

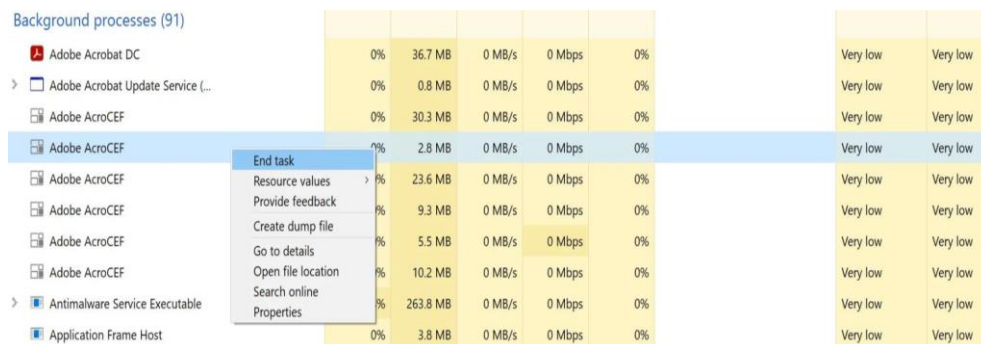
**When you are unable to open any of the PDF files, you can proceed to the below fixes.**

## **Close Background Processes and Give Adobe a Fresh Start**

Many processes continue to run in the background even after we close the program. It means that closing and reopening Adobe Acrobat without closing these processes won't count as a fresh start. Therefore, you must close all associated processes in the Task Manager before closing the main program and reopening it.

Follow the below steps to do so:

1. Right-click on the Windows **Start** button and select **Task Manager**.
2. Find processes related to Adobe Acrobat.
3. To end the process, right-click on it and select **End task**.



Process Name	CPU	Private	Working Set	IO	Network	Priority	Impact
Adobe Acrobat DC	0%	36.7 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Adobe Acrobat Update Service (...)	0%	0.8 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Adobe AcroCEF	0%	30.3 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Adobe AcroCEF	7%	2.8 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Adobe AcroCEF	7%	23.6 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Adobe AcroCEF	7%	9.3 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Adobe AcroCEF	7%	5.5 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Adobe AcroCEF	7%	10.2 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Antimalware Service Executable	7%	263.8 MB	0 MB/s	0 Mbps	0%	Very low	Very low
Application Frame Host	0%	3.8 MB	0 MB/s	0 Mbps	0%	Very low	Very low

Close all relevant tasks one by one, then close the main program. Once everything is closed, open the PDF again using Adobe Acrobat. If the issue is not resolved, start implementing the following fixes.

## **Run Adobe Acrobat as an Administrator**

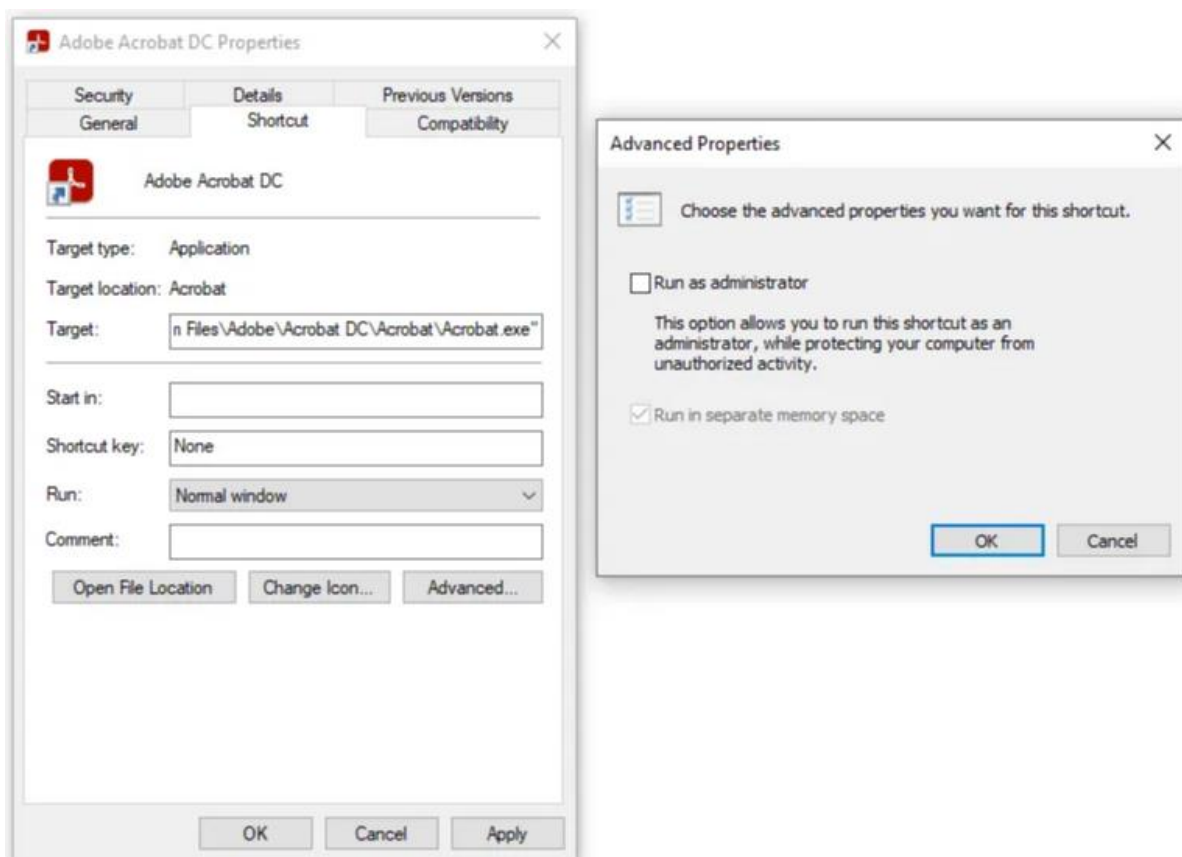
Whenever you run an app as an administrator, it has full access to all files of your operating system that would otherwise be restricted. As such, the first fix you should try is to run Adobe Acrobat Reader as an administrator. If Windows is stopping Adobe from opening PDF files due

to missing or corrupted permissions, running it as administrator will fix the issue.

You can run Adobe Acrobat as an administrator by simply left-clicking on the icon and tapping **Run as administrator**.

If the software is working well now and opening PDFs normally, consider making this setting the default for Adobe Acrobat. Follow these steps to configure Adobe to run as an administrator by default:

1. Right-click on the Adobe shortcut and go to **Properties**.
2. Navigate to the **Shortcut tab** in the Properties window.
3. Tap on **Advanced**.
4. Check the box for **Run as administrator** and hit **OK**.



## Run Adobe Acrobat in Compatibility Mode

With the Windows compatibility mode, older versions of Windows can be used as operating systems. There might be some programs that work better with an older version of Windows than an updated one.

If you are using an Adobe version that is not compatible with the current version of Windows, run it in compatibility mode. To do so, follow these steps:

1. Right-click on the Adobe Acrobat shortcut and go to **Properties**.
2. Navigate to the **Compatibility tab** in the Properties window.
3. Check the box for **Compatibility mode**.
4. Choose any older Windows version from the available options.
5. Tap on **Apply** and hit **OK**.

