECF system is only 4.0 compatible. What needs to be done is to set the compatibility to 4.0 (PDF 1.3).

Use the following steps:

1. Open up Acrobat 6.0.
2. Once it is up, click on **Advanced > Acrobat Distiller**. Distiller will launch.
3. On the **Adobe PDF Settings**, set the **Default Settings** to **Smallest File Size (1)** using the drop down menu.
4. Now click on **Settings** in Distiller.
5. Click on **Edit Adobe PDF Settings**. Set **Compatibility** to **Acrobat 4.0 (PDF 1.3)**. Change the **Object Level Compression** to **Off**.
6. Click on **OK** and save the new settings.
7. Close out Distiller.



Set Compatibility to Acrobat 4.0 (PDF 1.3)

Change the Object Level Compression to Off

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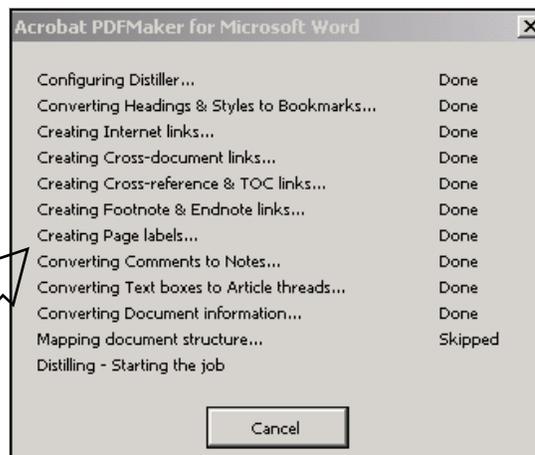
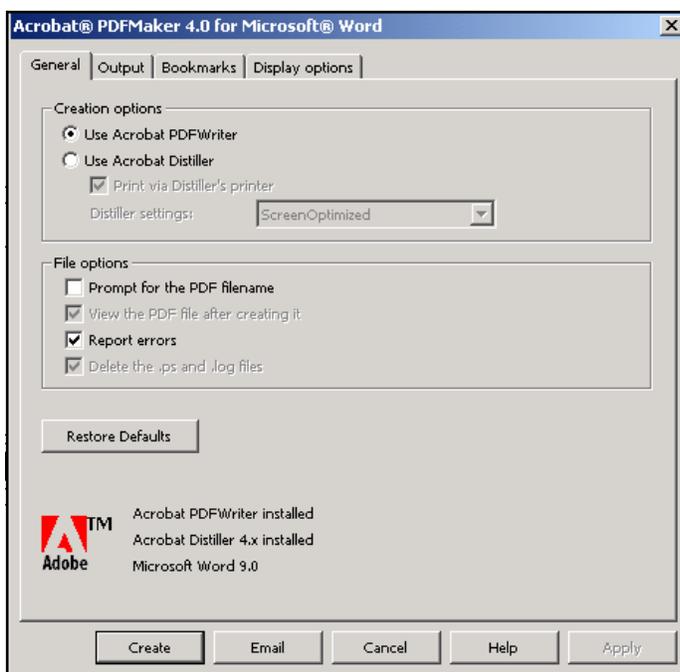
### Known Problems Using Adobe Acrobat Version 6.0

#### Microsoft Word 2000 and Adobe Acrobat Version 5.0

If you use Word and the Adobe link on the Word Toolbar, you will need to make some settings changes to ensure that your document can be uploaded into the system.



Click on the **PDF Maker** icon on the toolbar. The PDF Maker window will appear. In the Creation options, click on **Use Acrobat PDFWriter** (PDFWriter has to be installed). Click on **Apply**, then **Create**. You will get a small window warning you that you are using PDFWriter instead of Distiller, with a list of items that will not be performed to your document (which items you don't want added to your document). The PDF document will be named the same as your original document in the same folder.



These are the items added to your PDF document if you use distiller, and which cause problems with the ECF system.