



Technical Bulletin

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Problem Opening PDF Bundled Files or Exhibits in Google Chrome PDF Viewer

Earlier this year, Google's Chrome Internet Browser automatically updated users with Google's PDF Viewer Plug-in and automatically defaulted opening up PDF's from any internet site or internet email program e.g. Yahoo, Gmail, AOL, etc. to open in the Chrome PDF viewer.

Aside from preventing users from displaying PDF's in their favorite PDF viewer program two additional problems exists:

1. The Chrome PDF viewer is a memory hog and may cause the browser to freeze or crash;
2. **MOST IMPORTANTLY, THE GOOGLE VIEWER DOES NOT DISPLAY BOOKMARKS/ATTACHMENTS WHICH PREVENTS USERS FROM OPENING FILE FORMATS IN MIN-U-SCRIPT BUNDLES AND EXHIBITS/WORD INDEX IN INDIVIDUAL PDF FILES!**

SOLUTIONS: THERE ARE TWO EASY SOLUTIONS TO THE PROBLEM CAUSED BY GOOGLE CHROME USERS.

1. **The problem is associated with opening PDF files directly from the email attachment or while on the internet. If the user simply saves the file to their computer and open it from its location on the PC, the file should open in Adobe Reader/Acrobat and all attachments will be available.**
2. **Users can easily disable the Google PDF Viewer by following these steps allowing users to open/download PDF's in their favorite PDF Viewer e.g. Adobe Reader/Acrobat and others.**

Step 1 – Open Google Chrome Browser

Step 2 – Type <chrome://plugins> into the address bar

Step 3 – Go To Chrome PDF Viewer and click [DISABLE](#)

Step 4- Exit Google Chrome Viewer

