

PDF Bookmarks – Help Page:

When clicking on a Bookmark and Nothing Happens
(or sometimes 'File Not Found' Error)

Causes:

Part 1: Acrobat or Adobe Reader has not been enabled to display PDFs in your Browser.

Part 2: Your Browser has not been enabled to show PDFs.

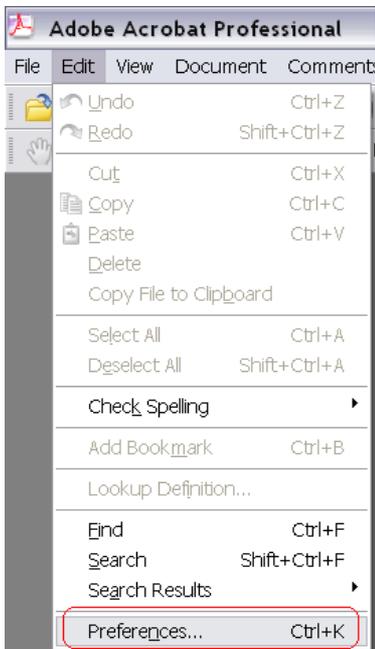
Part 3: Adobe Reader needs to be repaired because Adobe Reader and your Web Browser are not communicating properly with each other. The PDF is not being viewed in your Web Browser, and is instead running on your computer locally in Adobe Reader. The bookmarks are then unable to 'find' the documents they point to.

To function properly, the PDFs must be viewed in your Web Browser while using STPub Online.

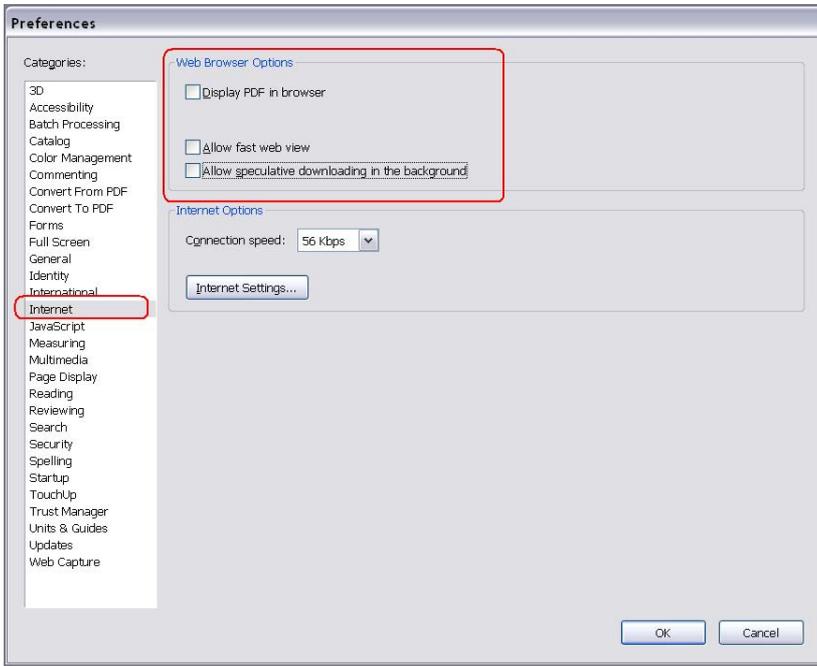
Part 1: Enable Acrobat or Adobe Reader to show PDFs in Browser

