**How to Correct Adobe Read Error in Document Preview Back Office**

Some users may receive this error message when trying to “Preview” a PDF document in the Documents Page in the back office:



**To correct this, do the following:**

1. Make sure that the latest version of **Adobe Reader** is installed on the computer.
2. Next, go to the **Tools** icon in the upper right corner of **Internet Explorer** > click **Manage add-ons**:



1. Select **Toolbars and Extensions** > make sure **All add-ons** is selected > select **Adobe PDF Reader** > click **Enable** to enable the Adobe Reader add-on in Internet Explorer. Close the windows and try again.

