



If pdf failed to print, it can be solved by change the setup

If Windows is updated recently, there may be a problem of printing pdf when using the b2b system. The system may not respond when pressing print on the pdf file.

For solve the problem, you can change the setup of Adobe Acrobat Reader, deselect "Enable Protected Mode at startup".

This setting is defaulted "uncheck", but recent Windows updates changed this setting to "check" and caused the problem of not being able to print. Just change it back to "uncheck".

Adobe Acrobat Reader Setup

Go to Adobe Acrobat Reader: Edit > Preferences > Security (Enhanced)

1 Adobe Acrobat Reader DC

File Edit View Sign Window Help

Undo Ctrl+Z

Redo Shift+Ctrl+Z

Cut Ctrl+X

Copy

Paste

Delete

Select All

Deselect All

Copy File to Clipboard

Edit Text & Images

Redact Text and Images

Take a Snapshot

Check Spelling

Look Up Selected Words

Find

Advanced Search

Protection

Accessibility

2 Manage Tools

Preferences...

3 Security (Enhanced)

Commenting

Documents

Full Screen

General

Page Display

3D & Multimedia

Accessibility

Adobe Online Services

Email Accounts

Forms

Identity

Internet

JavaScript

Language

Measuring (2D)

Measuring (3D)

Measuring (Geo)

Multimedia (legacy)

Multimedia Trust (legacy)

Reading

Reviewing

Search

Security

4 Security (Enhanced)

Signature

Spelling

Tracker

Trust Manager

Units

Sandbox Protections

Enable Protected Mode at startup

Run in AppContainer

Create Protected Mode log file

View log

Protected View: Off

Files from potentially unsafe locations

All files

Enhanced Security

Enable Enhanced Security

Cross domain log file

View

Privileged Locations

If your workflow is negatively impacted by security settings, use Privileged Locations to selectively bypass them.

Automatic

Automatic

5 YES (Y) NO (N)

Uncheck "Enable Protected Mode at startup".

Enabling Protected Mode requires manual restart of the application.

Are you sure you want to continue?

Press <YES> to confirm.

6 OK Cancel

Press <OK>, completed the setup.

References (Adobe Acrobat):

Understand and troubleshoot the Protected View in Adobe Acrobat

Protected View in the browser

When a PDF is opened in a browser, Protected View provides a streamlined experience that doesn't use a warning bar. Instead, browser-based PDF files provide a Reader-like experience for documents that have been rights enabled. That is, all Reader features are available in addition to features that become enabled when a document author uses Acrobat to extend features to Reader users. These features include signing existing form fields, adding new signature fields, saving form data, and so on.

The following features do not work for PDF files in a browser with Protected View enabled:

- Advanced printing
- Pan and Zoom, Loupe tools
- Features that wouldn't normally be available for a rights-enabled PDF viewed in Reader, such as adding attachments.

<https://helpx.adobe.com/acrobat/kb/protected-view-troubleshooting-acrobat.html>