1. Check to make sure that your Preferences in Acrobat or Adobe Reader are set to display PDF in browser.

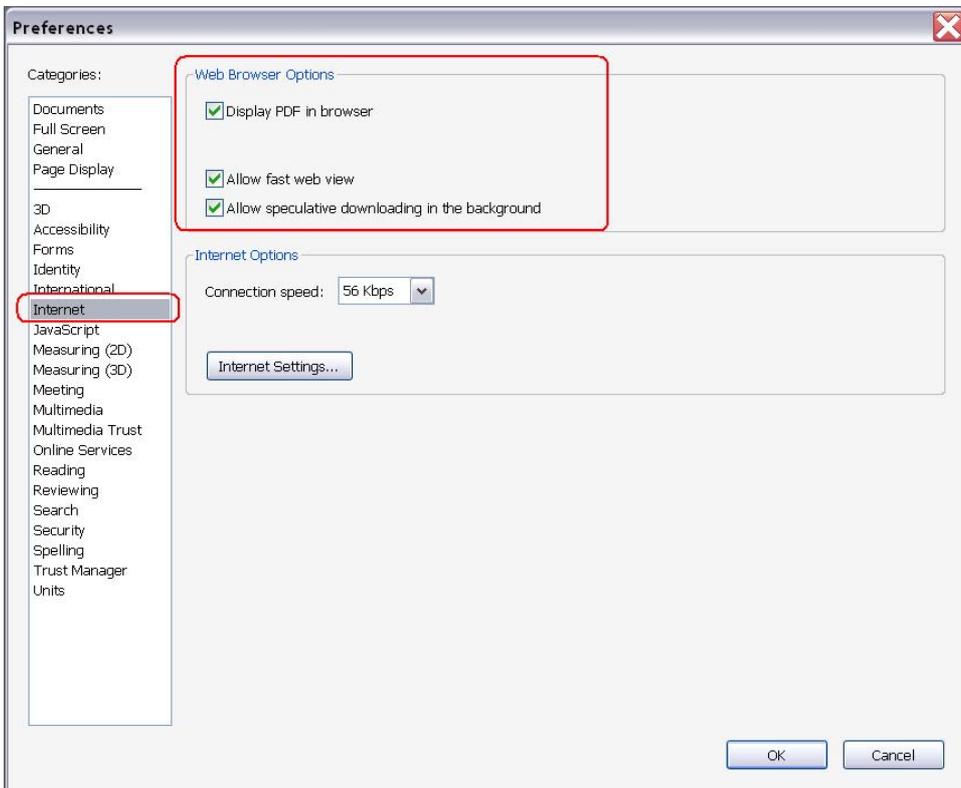
Go to "Edit" > choose "Preferences"



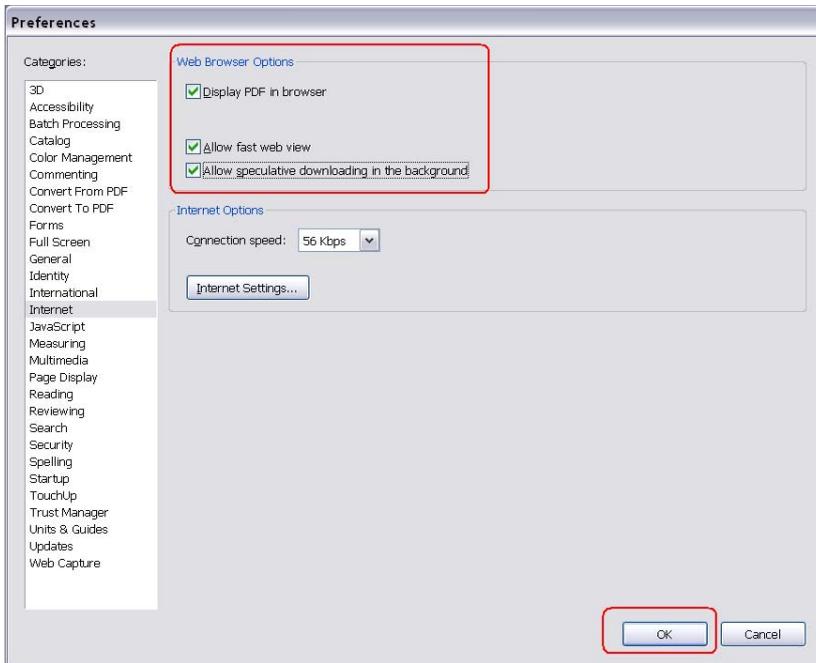
2a. In Acrobat: This screen will pop up. Choose "Internet" on the left hand side of the screen. Look to see if the boxes in the center are checked or un-checked.



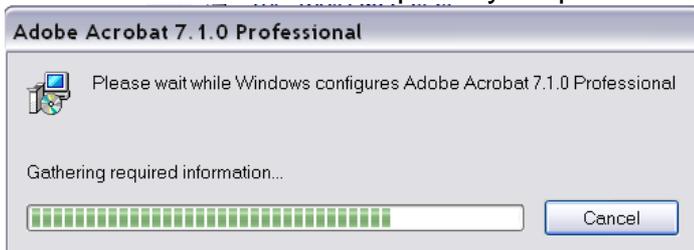
2b. In Adobe Reader: This screen will pop up. Choose "Internet" on the left hand side of the screen. Look to see if the boxes in the center are checked or un-checked.



