

From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing - P3 - Important Case Created | Do Not Delete:0871000323635
Date: Thursday, September 5, 2019 3:02:58 PM



Dear Jonathan Sitko,

Thank you for contacting us. We have created a new case and an Adobe Support Engineer will contact you shortly. In the meantime, you can view or update your case by clicking the Case ID below.

The case details are as follows:

- Case ID: NUSA 47 1A-3.a Ongoing Investigat
- Case Title: Unable to open files attached inside a signed PDF document
- Case Type: Product
- Product: Acrobat DC Pro
- Case Description: We are unable to open the attachments in this signed PDF document. When we click on them, they display the message shown in the screenshot.

This is only affecting a few PDF's that were submitted through this form. Others are fine and the attachment open.

Also, if you view the RAW PDF data in notepad, it doesn't have the normal %PDF in the hdear.

We tried this regedit, but it did not help.

<https://helpx.adobe.com/acrobat/kb/pdf-error-1015-11001-update.html>

We look forward to working with you,
Adobe Enterprise Support Team

To view your case, please log in to your [Admin Console](#) account.

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing Investigation Needs Your Response | Do Not Delete:0871000323695
Date: Thursday, September 5, 2019 3:21:36 PM



Dear Jonathan Sitko,

NUSA 47 1A-3.a Ongoing Investigation
[REDACTED] is awaiting your response. Please respond to your case by clicking the Case ID below.

The last comment on the case was:

- Last Comment: 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.

The case details are as follows:

- Case ID: NUSA 47 1A-3.a Ongoing Investigation
[REDACTED]
- Case Title: Unable to open files attached inside a signed PDF document

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Adobe Enterprise Support Team

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a On- Notes/Attachment Added | Do Not Delete:0871000324006
Date: Thursday, September 5, 2019 5:07:47 PM



Dear Jonathan Sitko,

An Adobe Support Engineer has added new notes to [NUSA 47 1A-3.a Ongoing](#).

- 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-](https://www.adobe.com/in/devnet-docs/acrobatetk/tools/ReleaseNotesDC/continuous/dccontinuousaugust2019qfe.html#dccontinuousaugusttwentynineteenqfe)

[docs/acrobatetk/tools/ReleaseNotesDC/continuous/dccontinuousaugust2019qfe.html#dccontinuousaugusttwentynineteenqfe](https://www.adobe.com/in/devnet-docs/acrobatetk/tools/ReleaseNotesDC/continuous/dccontinuousaugust2019qfe.html#dccontinuousaugusttwentynineteenqfe)

Regards,
Anoop

You can view or update your case by clicking the Case ID below.

The case details are as follows:

- Case ID: [NUSA 47 1A-3.a Ongoing](#)
- Case Title: Unable to open files attached inside a signed PDF document

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing - Notes/Attachment Added | Do Not Delete:0871000328555
Date: Monday, September 9, 2019 9:19:33 AM



Dear Jonathan Sitko,

An Adobe Support Engineer has added new notes to [NUSA 47 1A-3.a Ongoing Investigat](#).

- 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?

You can view or update your case by clicking the Case ID below.

The case details are as follows:

- Case ID: [NUSA 47 1A-3.a Ongoing Investigat](#)
- Case Title: Unable to open files attached inside a signed PDF document

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing - Notes/Attachment Added | Do Not Delete:0871000329832
Date: Monday, September 9, 2019 2:58:35 PM



Dear Jonathan Sitko,

An Adobe Support Engineer has added new notes to [NUSA 47 1A-3.a Ongoing Investigat](#).

- 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

You can view or update your case by clicking the Case ID below.

The case details are as follows:

- Case ID: [NUSA 47 1A-3.a Ongoing Investigat](#)
- Case Title: Unable to open files attached inside a signed PDF document

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing - Notes/Attachment Added | Do Not Delete:0871000335640
Date: Wednesday, September 11, 2019 12:05:44 PM



Dear Jonathan Sitko,

An Adobe Support Engineer has added new notes to NUSA 47 1A-3.a Ongoing Investigat.

- 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

You can view or update your case by clicking the Case ID below.

The case details are as follows:

- Case ID: NUSA 47 1A-3.a Ongoing Investigat
- Case Title: Unable to open files attached inside a signed PDF document

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing - Notes/Attachment Added | Do Not Delete:0871000346844
Date: Tuesday, September 17, 2019 8:05:30 PM



Dear Jonathan Sitko,

An Adobe Support Engineer has added new notes to [NUSA 47 1A-3.a Ongoing Investigat](#).

- Hi Jonathan,

Please let me know if you are able to get more information related to the issue.

Regards,
Anoop

You can view or update your case by clicking the Case ID below.

The case details are as follows:

- Case ID: [NUSA 47 1A-3.a Ongoing Investigat](#)
- Case Title: Unable to open files attached inside a signed PDF document

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing - Notes/Attachment Added | Do Not Delete:0871000351496
Date: Thursday, September 19, 2019 7:30:59 PM



Dear Jonathan Sitko,

An Adobe Support Engineer has added new notes to [NUSA 47 1A-3.a Ongoing Investigat](#).

- 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

You can view or update your case by clicking the Case ID below.

The case details are as follows:

- Case ID: [NUSA 47 1A-3.a Ongoing Investigat](#)
- Case Title: Unable to open files attached inside a signed PDF document

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing - Case Closed | Do Not Delete:0871000352963
Date: Friday, September 20, 2019 11:52:45 AM



Dear Jonathan Sitko,

We have closed NUSA 47 1A-3.a Ongoing Investigat. You can view or re-open your closed case by clicking the Case ID below.

We're always trying to improve and value your feedback. Please take this quick [Survey Link](#) to let us know how we're doing.

The closed case details are as follows:

- Case ID: NUSA 47 1A-3.a Ongoing Investigat
- Case Title: Unable to open files attached inside a signed PDF document
- Close Case Reason: Resolution Irrelevant or No Longer Requires a Resolution
- Close Case Comments: No resolution was found, the files are corrupted in the attachments and there is no know answer as to why and they can't be repaired.

Thank you for working with us,
Adobe Enterprise Support Team

To view your case, please log in to your [Admin Console](#) account.

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From: [Adobe Enterprise Support](#)
To: [Sitko, Jonathan](#)
Cc: [Adams, Steven J](#)
Subject: [EXTERNAL] NUSA 47 1A-3.a Ongoing - Notes/Attachment Added | Do Not Delete:0871000323877
Date: Thursday, September 5, 2019 4:20:27 PM



Dear Jonathan Sitko,

An Adobe Support Engineer has added new notes to [NUSA 47 1A-3.a Ongoing Investigat](#).

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

You can view or update your case by clicking the Case ID below.

The case details are as follows:

- Case ID: [NUSA 47 1A-3.a Ongoing Investigat](#)
- Case Title: Unable to open files attached inside a signed PDF document

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