



Finance forms issues with the Windows 8 pdf reader

Issue Description:

When trying to use the forms on the Financial Services site, users may experience a compatibility issue with the forms and the default pdf viewer in Windows 8.

Impacted Forms:

- Chartfield Request
- Cheque Requisition (GST/PST)
- Cheque Requisition (HST)
- General Ledger (GL) Journal Entry
- Stop Payments Request
- Travel Expense/Advance (Travel after Mar 31/12)

Resolution:

When trying to open a form on the site if you see the following message:

Please wait...

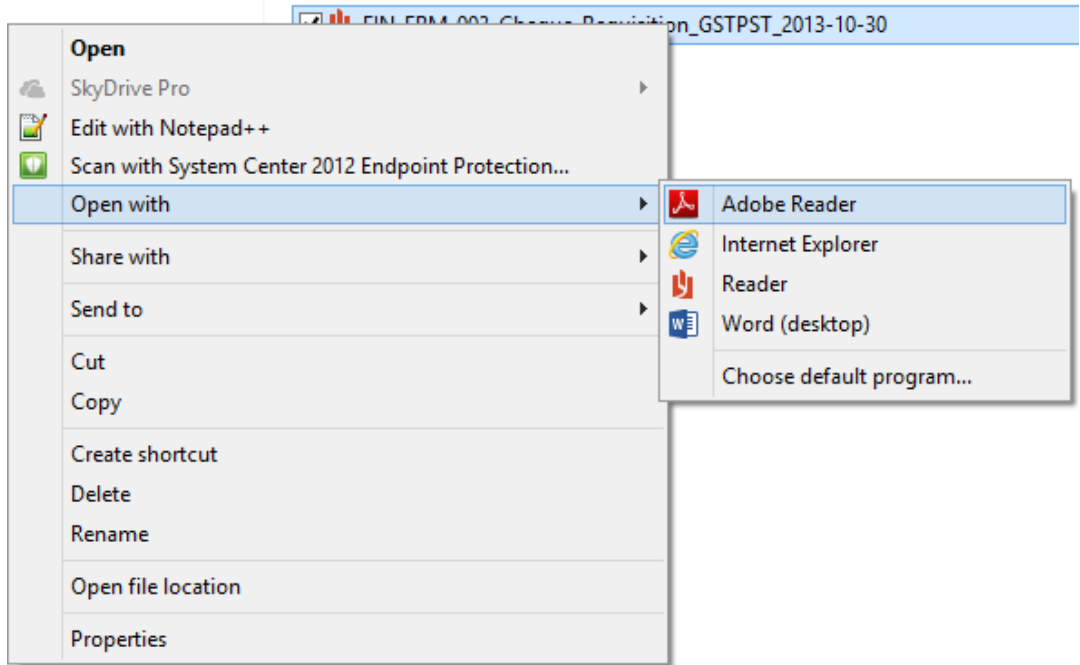
If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting http://www.adobe.com/go/reader_download.

For more assistance with Adobe Reader visit <http://www.adobe.com/go/acrreader>.

Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Then the simplest resolution is to install Adobe Reader from <http://get.adobe.com/reader/> then download the form to a location on your hard drive, right click on the file and choose open with, then select Adobe Reader from the list as shown.



An alternative method is to enable the Adobe reader plugin in the browser, as shown for Internet Explorer 10 (Other browsers may vary).