3. All three boxes need to be checked. If all boxes are checked go to [Part 2](#). If there is a box that is un-checked, check it and click on the "OK" button at the bottom.



4. It will take a moment to update your preferences. This message will appear:



5. Close Internet Explorer and then re-open Internet Explorer. Log back into your client page at www.STPUB.com and using your User Name and Password log-in and try to open your PDFs.

6. If this didn't work then please move on to [Part 2](#).

Part 2: Enable your browser to show PDFs

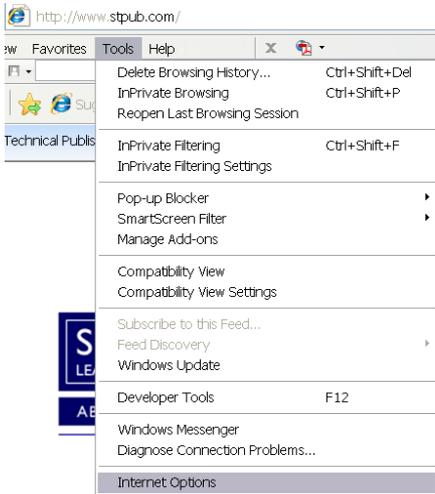
This part is divided into two sections:

A. If you are using Internet Explorer as your browser.

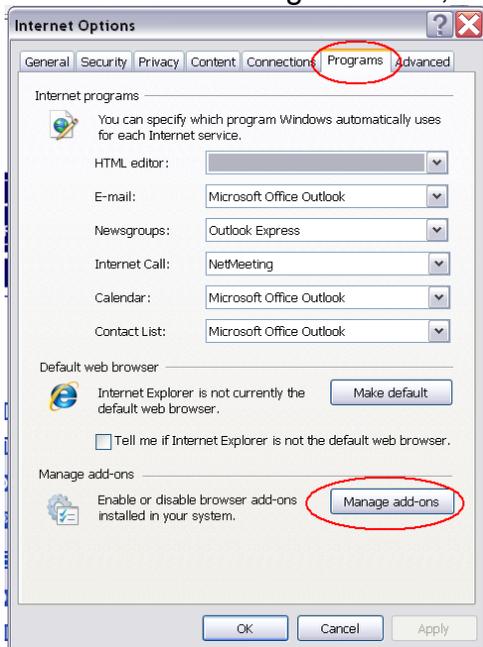
B. If you are using Mozilla Firefox as your browser.

A. Internet Explorer: Make sure that AdobePDF.dll is enabled.

A 1. To do this open Internet Explorer, select Tools > Internet Options

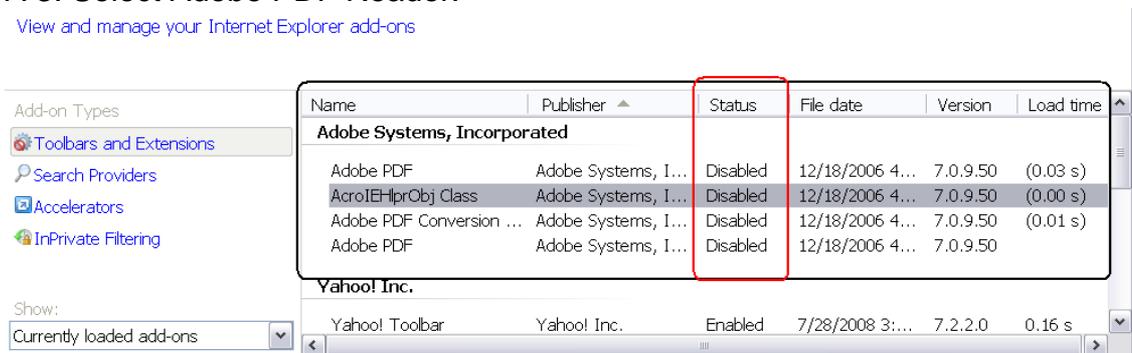


A 2: Select the "Programs" tab; then select the "Manage Add-ons" button:



