

When PDF's fail to display

*Disclaimer: PDF Problems have been known to exist and are issues revolving around the client's or user's machine. The Louisiana Citizens Property Insurance Corporation or any of the sister companies/organizations are not responsible for any damage done to the users machine in an attempt to correct these issues by the user or any third party. If you are not comfortable making these changes, please have an individual that is trained to configure you machine. **If the below fixes do not work, it is recommended that you re-install the Adobe product.***

It is recommended that you use Adobe Reader 7 or higher.

When viewing PDF documents online you are using a browser plug-in or add-on that allows the document to open up in a web browser. There are a number of reasons why PDF's may not display in the browser. This document contains 2 fixes or work-a-rounds that may help you view PDFs in your web browser.

First make sure that you do not have multiple versions of adobe acrobat or adobe reader on your machine. This can be confusing and may corrupt the browser plug-in which is fundamental to viewing PDF's online. If you suspect this could be your problem, you should uninstall all adobe versions and reinstall the latest version from <http://www.adobe.com/products/acrobat/readstep2.html>

*Note: be sure **not** to select Adobe Yahoo! Toolbar or Adobe Photoshop® Album Starter Edition as these may cause other undesirable effects like pop-up blockers.*

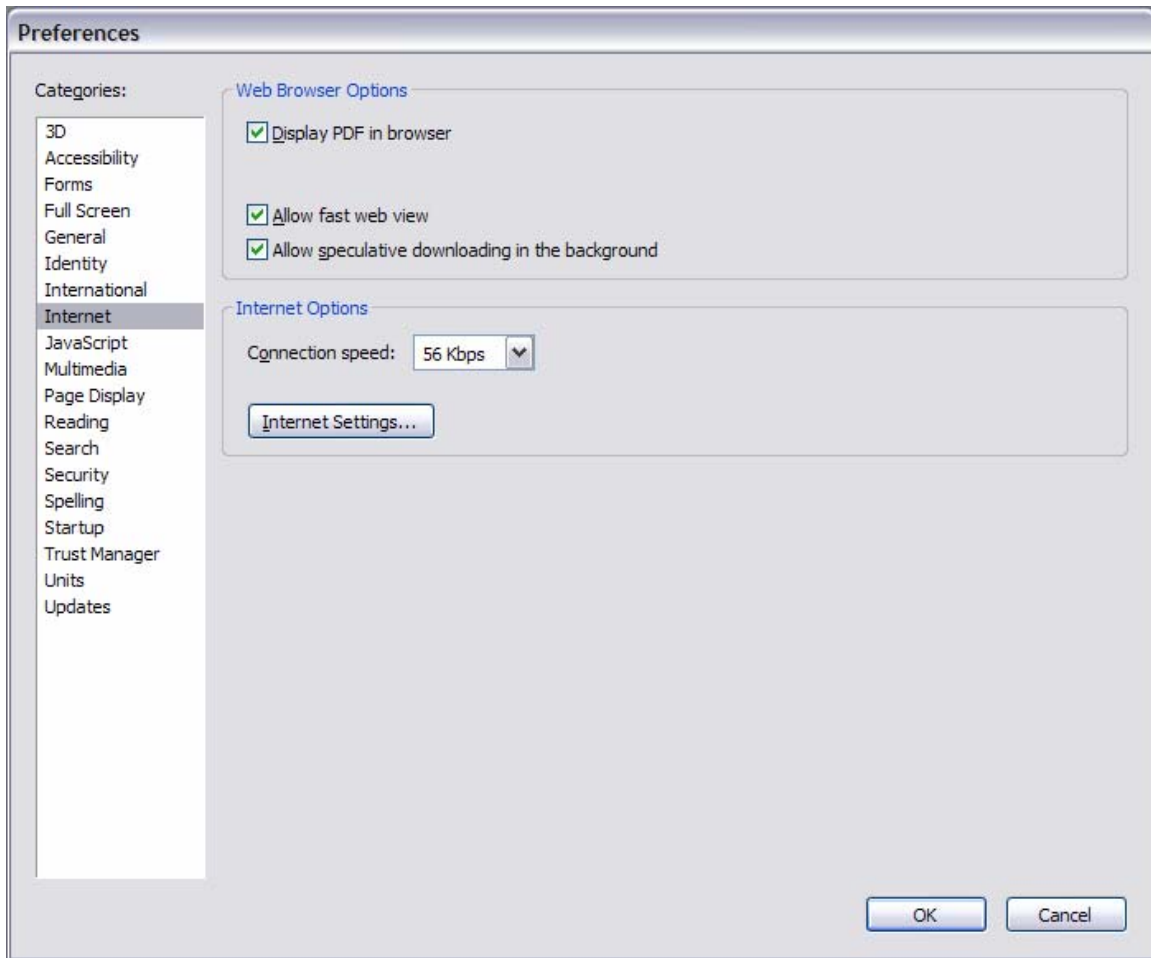
If you are getting an error message that says, '**Adobe Reader could not open 'pa035402.fdf' because it is not a supported file type or because the file has become corrupted...**' or the screen may simply display a blank page, there is a browser setting that you can change to correct this.

