



Article Details

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Module/Functionality

Client

System Type

Content ImageNow

Perceptive Content

 Share via Email[TSKB-000006313 \(Legacy #948408\)](#)

ImageNow: "There is a problem with Adobe" error when viewing PDFs in the Perceptive Content Viewer

Posted on September 3, 2020

Description

When opening PDF documents from the Perceptive Content (formerly ImageNow) Viewer, one of the following Adobe Reader or Acrobat errors appears:

"There is a problem with Adobe Acrobat/Reader. If it is running, please exit and try again."

"There was an error processing a page. An internal error has occurred."

"The exception unknown software exception"

Resolution

These errors occur when Adobe Reader or Acrobat is running in protected mode, or an old version of the Adobe software is being referenced in the operating system as the default application, even though it is no longer installed.



2. On the toolbar, click "Edit", and then click "Preferences".
3. In the left pane, click "Internet".
4. Under Web Browser Options, clear the following check boxes, and then click "OK".
 - "Display in Read Mode by default)
 - "Allow fast web view"
 - "Allow speculative downloading in the background"

Note: In Adobe Reader or Acrobat version 10 or lower, an additional check box (Display PDF in browser) will also be available. Ensure that this check box is selected; do not clear it. All other check boxes should be cleared according to the instructions listed in this step.

5. In the left pane, click "Security (Enhanced)".

Note: In Adobe Reader or Acrobat version 10 or lower, click "General" in the left pane instead of Security (Enhanced).

6. Under the Sandbox Protections section, clear the "Enable Protected Mode at startup" check box.
7. Click "Yes" on the dialog box to confirm the change.
8. Click "OK" to save the change. The Adobe application will then need to be restarted.

Note: For additional information on this setting, see "Protected Mode trouble shooting" on the Adobe Acrobat Help site.

If modifying the Adobe Reader settings did not resolve the issue, it is possible that Adobe Reader DLL files in the ImageNow or ImageNow6 folder are corrupted that are installed with the client. To acquire new DLL files, close the client, and then go to the [drive]:\Program Files (x86)\ImageNow or ImageNow6>\bin folder. Rename the following DLL files by add .old to the end of the file name to change the file extension:

- ACE.dll
- AGM.dll
- BIB.dll
- BIBUtils.dll

For example, ACE.dll.old.



To resolve the issue if there are traces of old versions of Adobe on the local computer, install the Adobe PDF Handler. If the issue continues, use the Adobe Reader and Acrobat Cleaner Tool to remove all traces of Adobe products, and then re-install the Adobe software as needed.

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