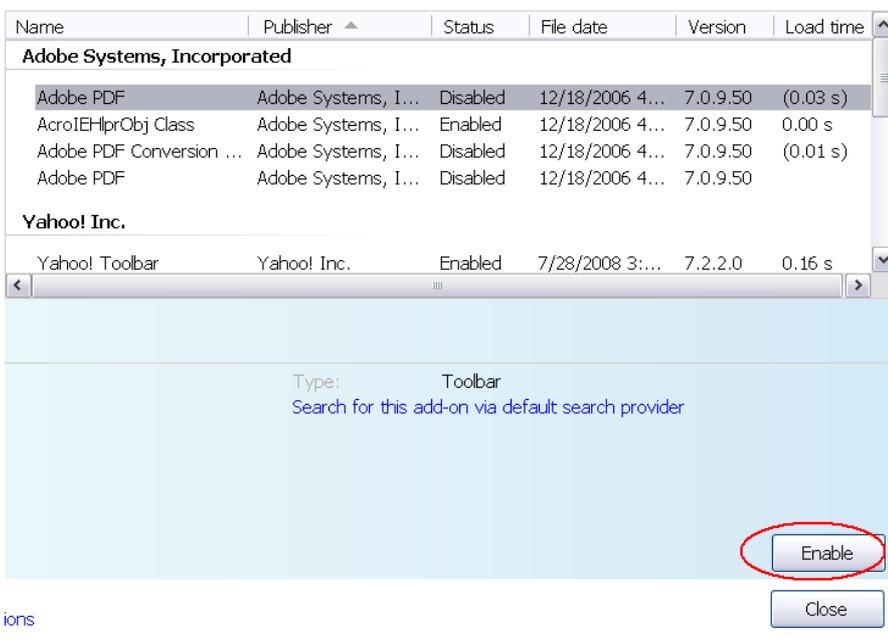
A 3. Select Adobe PDF Reader.

[View and manage your Internet Explorer add-ons](#)

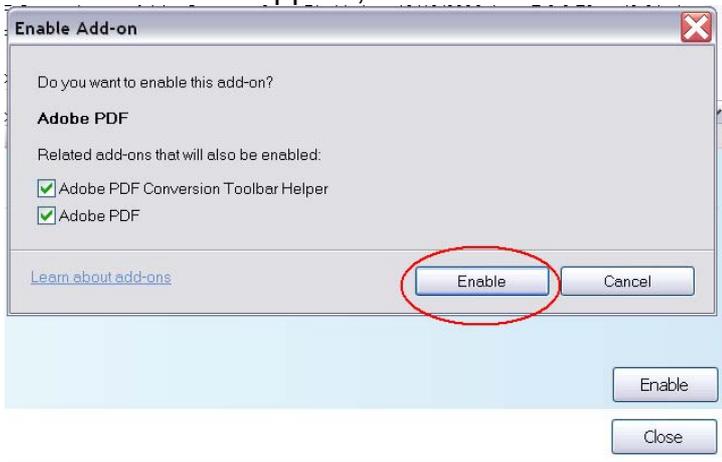


A 4. If the Status is "Enabled" please proceed to [Part 3](#). If the status is "Disabled" then please continue with these instructions.

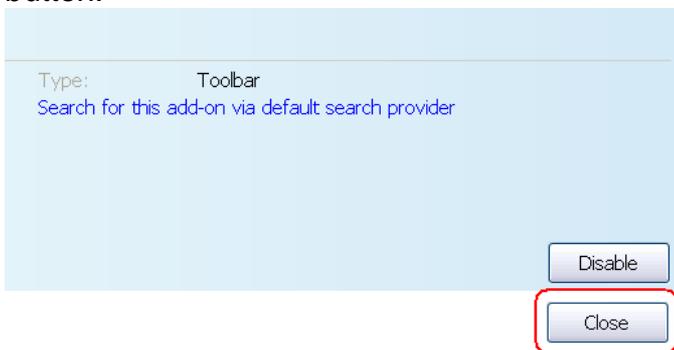
A 5: Select the "Enable" button at the bottom of the screen.



