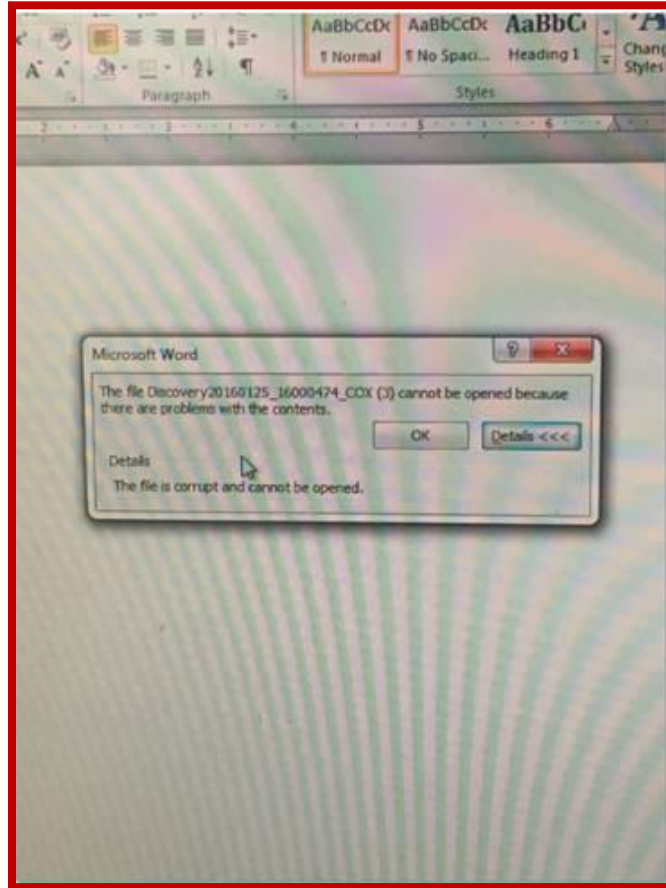


TIP #4: Making Adobe Your Default PDF Handler.

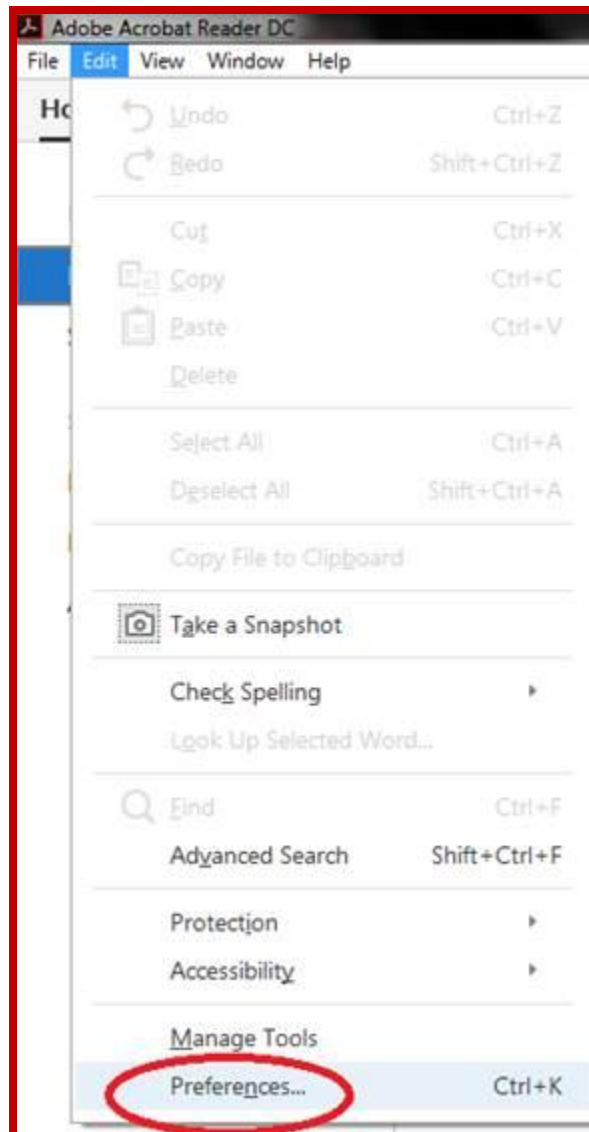
If you have received this error message when you try to open an eDiscovery package, it may be that you need to make Adobe your default PDF handler.



