

Error when trying to save a Print Mail generated PDF from within Adobe Reader

Problem:

Error when trying to save a Print Mail generated PDF from within Adobe Reader 11.0.10 or later. Adobe Reader error: 'The document could not be saved. There was a problem reading this document (21).' OK. Followed by the message 'Insufficient data for an image.'

Cause:

Adobe Reader 11.0.10 or later can't generate an image from our PDF when trying to re-save the PDF.

Solution:

Right-click on the attachment in Outlook and 'Save As' or 'Save all attachments' to the desired location and then open the PDF. Or drag-and-drop the attachment/s from the email to the desired location.

There is no problem opening the File Smart PDF but the latest versions of Adobe Reader no longer allows the type of PDF the File Smart program generates to be saved from within the Reader program.

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