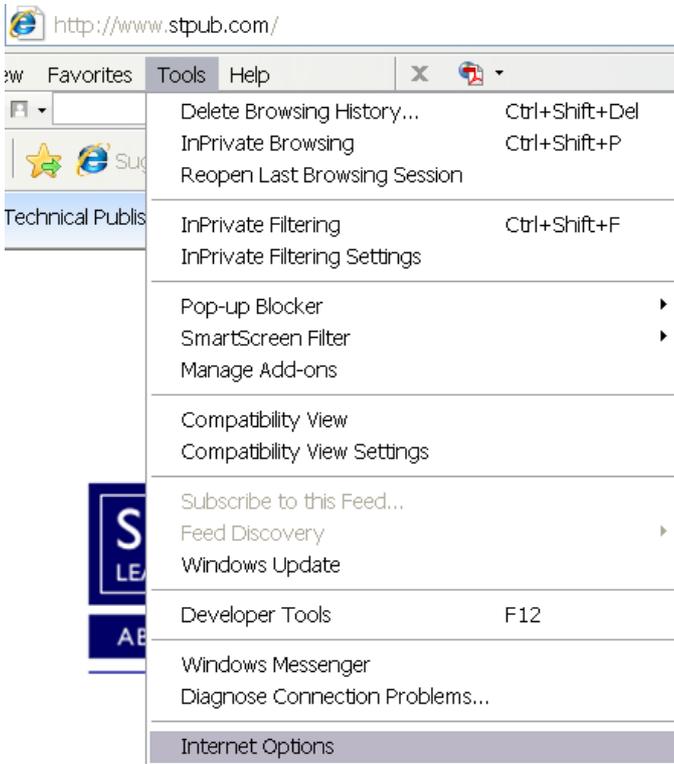
A 6: This box will appear, select the Enable button again:



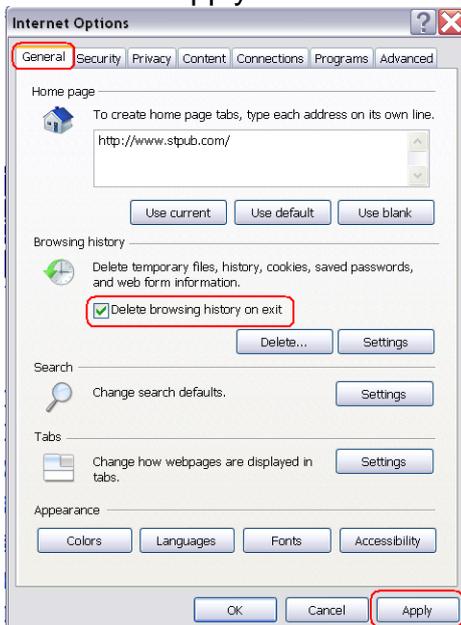
A 7: The bottom right hand corner should now look like this. Select the "Close" button.



A 8: To clear your Cache in Internet Explorer. Select Tools > Internet Options



A 9: Choose the "General" tab. Select the box "Delete browsing history on exit." Select the "Apply" button in the bottom right hand corner.



A 10: Close Internet Explorer and then re-open Internet Explorer. Log back into your client page at www.STPub.com and using your User Name and Password log-in and try to open your PDFs.

A 11: If after enabling Internet Explorer your PDFs bookmarks still do not open then please continue to [Part 3](#).

B. Mozilla Firefox: Make sure that nppdf32.dll is enabled.

B 1. In the Firefox address bar, type: "about:plugins"



B 2. This page will appear:



B 3. Scroll down to a section named Adobe Acrobat. It will look like:

Adobe Acrobat

File name: nppdf32.dll
Adobe Acrobat Plug-In Version 7.00 for Netscape

MIME Type	Description
application/pdf	Acrobat Portable Document Format
application/vnd.fdf	Acrobat Forms Data Format
application/vnd.adobe.xfdf	XML Version of Acrobat Forms Data Format
application/vnd.adobe.xdp+xml	Acrobat XML Data Package
application/vnd.adobe.xfd+xml	Adobe FormFlow99 Data File

B 4. File Name should read "nppdf32.dll" and "Adobe Acrobat Plug-In Version 7.00 for Netscape." If this entry is not available please proceed to B 6.

Adobe Acrobat

File name: nppdf32.dll
Adobe Acrobat Plug-In Version 7.00 for Netscape

MIME Type	Description
application/pdf	Acrobat Portable Document Format
application/vnd.fdf	Acrobat Forms Data Format
application/vnd.adobe.xfdf	XML Version of Acrobat Forms Data Format
application/vnd.adobe.xdp+xml	Acrobat XML Data Package
application/vnd.adobe.xfd+xml	Adobe FormFlow99 Data File

