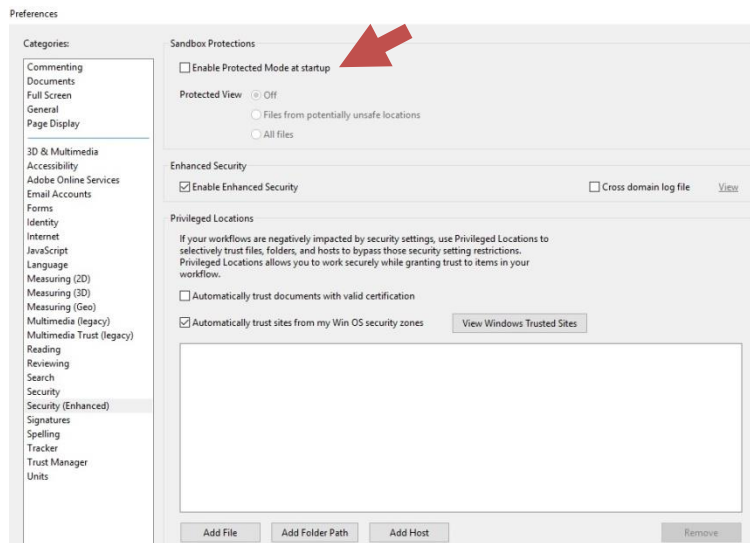


PRINTING ISSUE WITH ADOBE READER/ACROBAT READER DC AND LATEST WIN 10 UPDATE (PRINTING BLACK LINES INSTEAD OF TEXT)"Thanks again Microsoft"

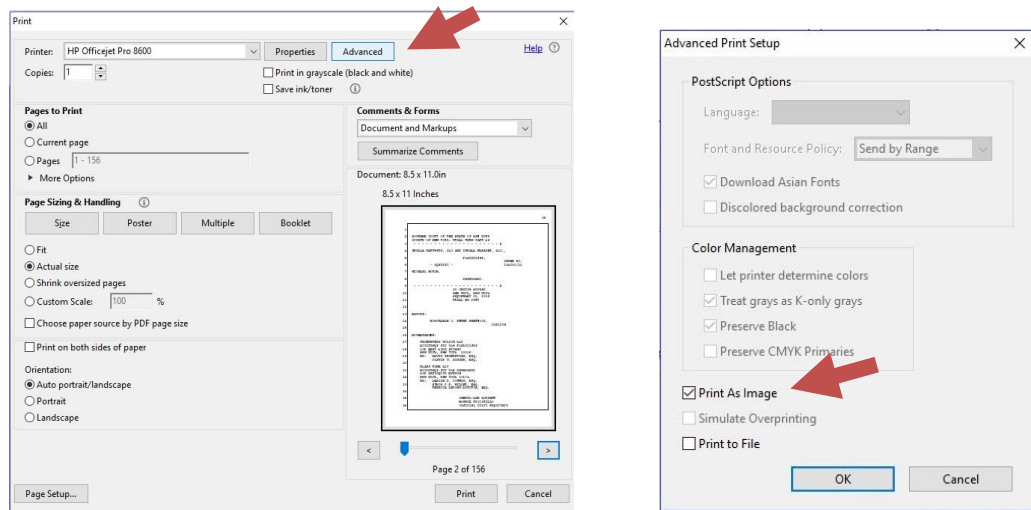
In late August, Microsoft released and in some cases automatically updated users with the Windows 10 Anniversary Update. It has been reported worldwide that when printing directly from Adobe Reader/Acrobat Reader DC some users are experiencing a wide variety of PDF documents printing with black lines instead of text. Our research and testing offer the following solutions for both Min-U-Script Users as well as their clients should this issue occur.

For more information listed on the Adobe Forum <https://forums.adobe.com/thread/2197916?start=40&tstart=0>

1. **The Adobe/Windows 10 Update Issue generally does not occur when printing directly from Min-U-Script.** To print directly from MUS, click on the Production/Delivery Print tab, select the documents you would like to print and then click on the Print button at the bottom right. If the problem persists, go to Option #2
2. **Disable Protected Mode in Adobe Reader or Acrobat Reader DC**
 - a. From the Edit Menu in Adobe/Acrobat DC Reader, select Preferences
 1. Select Security (Enhanced) and then under Sandbox Protections uncheck the box for "Enable Protected Mode at Startup". Print as usual.



3. If you are using Adobe Reader or Adobe Acrobat DC to print your PDF's, try to print them as an image instead.
 - a. From the Print Menu window:
 1. Make sure Print in Grayscale is not checked, if so uncheck it
 2. Click on the Advanced button and in the Advanced Print Setup window enable "Print As Image" by marking the checkbox. Click OK and then print as usual.



4. Other PDF viewers such as the Adobe Pro/Adobe Acrobat Pro versions, FoxIt and Nitro PDF do not seem to be affected by the Win 10 Anniversary update. FoxIt Reader and Nitro Reader are available as a free download from the internet.
 - a. Download link for FoxIt <https://www.foxitsoftware.com/products/pdf-reader/>
 - b. Download link for Nitro <https://www.gonitro.com/pdf-reader>