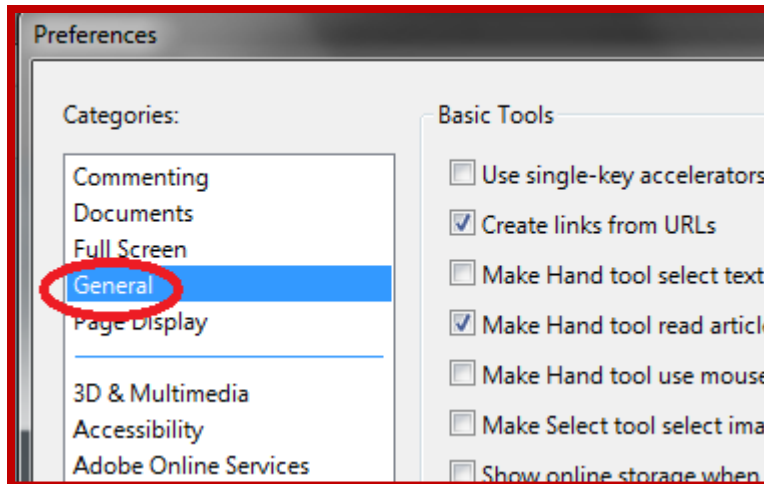
It looks as if these computers have the wrong default file associations, and are thus using the incorrect program to try and open the files. Is it possible the affected computers do not all have the free Adobe acrobat reader installed? If not, please use this link to install it.

<https://acrobat.adobe.com/us/en/products/pdf-reader.html> (copy and paste into your browser's address bar and hit enter)

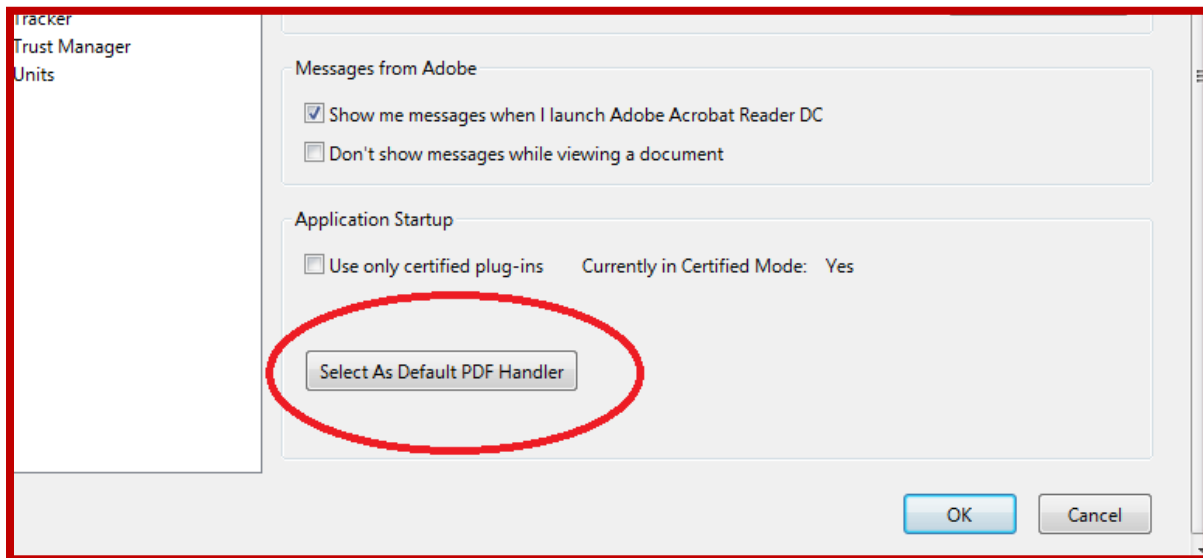
Once the installation is complete, open the Acrobat Reader DC application from the shortcut that should now be on the desktop. Highlight "Edit" on the menu at the top left with the cursor and then click on "Preferences"



Choose "General" from the list.



Then scroll down to the bottom of the list of choices on the right until you can choose the button to set the PDF application default handler. Click it and then click OK at the bottom right. PDFs should now open correctly.



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