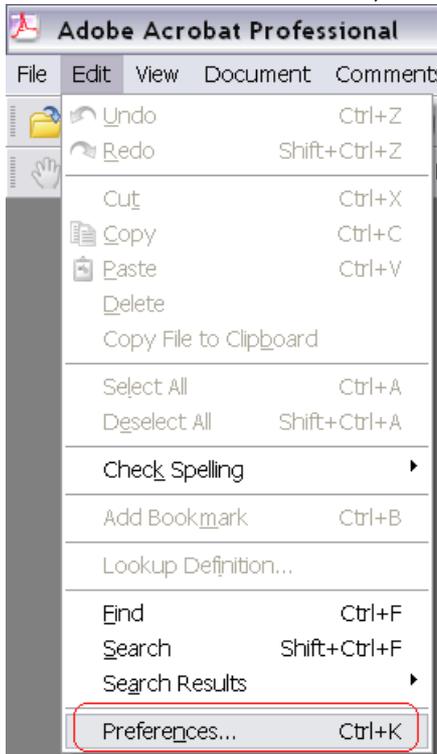
B 5. If there, it should be enabled:

MIME Type	Description	Enabled
application/pdf	Acrobat Portable Document Format	Yes
application/vnd.adobe.x-mars	Acrobat Portable XML Document Format	Yes
application/vnd.fdf	Acrobat Forms Data Format	Yes
application/vnd.adobe.xfdf	XML Version of Acrobat Forms Data Format	Yes
application/vnd.adobe.xdp+xml	Acrobat XML Data Package	Yes
application/vnd.adobe.xfd+xml	Adobe FormFlow99 Data File	Yes

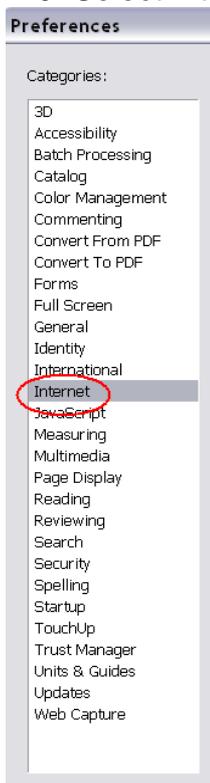
Note: If this entry is available, but under enabled it says "No" please proceed to the next step.

B 6. What you will be doing in the following steps is de-selecting and then re-selecting the Display PDF In Browser Preference.

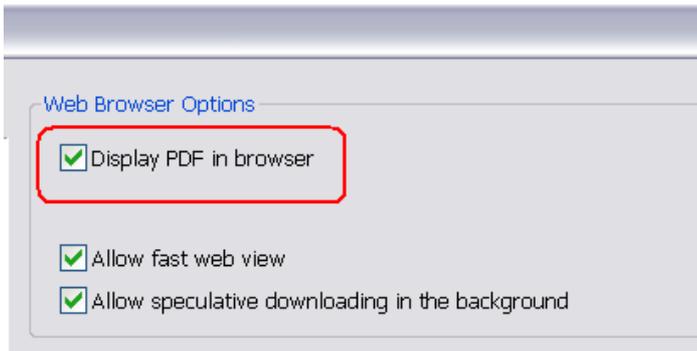
- B 7. Open Adobe Acrobat or Adobe Reader on your desktop.
B 8. In Acrobat or Reader, select Edit > Preferences (or Ctrl + K).



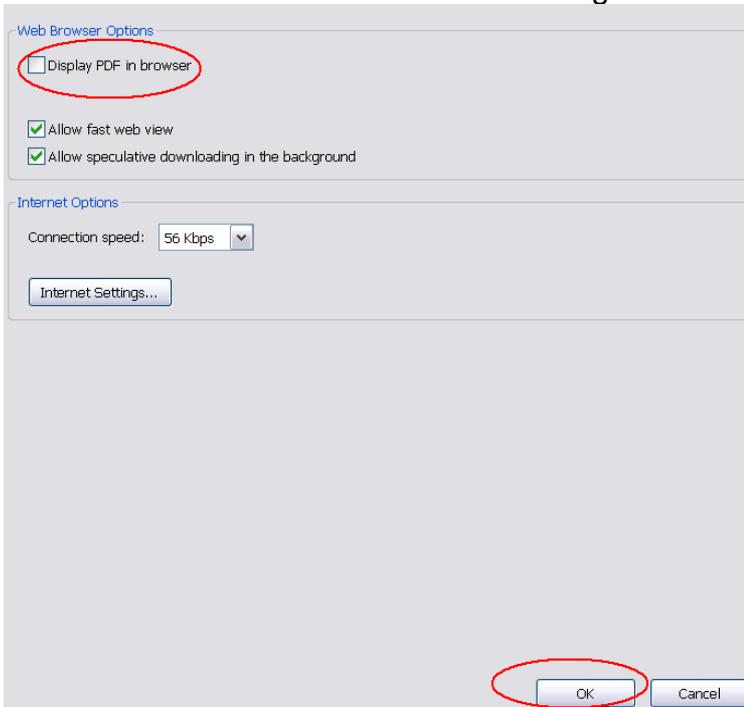
- B 9. Select Internet.



