

Unable to open files attached inside a signed PDF document

DetailsResolution Irrelevant

- CASE ID

NJSA 47 1A-3.a Ongoing Investigatio

- CASE TYPE

Product

- PRODUCT

Acrobat DC Pro

- PRIORITY

P3 - Important

- IMPACT

Medium

- DATE CREATED

September 5, 2019 3:02 PM

- LAST UPDATED

September 20, 2019 11:52 AM

Actions

Reopen CaseTake Survey

Contacts

ADOBE SUPPORT AGENT
ADMIN

Anoop NJSA 47 1A-1 fo
Jonathan Sitko (you)

Discussion

Add Comment Add Attachment

Jonathan Sitko (you) commented:

3 months ago

We can close the case, I don't think there is anything that we can do further.

Anoop NJSA 47 1A-1 fo (Adobe) commented:

3 months ago

Hi Jonathan, With the limited information, it's difficult to find the root cause of the problem. Please let me know how you would like to proceed further. Regards, Anoop

Anoop NJSA 47 1A-1 fo (Adobe) commented:

4 months ago

Hi Jonathan, Please let me know if you are able to get more information related to the issue. Regards, Anoop

Anoop NJSA 47 1A-1 fo (Adobe) commented:

4 months ago

Hi Jonathan, The PDF doesn't contain any information on how it got corrupted. There could be many reasons for this and most common is the involvement of 3rd party PDF APIs. Could you please check if non-Adobe PDF libraries are used to create or edit PDFs. Regards, Anoop

Jonathan Sitko (you) commented:

4 months ago

Good morning, I just wanted to follow up and see if there were any updates in regards to opening or repairing the corrupted file. Also, if there was any information that Adobe has that may help us determine why this occurred.

Jonathan Sitko (you) commented:

4 months ago

Thank you Anoop, unfortunately, we are unable to replicate the issue, we are not sure what the end user did to cause this file corruption. Does Adobe have any possible conclusion as to why the file was corrupted?

Anoop NJSA 47 1A-1 fo (Adobe) commented:

4 months ago

Hi Jonathan, I analyzed your file and I also get the same error that you mentioned. But now this file is fully corrupted and cannot be recovered. If you could able to replicate it one more time then we will setup a screen share session and troubleshoot it further. Regards, Anoop

Jonathan Sitko (you) attached:

4 months ago

[NJSA 47:1A-3.a Ongoing Investigations] Exterior.pdf

Jonathan Sitko (you) commented:

4 months ago

Document [NJSA 47:1A-3.a Ongoing Investigations] Exterior.pdf attached by Customer

Jonathan Sitko (you) commented:

4 months ago

Hello, I just added one of the files that was attached to the signed PDF. This is one of the 16 files in the submitted PDF that we cannot open. We thought this might be useful for your to troubleshoot and determine why it can't be opened. Please refer to "[NJSA 47:1A-3.a Ongoing Investigations] Exterior.pdf"

Jonathan Sitko (you) commented:

4 months ago

Hello, Here are my responses 1. The users were instructed to use only the latest version of the free Adobe Reader to complete the forms. 2. The completed form were uploaded through a Web application in a standard file upload control that then stored the PDF file in a SQL Server database. 3. Yes, all of the PDF's that were attached, had to be saved before attaching them to the master form. 4. For the majority of the forms submitted, we have no issue opening the attached PDF's, it is only a select few that are displaying this behavior. 5. At this time, we have not been able to reproduce the issue.

Chiyani [NJSA 47 1A-1 reason] (Adobe) commented:

4 months ago

Hi Jonathan, We are reviewing the file that you have sent. Could you please provide the below information regarding the workflow being used here : 1. Do you know how users are filling in the PDF form? Are they using Adobe Acrobat/Reader? 2. How do the users receive the filled copies of the forms? 3. Do the users save the PDF before opening the form? 4. Were the end-

users able to open the attachments in the past or has these forms never work? 5. Is the issue reproducible on the same file? If yes, would it be possible to share the problem PDF?

Jonathan Sitko (you) commented:

4 months ago

Here is a blank copy of the form that we supplied to our vendors that they filled out and sent back to us.

Jonathan Sitko (you) attached:

4 months ago

DMM-01A.pdf

Jonathan Sitko (you) commented:

4 months ago

Document DMM-01A.pdf attached by Customer

Jonathan Sitko (you) commented:

4 months ago

Hello, I updated to the latest version, see the attached. The same behavior occurred. In regards to providing you with the file, we just need to confirm that we have a confidentially agreement between the State of NJ - Department of Health and Adobe in place. There is a lot of confidential information in the document and we need to ensure that is there before providing it. The other issue is that the file is almost 80 MB, will that be OK to upload if we have the agreement in place?

Jonathan Sitko (you) attached:

4 months ago

sysInfo_09_06_2019.txt

Jonathan Sitko (you) commented:

4 months ago

Document sysInfo_09_06_2019.txt attached by Customer

Anoop NJSA 47 1A-1.7(b) (Adobe) commented:

4 months ago

Hi Jonathan, I tried calling you but reached your voicemail. Please provide the sample PDF file for our testing and also try by installing the latest version of Acrobat:

<https://www.adobe.com/in/devnet-docs/acrobatetk/tools/ReleaseNotesDC/continuous/dccontinuousaugust2019qfe.html#dccontinuousaugusttwentynineteenqfe> Regards, Anoop

Sandeep NUSA 47 1A-1 reasonable (Adobe) commented:

4 months ago

Thank you for your response! I'm advancing this case to our experts for further assistance.

Jonathan Sitko (you) attached:

4 months ago

sysInfo.txt

Jonathan Sitko (you) commented:

4 months ago

Document sysInfo.txt attached by Customer

Jonathan Sitko (you) commented:

4 months ago

Just to give more background. This form was provided to the public and we received back almost 200 copies of this completed form. Most of the forms are fine and we can view the data they submitted. There are a select few though that we cannot view the attachments and there are also a few where most of the attachments can be viewed in the PDF, but some cant. Number of users affected: Only 10, but this is a time sensitive project to review the documents. • Since when the issue started: Last week, we just received the completed forms from the public. • Version of Acrobat: Acrobat PRO DC 2019.012.20034 Pretty much any version of Acrobat Reader, we even went back to X. • Name of the workflow affected due to the issue: Just a PDF Form - no workflow System Report : Steps to capture: a) Launch Acrobat b) Go to help c) Generate system report d) Send report and copy the systeminfo.txt file, attach it in the notes.

Sandeep NUSA 47 1A-1 reasonable (Adobe) requested:

4 months ago

Thank you for contacting Adobe Enterprise Support team. I'm writing this in reference to your open case and like you to share the below details, so we can advance this case to our experts for further assistance. Number of users affected: • Since when the issue started: • Version of Acrobat: • Name of the workflow affected due to the issue: System Report : Steps to capture: a) Launch Acrobat b) Go to help c) Generate system report d) Send report and copy the systeminfo.txt file, attach it in the notes. Looking forward for your response.

Jonathan Sitko (you) attached:

4 months ago

AdobeAttachmentIssue.png

Jonathan Sitko (you) commented:

4 months ago

Document AdobeAttachmentIssue.png attached by Customer