After making this change, you will need to close down any browsers open (even if unrelated to www.lacitizens.com) and go back to the login fresh.

FIX # 1

Open the version of adobe. The application will open and display a *blank gray background*. While holding down the **Ctrl** key, press the **K** key. This will bring up the *preferences* dialog box. Or go to **edit→preferences** on the menu items. This will also bring up the *preferences* dialog box.

Highlight the **Internet** or **Web** option in the list on the left side of this screen and uncheck the option *Display PDF in browser*.

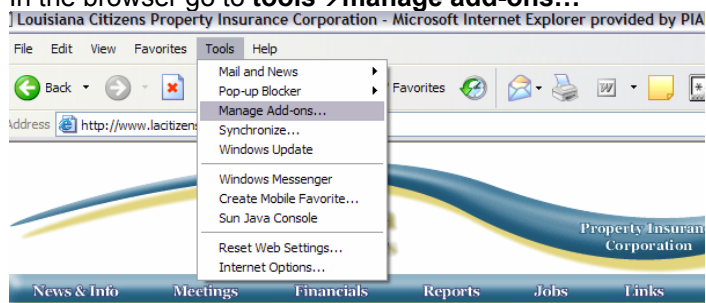


Click the OK button and shut down the application. Close down *any* web browsers you may have open and go back to the login screen fresh.

FIX # 2

You may also want to check to see that the Adobe Plug-in is enabled for the browser.

In the browser go to **tools→manage add-ons...**

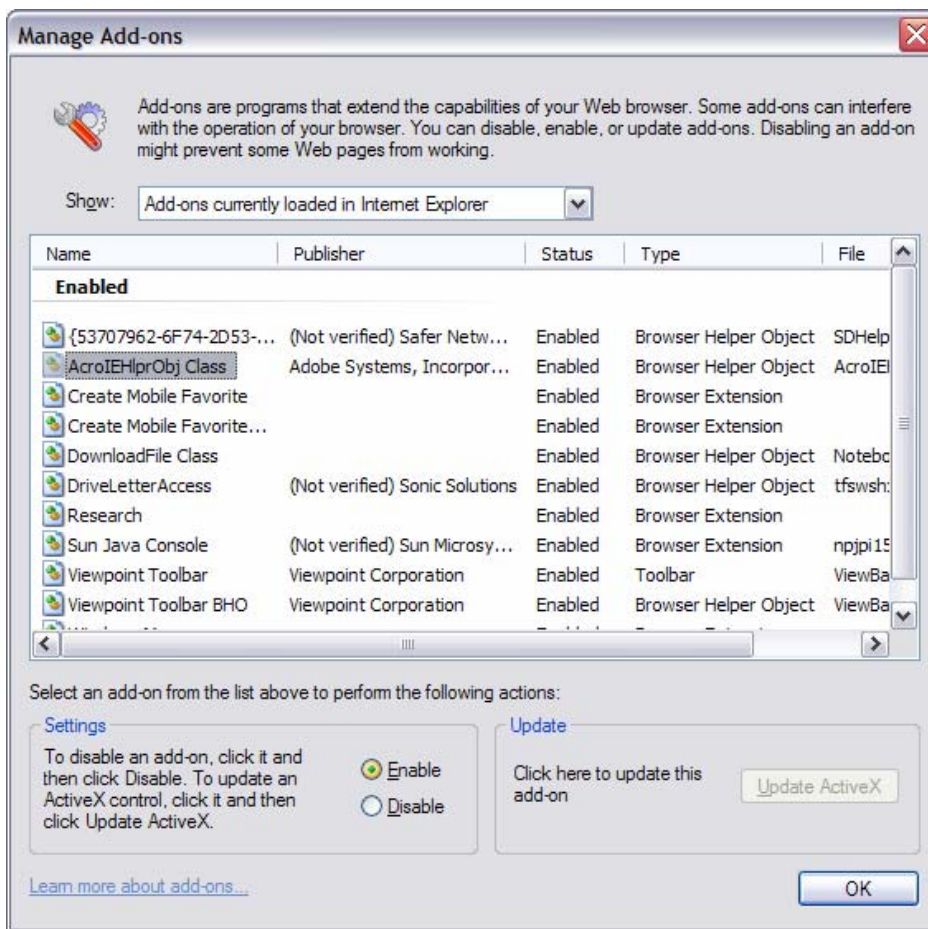


ALERT PRODUCERS

During the next 10 days system maintenance will be performed between 8:00 – 1

[CLICK HERE TO REGISTER FOR QUOTE/LPMS SYSTEM](#)

Check for the file AcroIEHlprObj Class in the list of add-ons. If you do not see this in the add-ons list, you should reinstall the adobe product.



If this does not fix your PDF problem, you should contact your IT department or Computer Tech and have them take a look at your machine. If you cannot access any of these properties, you may need to contact an administrator of your network so that he/she can make the necessary changes.