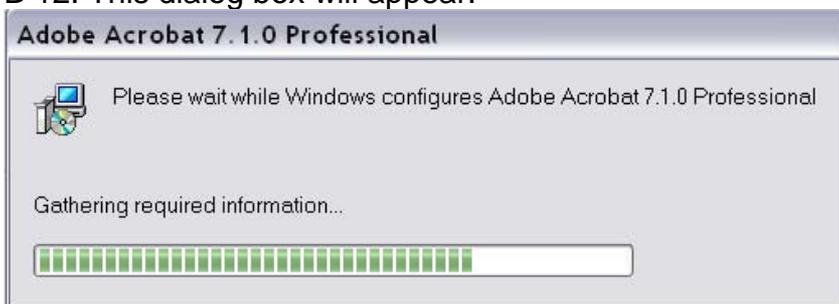
- B 10. The box in the upper left hand corner may or may not have a check in it. If this box is unchecked please proceed to step B 15.



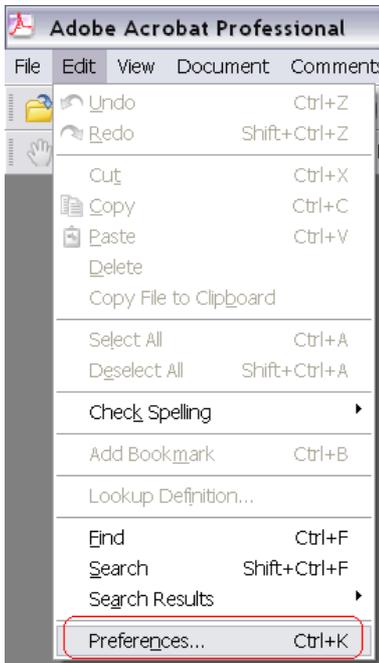
B 11. If the box is checked then de-select "Display PDF in Browser" box, and then select the "OK" button in the lower right hand corner.



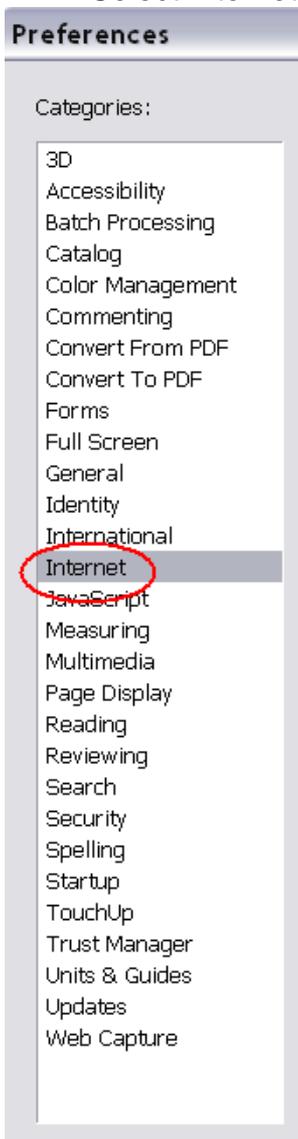
B 12. This dialog box will appear:



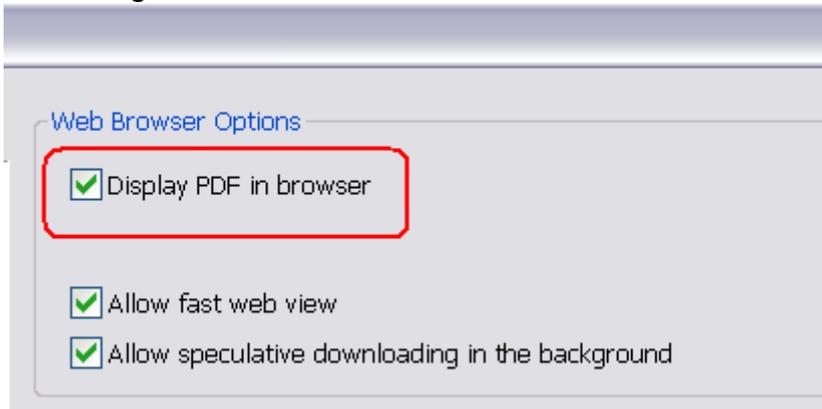
B 13. You will need to choose Edit > Preferences (Ctrl + K):



B 14. Select Internet:

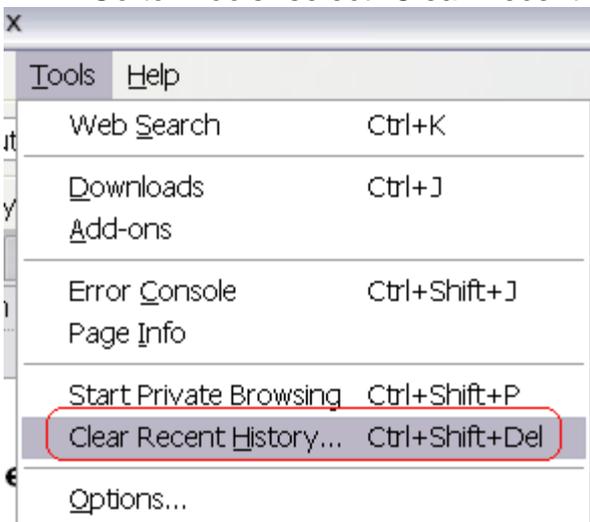


B 15. Select "Display PDF In Browser" box, and then click the "OK" button in the bottom right hand corner.



B 16: You will now need to clear your Cache in Mozilla Firefox.

B 17: Go to "Tools" select "Clear Recent History" (or Ctrl+Shift+Delete)



B 18: Select "Today" for "Time range to clear:" and select the "Clear Now" button.



B 19: Close Mozilla Firefox, then re-open Mozilla Firefox. Log-in to you client page at www.STPub.com and using your User Name and Password to log-in and try to open a PDF.

B 20: If after enabling Mozilla Firefox your PDFs bookmarks still do not open then please continue to [Part 3](#).

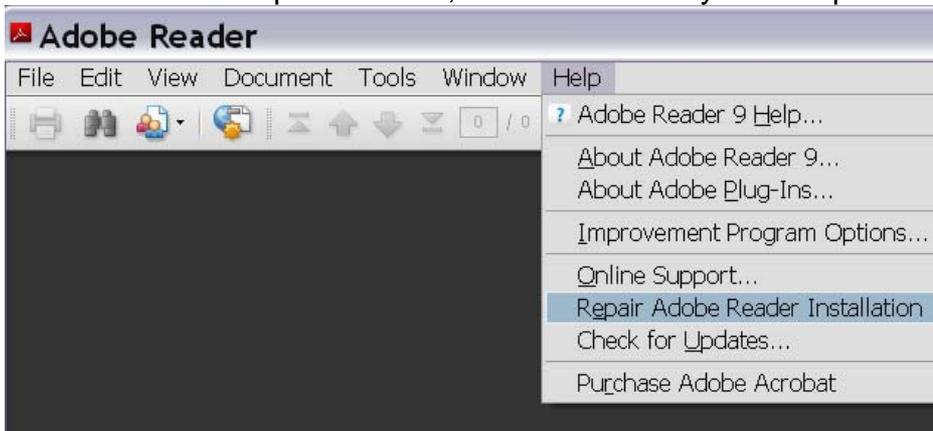
Part 3: Repair Adobe Reader

This part has three sections

- A. Repair Adobe Reader
- B. Reinstall Adobe Reader
- C. Additional Help Resources

A. Repair Adobe Reader

- A 1. Close your Web Browser and all other open programs
- A 2. Open Adobe Reader
- A 3. Under the "Help" menu, select "Repair Adobe Reader Installation" as shown below
- A 4. Wait for the repair to finish, and then restart your computer



If this didn't work then you will need to proceed to section B.

B. Reinstall Adobe Reader

- B 1. Visit www.adobe.com/reader to download the latest version of Adobe Reader
- B 2. Download Reader, and choose 'Run' when prompted
- B 3. Follow the installation instructions provided by Adobe
- B 4. Restart your computer



Important: Administrative privileges may be required to install this software. Please consult your IT Professional for assistance

C. Additional Help Resources

Should you have an ongoing difficulty resolving this issue, consult the following links for extra tips, or speak to your IT Professional.

<http://kb2.adobe.com/cps/328/328233.html>

<http://it.megocollector.com/?p=848ChromeHTML\Shell\Open\Command>

<http://kb.adobe.com/selfservice/viewContent.do?externalId=333544>

Should you still have access issues please contact us directly at 1-800-251-0381.